GENERAL NOTICES • ALGEMENE KENNISGEWINGS

DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION

NOTICE 2727 OF 2024

PUBLIC SERVICE ACT, 1994 (PROCLAMATION NO.103 OF 1994)

DRAFT DETERMINATION AND DIRECTIVE ON DIGITAL SERVICES

The Draft Determination and Directive on Digital Services is hereby made available for public comments.

The Draft Determination and Directive proposes to provide norms and standards, as well as to direct departments on the implementation of Digital Services within the public service.

Electronic copies of the draft Directive may be obtained from the DPSA website: www.dpsa.gov.za.

All interested persons and organisations are invited to submit written comments on the draft Determination and Directive, within 30 working days from the date of publication of this notice by-

a)   Emailing to: NtsimaneN@dpsa.gov.za or Tshifhiwa.Mudau@dpsa.gov.za

b)

c)   Posting comments to:

Director-General
Department of Public Service and Administration
Attention: e-Services Directorate
Private Bag X916
Pretoria
0001

Kindly provide the name, address, telephone, and email address of the person or the organisation submitting the comments.

DETERMINATION AND DIRECTIVE ON DIGITAL SERVICES

2 | P a g e

TABLE OF CONTENTS

3 | P a g e

Abbreviations

API	=	Application Programming Interface
ICT	=	Information and Communications Technology
ITU	=	International Telecommunication Union
KPI	=	Key Performance Indicators
MPSA	=	Minister for the Public Service and Administration
URLs	=	Uniform Resource Locators
XaaS	=	Everything as a service

4 | P a g e

DEFINITIONS

In this Determination and Directive, any word or expression bears the meaning which was assigned in the Public Service Act and the Public Service Regulations, unless the context indicates otherwise-

'Advanced electronic signature' means an electronic signature as defined in section 1 of the Electronic Communications and Transactions Act (Act no.25 of 2002).

'Backend process' refers to the part of a software system that handles the server-side processing and data management. It is responsible for executing the logic and functionality of an application, processing user input, communicating with the database, and generating responses to client requests.

'Business Process Re-engineering' is the fundamental rethinking and radical redesign of business processes to achieve intense improvements in critical measures of performance such as cost, quality, service and speed.

'Cloud' refers to servers that are accessed over the Internet, and the software and databases that run on those servers.

'Digital Services' refers to an automated service delivered through digital technologies on the internet, or an electronic communication network using digital devices (laptop or computer, phones or kiosk etc.).

'Department' means a National department, a National government component, the Office of a Premier, a Provincial department or a provincial government component.

'Digital Design' encompasses a wide range of activities required for giving a definitive shape to a digital service, including defining the functional requirements of the digital service, ensuring an optimal user experience to end users and deciding the technology dimensions of the service.

5 | P a g e

'**Electronic government**' means the use of information and communication technologies in the public service to improve its internal functioning and to render services to the public.

'**Electronic Format**' means any document or other means of communication that is created, recorded, transmitted or stored in digital form or in any other intangible form by electronic, magnetic or optical means or by any other computer-related means that have similar capabilities for creation, recording, transmission or storage.

'**e-Service**' refers to the application of ICTs for delivering government services, broadly categorized as Government-to-Citizen (G2C), Government-to Business (G2B), Government-to-Government (G2G) and Government-to-Employees (G2E).

'**Frontend User Interface**' refers to having a screen which the public can access via a computer or laptop, smartphone, kiosk etc.

'**Inclusion**' is the conscious effort made to enable end-users with widely varying capabilities to avail, receive or obtain a service with comparable ease. In particular, inclusion is meant to meet the requirements of people with varying levels of literacy, digital literacy, special language requirements, poor infrastructure and above all, the needs of differently-abled persons.

'**Information and communication technologies**' means all aspects of technology which are used to manage and support the efficient gathering, processing, storing and dissemination of information.

'**Information Security**' means the provision of organisational, technical, and social measures to safeguard information assets against unauthorised access, damage, and interference –both malicious and accidental.

'**Institutional Mechanisms**' are internally designed processes used for the deployment of digital services attributes and monitoring of the same in a structured and well-established manner.

6 | P a g e

'**Integrated Digital Service**' is defined as the delivery of digital information or transactional services relating to multiple departments through a single interface/ device, based on a single request made by the user.

'**Minister**' means the Minister for the Public Service and Administration

'**Measurement**' is the process of determining the performance of a digital service to achieve the terms of this determination.

'**Open data**' means data that is made freely available to everyone for use, re-use and republishing as they wish, subject to ensuring the protection of privacy, confidentiality and security in line with the Constitution.

'**Public entity**' means a public entity as defined in section 1 of the Public Finance Management Act, 1999 (Act 1of 1999).

