

department of communications and digital technologies

## AFRICA REGIONAL FORUM ON DATA GOVERNANCE AND DIGITAL GOVERNMENT

### *Session 2: Elements 1 & 2: Data standards, classifications, and data sharing, exchange, and interoperability*

Department of Communications and Digital Technologies (DCDT)

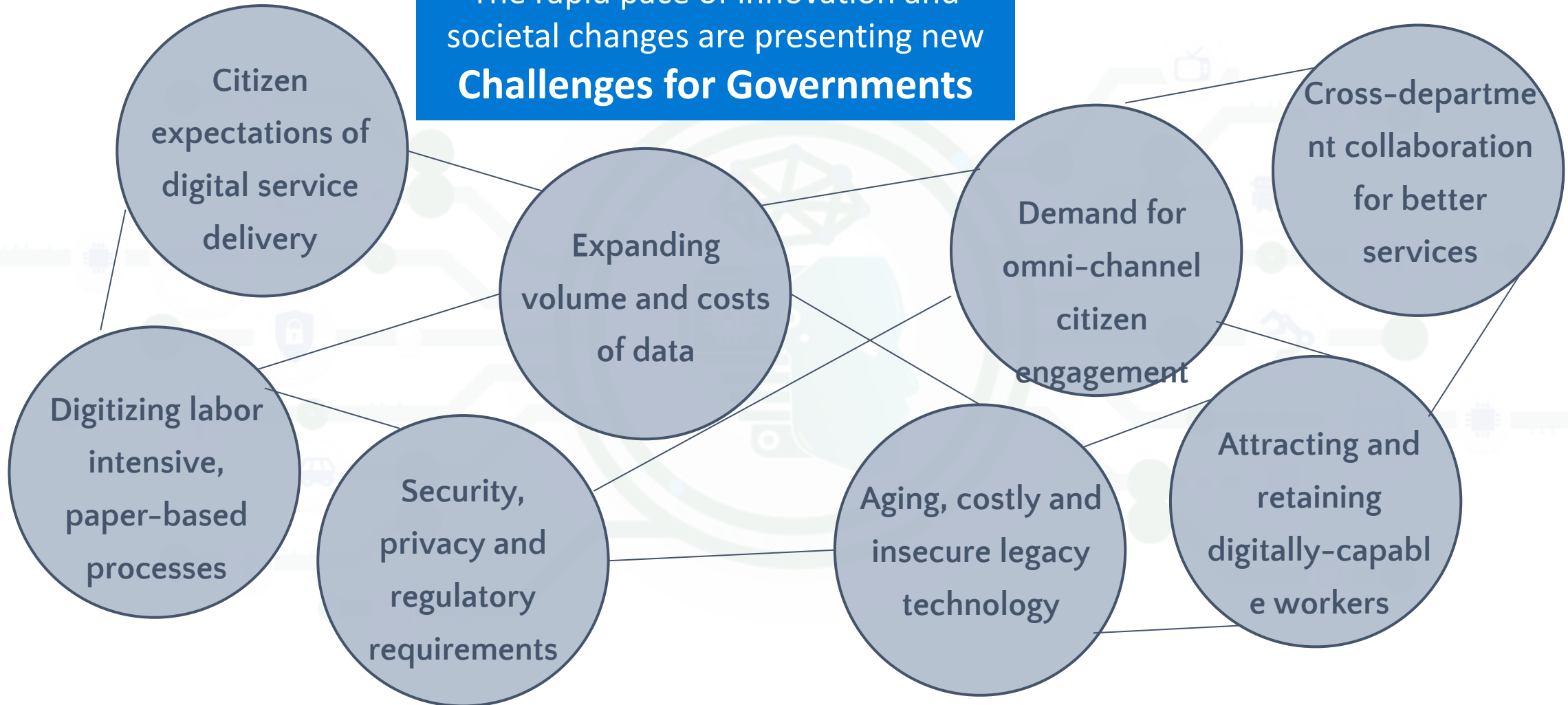
03 October 2024

# 1. INTRODUCTION

- 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.

