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**The heartland of southern Africa -** development is about people

# CHALLENGES

**1. Working from home -** The move to working from home can expose office laptops to Malware that home networks were not protected against.

▶ Home Wi-Fi can be susceptible to cyber–crime.

▶ How does management measure productivity when officials are working from home?

**2. Education –** the department of education had to look at e-learning/Online learning. The curriculum was available electronically but through different platforms.

**3. Communication –** departments required assistance in terms of communicating and holding meetings during lockdown. Training on the use of MS Teams was undertaken.

**4. Data –** for officials working from home as well as official working tools.

**5. Accessing transversal systems –** remote access to BAS, PERSAL and LOGIS to ensure suppliers were paid.

# OPPORTUNITIES

- ▶ Accelerated digital transformation – policies had to be developed as a result

- ▶ The province developed the e- Government Strategy

  - ▶ To ensure **coordination of all ICT projects** in the province and not duplicate effort

  - ▶ To implement digital systems that officials and citizens can use wherever they are.

  - ▶ To create a **uniformity** in systems being used so that the province can be seen as one.

  - ▶ To facilitate **shared services** in order to share resources

  - ▶ Boost **security** within the ICT environment as everyone now is using ICTs for communication and transacting.

- ▶ The province now has an e-Education Strategy

# OPPORTUNITES Cont..

▶ Increased cloud storage opportunities.

▶ Collaboration opportunities as we are more like to reach out to experts and knowledge professionals in other organisations for guidance.

▶ Creating digital content from tacit knowledge will  minimize the need for employees to call colleagues for assistance.

▶ Opportunities for re-skilling the workforce

# WHAT IS EMERGING?

► An agile public service – speedy response in times of uncertainty

► We can adapt at leadership level and departmental level

**FOR THE FUTURE**

► The knowledge we have collected whilst managing COViD-19 can assist with future risk management when another pandemic breaks out.

► Paperless public service e.g. e-Leave, e-Tenders, e-Recruitment

► Virtual Private Network for the Province

► E-Learning

► Lean public service organizational structures

# CONCLUSION

- Technology is not necessarily the answer but looking at the organization's Key Performance Areas and ensuring that they are addressed is what will ensure service delivery.