INTERNATIONAL CONFERENCE ON DATA AND DIGITAL GOVERNANCE 2024

19 – 22 October 2024
Shanghai and Deqing

You name
Functional/Job Title
Organization
Country

Background

South Africa is yet to unlock the full potential of technology and lags behind Global South leaders

South Africa ranks **103 out of 199** countries in the World Bank's GovTech Maturity index, measuring public sector digital transformation

South Africa ranks **40 out of 193** in the UN's 2024 eGovernment index, moving 25 places from being ranked 65 in 2022. South Africa is also now leading in Africa, followed by Mauritius (ranked 76) and Tunisia (ranked 87).

- Governments worldwide are embarking on digital transformation initiatives to better respond to the evolving needs of their citizens.

- Governments are appreciating the need to be digital by default and to continuously enhance citizen-centric focus, ultimately improving overall service delivery.

- As South Africa, there is an urgent need to strive to become a Digital Nation that is inclusive of all citizens with access to digital services, and inclusive participation in the global digital ecosystem.

- Our vision as South Africa is to become a Digital Society, enabled by Digitally-transformed Government that is citizen-centric and caters to the evolving needs of the citizens.

1. What are two critical lessons learned in implementing data/digital transformation strategy in your country: what works and what doesn't?

- Development of National e-Government Strategy and Roadmap that guided our vision for digital transformation of our public service.

- Development and implementation of our National e-Government Portal (online e-services portal) to digitize our government services.

- Data-driven Government – The establishment of a Big Data Analytics Practice for a data-driven government, using the Government Private Cloud (GPC) as an enabler, realizing Data-as-a-Service (DaaS). This will have a focus on Data standards, classifications, and data sharing, exchange, and interoperability. We also recently drafted a National Data and Cloud Policy and is awaiting approval by our Cabinet. Also in process to develop a National AI Policy.

2. What are two challenges that you face, and would like to learn from other countries?

Challenge 1: Our current challenge is integration/interoperability of government ICT Infrastructure, systems and data. Hence South Africa is embarking on the journey to develop a Digital Public Infrastructure

Challenge 2: Securing our ICT infrastructure and systems.

3. Suggest one recommendation for further discussion in UN forums; how can the UN and the global community better support countries in advancing effective data/digital governance strategies?

- The leveraging of Digital Public Infrastructure (DPI) approach in advancing digital government.

شكرا

谢谢

Thank You

Merci

Спасибо

Gracias