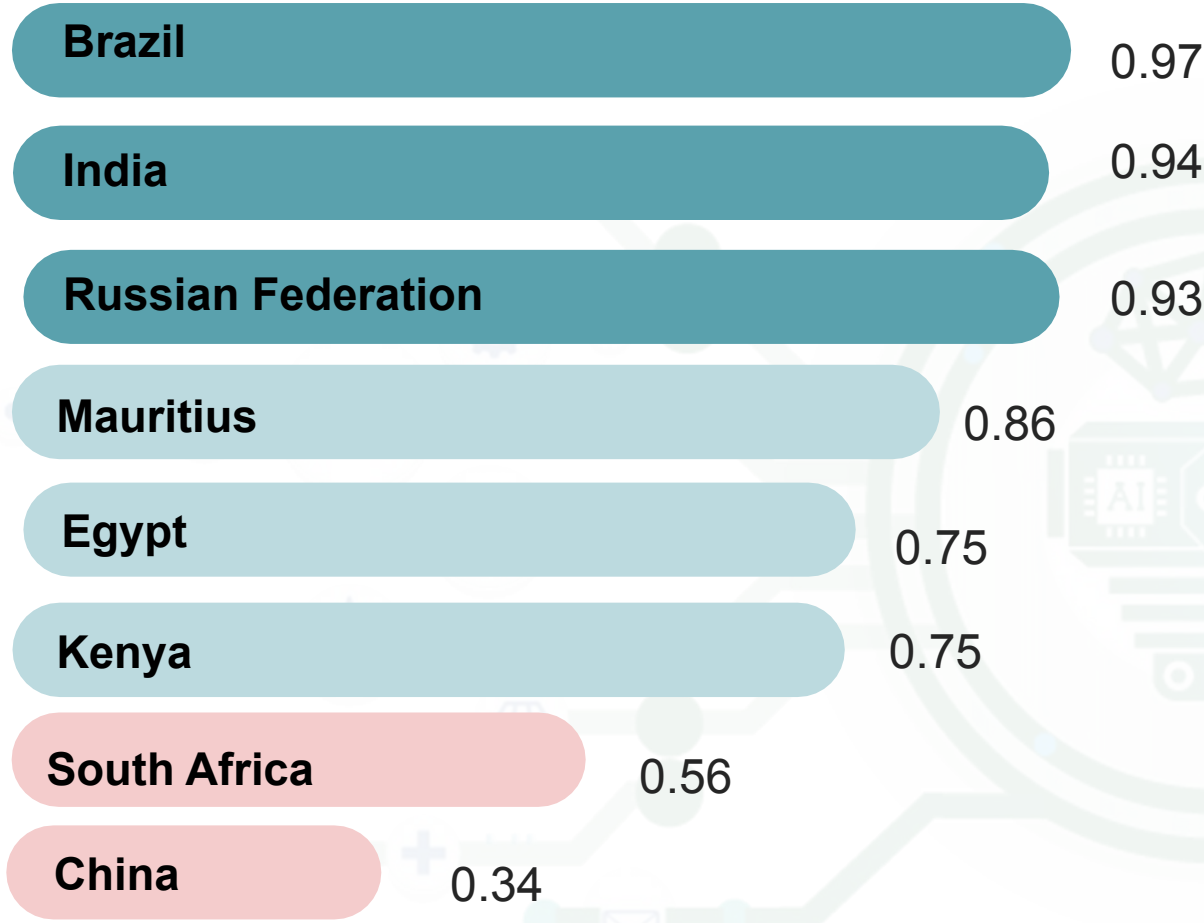
## 2. Challenges for Governments globally

The rapid pace of innovation and societal changes are presenting new  
**Challenges for Governments**



