

KWAZULU-NATAL DIGITAL TRANSFORMATION STRATEGY PROPOSAL

Introduction

- ▶ The KwaZulu-Natal province presents a pool of economic opportunities in virtually every sector and department.
- ▶ Being the country's second largest contributor to the economy after Gauteng, demonstrates that the province plays a significant role in South Africa's economy.
- ▶ This presents an enormous opportunity in this digital era to gravitate towards a digitally enabled socio-economic development in the province

Introduction contd...

- ▶ Recognizing Government's current efforts in prioritizing digital transformation together with building an inclusive information society and knowledge economy that is based on the needs of the citizens, business and public sector, the KZN Digital Transformation Strategy seeks to accelerate and guide a common, coordinated response to reap the benefits of the current digital revolution.
- ▶ The BRICS (Brazil, Russia, India, China and South Africa) Summit 2019 represented by the President Cyril Ramaphosa agreed that the digital economy agenda for BRICS countries should include:

Introduction Contd...

- a) Digital literacy
- b) Narrowing the social digital divide
- c) Digital Skills Development
- d) Digitalisation of small and medium enterprises
- e) Expansion in the development of inclusive digital projects within rural communities.
- f) Coordination of business activities between the public and private sector.
- g) Collaboration on knowledge and best practise sharing as well enhancing digital connectivity.

Objectives of the Strategy:

- Eradicating the digital illiteracy in government departments,
- Narrowing the digital divide,
- Promoting digital skills development,
- Promoting digitisation of SMME businesses,
- Expanding development and inclusiveness of digital projects within rural communities,
- Coordinating business activities efficiently between public and private sector,
- Increasing connectivity within the province

Problem Statement:

- ▶ Government in South Africa undoubtedly faces numerous challenges in delivering services, this includes slow response to service delivery and citizen's needs, poor integration and coordination across sectors and government's departments, the absence of accountability, transparency and efficiency ((Nkosi & Mekuria, 2010).
- ▶ To overcome these challenges, a single cohesive National e-Strategy is essential to ensure the diffusion of ICTs in all areas of society and the economy.
- ▶ This necessitates government at a provincial level to redirect its efforts in ensuring that this vision is achieved provincially through harnessing opportunities for digital transformation in the public sector and the business sector.

Defining the Digital Transformation Strategy:

- ▶ According to the World Bank definition, the Digital Transformation Strategy refers to Government's use of Information Technologies that have the ability to transform relations with citizens, businesses, and other arms of government.
- ▶ These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management.

Digital Transformation Strategy sectors:

- ▶ Government-to-Citizen;
- ▶ Government-to-Business;
- ▶ Government-to-Government.

Pillars of the digital transformation strategy:

- ▶ Openness, transparency and inclusiveness are key ingredients to building accountability and trust, which are necessary for the functioning of a democratic government.
- ▶ The digital transformation strategy is a multi-stakeholder initiative bringing together governments and civil society to advance openness, transparency and inclusiveness.

An overview of the national to provincial governmental challenges:

- ▶ Digital Divide ;
- ▶ Silos in government departments;
- ▶ Lack of Innovation;
- ▶ Skills shortage

ANALYSE



Digital Divide

People: putting people first, to design, deliver accessible, affordable and inclusive services

Business Process: bring significant efficiencies to both government and business.

Technology: transform the efficiency of core government functions, **Financial Management, Procurement, HR, Monitoring & Evaluation, Domestic Resource Mobilisation.**

Time: increasing effectiveness and efficiency of public sector.

Location: accessibility of e-governance services to citizens.



Silos in government departments

- Historical organisation culture for managerial, efficiency and service specialisation are the resultant behaviour.
- E-Governance is envisaged to demolish these barriers and assist government in becoming more integrated and citizen centric.



Lack of Innovation

Provide the most comprehensive responses to societal problems at local government through digital platforms.

Barriers for adoption of innovative technologies:

- Limited capabilities at local level to implement innovative service delivery.
- Lack of technical capacity across departments (no visionaries).
- Challenges in integration of technology in delivery of basic services.
- Lack of adequate innovation enabling policy instruments.
- Lack of access to appropriate and validated innovative technology.