# 3. DIGITAL TRANSFORMATION IN SOUTH AFRICA

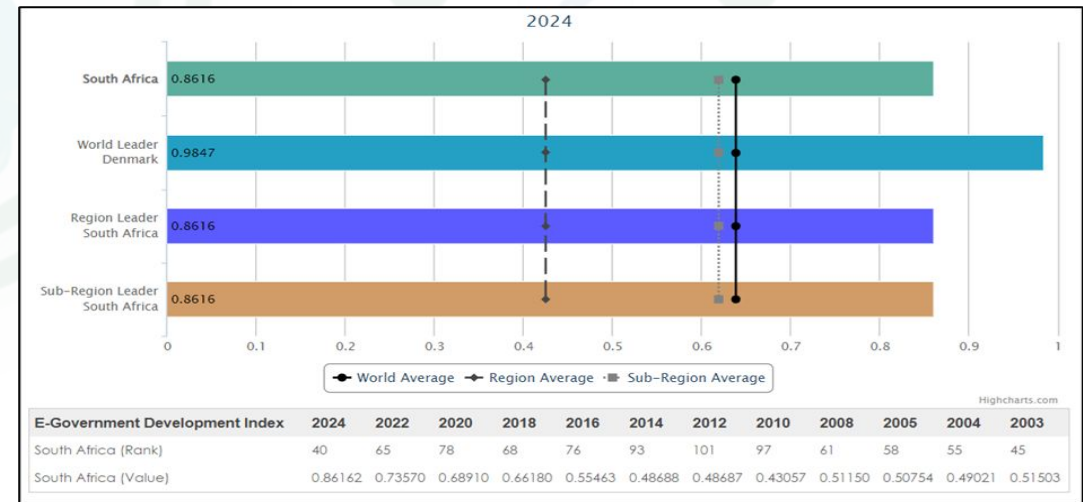
## GovTech Maturity Index 2022



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

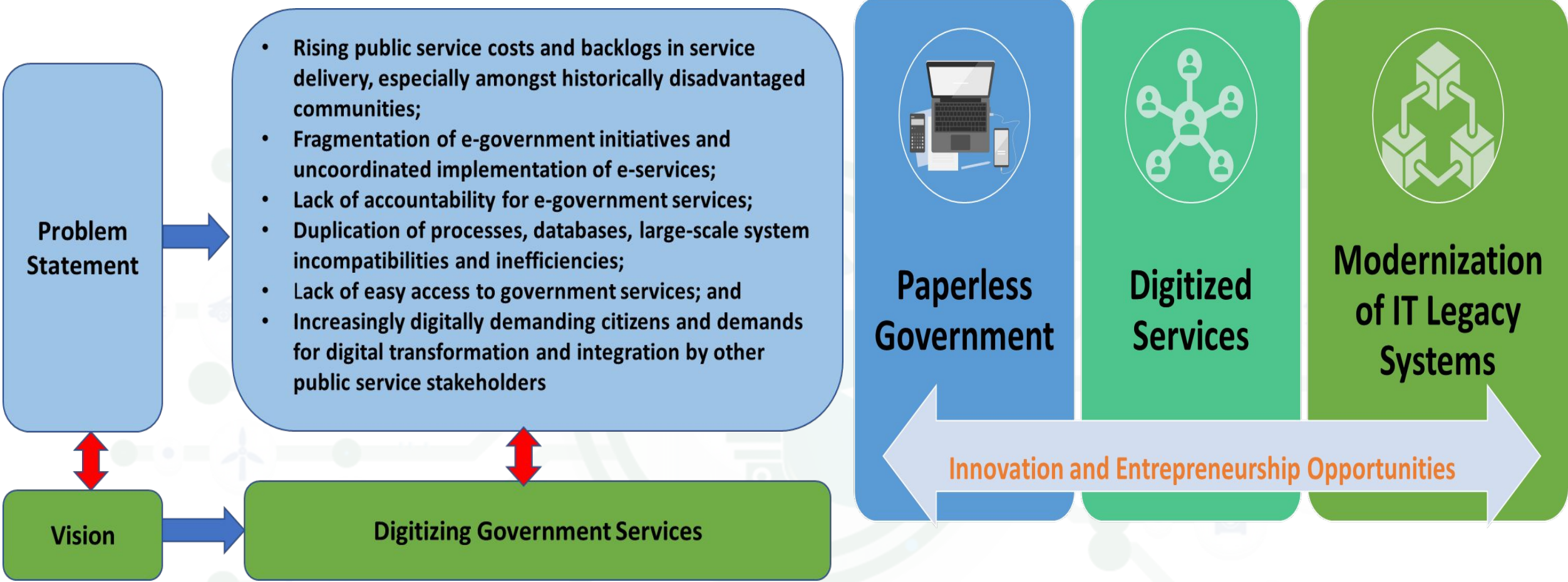
South Africa ranks **103 out of 199** countries in the World Bank's GovTech Maturity index, measuring public sector digital transformation

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).



Source: World Bank GovTech Maturity Index (2022) *Trends in Public Sector Transformation*. Available [here](#).

# 4. South Africa – National e-Government Strategy



DCDT and SITA are establishing digital platforms for the delivery and implementation of digital services embracing open innovation and collaboration with the digital ecosystem.

A total of 255 government services have been identified for digitization in consultation with DPSA and GCIS.

# 5. National e-Government Portal – From Cradle to Grave Model



**National e-Gov Portal: <http://www.eservices.gov.za/>**

| Government Cluster                                 | Number of Services |
|--|--------------------|
| Justice, Crime Prevention and Security             | 32                 |
| Economic Sector, Employment and Infrastructure     | 133                |
| International Cooperation, Trade and Security      | 12                 |
| Social Protection, Community and Human Development | 55                 |
| Governance and Administration                      | 23                 |
| <b>Total</b>                                       | <b>255</b>         |

Assess and identify services that are candidates for digitalisation

**A**

Implement the digitalised services on the e-Government Portal

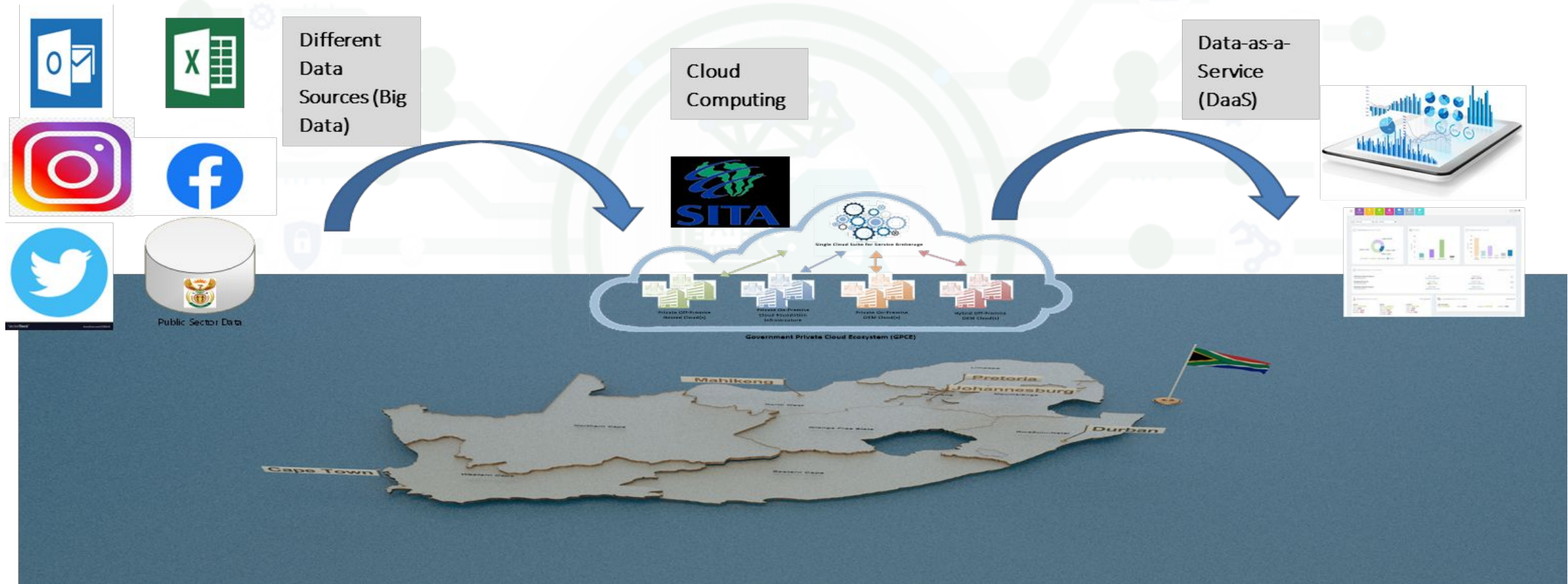
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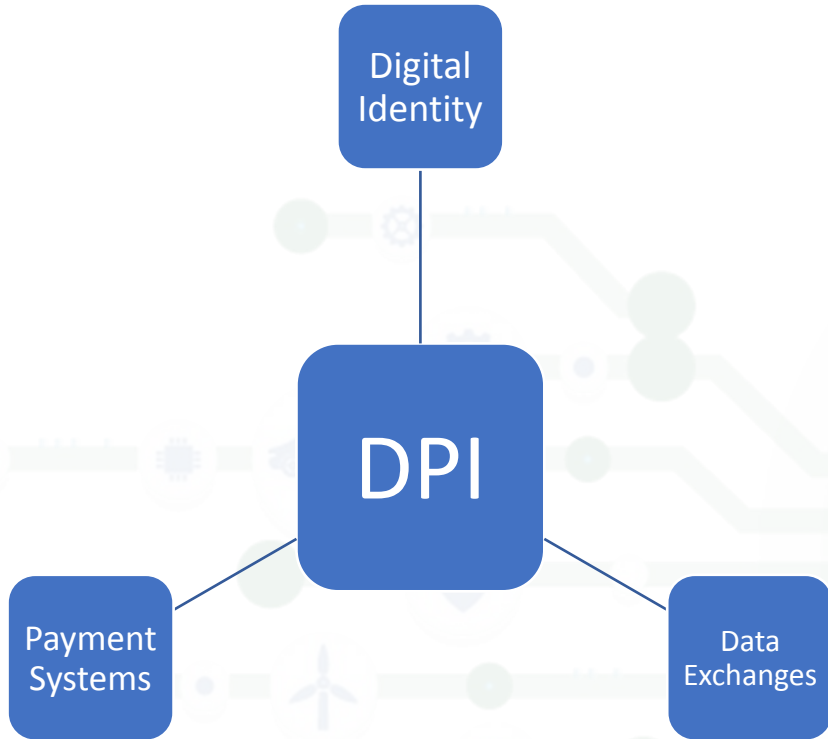
Prioritise and align candidate services for the government departments

**B**

# 6. 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, realising Data-as-a-Service (DaaS). This will have a focus on Data standards, classifications, and data sharing, exchange, and interoperability





DPI will assist SA to advance its digital government efforts by leveraging DPI foundational pillars to address current gaps. RISK – continue to be consumers of global tech systems, so as we advance this work – we need to create room to nurture locally-developed systems through government procurement.

1. **E-services – National e-Government Portal with 134 digitized government services**
2. **Digital ID:**

**National Digital and Biometric Identity System:** The Department of Home Affairs (DHA) is in the process of implementing a single integrated source of biographic and biometric information. A new biometric-based digital identity system, is currently being developed in South Africa. This system will replace the current National Population Register.

**Smart ID Card:** The introduction of the Smart ID Card, which began in 2013, was an early step toward digital identification. This card contains biometric data and replaces the older green barcoded ID book. It serves as a secure form of identification for citizens.

**SASSA** - utilizes biometric methods, including face recognition and digital ID document verification, to authenticate identities.

**3. Data Exchanges:** The SITA Cloud Platform will enable government to deal with different kinds of data, where this data is transformed into information that empowers government for accurate and prompt decision-making. Develop Government Data Lakes to advance Data-driven Government!



# THANK YOU