Skills shortage

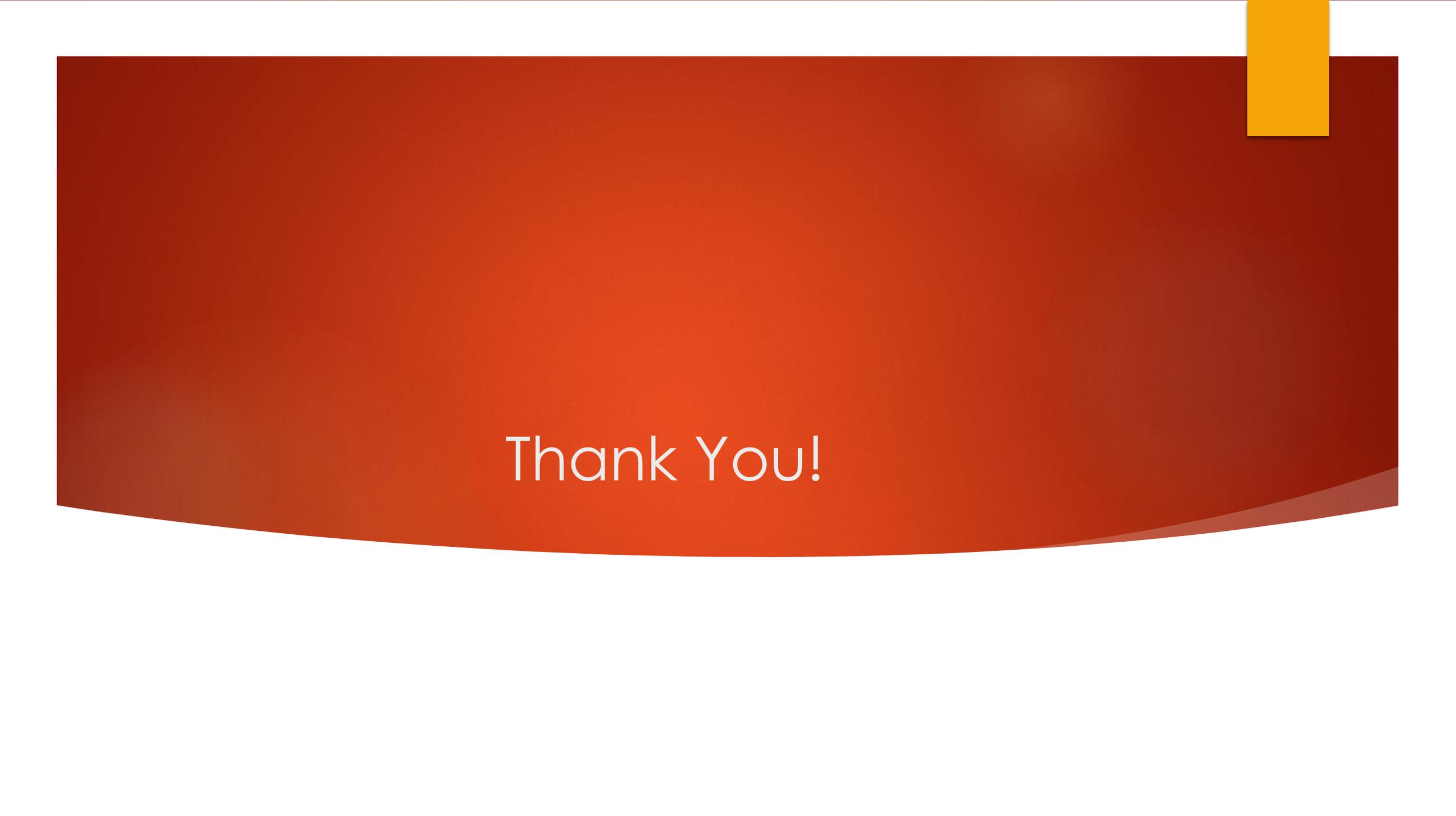
Education and training system is unable to produce essential and technical management skills required by government institutions.

Potential Benefits of the Digital Transformation Strategy in KZN:

- Government efficiencies such as record keeping, procurement, financial, etc.
- Development of new economies and new opportunities;
- Trust by sister provinces and regions in the world;
- Credibility gained from employing technological transformation and advancements;
- Competitive advantage in production and automation;
- Advanced data integration and management systems;
- Advanced tracking of imports and exports

Conclusion:

- ▶ Digital Transformation Strategy projects are a reality for the African continent. However, even with various strategic plans and policies, the core challenge remains with the minimal successful implementation.
- ▶ No new digital institution or agenda can succeed without a strong political sponsor, excellent people, a clear mission and a deliverable goal.



Thank You!