'**Reusability**' is the design of a generic service to facilitate the reuse of the same service in the same or different departments to achieve the very same functionality or as a part of a composite service that has a larger functionality.

'**Service**' is defined as an act of helping or doing work for someone, fulfilling a need of the public by performing specific tasks or work for service beneficiaries.

'**Service catalogue**' means a list of all the services that a department provides to citizens or is accessed by citizens, businesses and/ or other government departments.

'**Standard**' means a document that provides for common and repeated use, rules, guidelines or characteristics for products, services, or processes and production methods, including terminology, symbols, packaging, marking or labelling requirements as they apply to a product, service, process or production method.

'**the Act**' means the Public Service Act, 1994 (Act No. 103 of 1994).

'**User Interface**' is the process of translating the envisioned user experience into a set of interfaces, navigations and user interactions.

7 | P a g e

'**User Experience**' is the qualitative attribute of a service that reflects a person's subjective experience (emotions and attitude) during the service journey.

'**XaaS or Everything as a service**' refers to the services that have been or will be migrated to the Cloud.

8 | P a g e

1. INTRODUCTION

1.1. The advent of emerging technologies compels digital transformation within the public service as a new approach to standardise digital services' attributes to achieve efficient service delivery. Throughout the world, governments have increasingly been utilising various digital technologies and platforms to deliver public services. Digital technologies are rapidly changing how government interact with their citizens to deliver and access services.

1.2. In terms of section 3(1) (f), (g) and (i) of the Public Service Act read with section 16 of the Public Administration and Management Act, the Minister is responsible for establishing norms and standards relating to information management, e-Government and information and communications technology (ICT) related matters. This also includes matters related to transformation, reform, innovation and any other matter to improve the effectiveness and efficiency of the public service and its service delivery to the public. In addition, the White Paper on Transforming Public Service Delivery of 1997 contains principles that seek to address the inclusive nature of providing service delivery in the public service.

1.3. The emphasis placed on standardization and interoperability as key requirements for the widespread adoption of technologies and services to provide e-Government in different spheres of government necessitates the determination of norms and standards for the implementation of digital services.

1.4. Therefore, this Determination and Directive provides for the implementation of digital services in the public service to improve service delivery, for all beneficiaries to realise the potential benefits of ICT access and services, and the aspirations of the National Development Plan vision 2030, the National Integrated ICT Policy White Paper and National e-Government Strategy and Roadmap.

2. PURPOSE

2.1. The purpose of this Determination and Directive is to provide the norms and standards, as well to direct departments on the implementation of Digital Services within the public service.

9 | P a g e

3. AUTHORISATION

3.1. This Determination and Directive is issued by the Minister for the Public Service and Administration (MPSA) in terms of section 3(1) (f) (g) & (i) of the Public Service Act, 1994.

4. SCOPE OF APPLICATION

4.1. This Determination and Directive applies to all departments and their employees employed in terms of the Public Service Act, 1994 and the members of the services only in so far as the provisions of the Determination and Directive are not contrary to the laws governing the public service.

5. REGULATORY FRAMEWORK (PROVIDES THE CONTEXT WITHIN WHICH THE DETERMINATION AND DIRECTIVE EXISTS)

5.1. Constitution of the Republic of South Africa (Act No. 108 of 1996).

5.2. Public Service Act (Proclamation No.103 of 1994).

5.3. The Public Administration and Management Act (Act No. 11 of 2014).

5.4. The White Paper on Transforming Public Service Delivery of 1997.

5.5. Electronic Communications and Transactions Act (Act no.25 of 2002).

5.6. Protection of Personal Information Act (Act No. 4 of 2013).

5.7. Promotion of Access to Information Act (Act No. 2 of 2000).

5.8. State Information Technology Agency Act (Act No.88 of 1998).

5.9. Public Service Regulations, 2016.

5.10. Operations Management Framework, 2016.

6. IMPLEMENTATION OF THE DETERMINATION AND DIRECTIVE

6.1. The provisions set out herein must be applied to all digital services implemented within the public service.

6.2. Where a department had implemented digital services, any enhancements, planning and prioritisation of digital services must, where possible and reasonably practicable, be categorised and brought in line with the provisions of this Determination and Directive contemplated in clause 9.17.

10 | P a g e

6.3. Heads of the Departments must ensure that all requirements of this Determination and Directive are complied with within a period of three years from the date of approval and publication of this determination and directive.

6.4. All Heads of Departments must, as far practicable, co-operate with public entities responsible for the development and implementation of digital service and e-Services to ensure integration and interoperability.

7. NON-COMPLIANCE MANAGEMENT

7.1.   Failure to comply with this Determination and Directive will be dealt with in line with the provisions of the Public Service Act, 1994, sections 16A and 16B.

8. DATE OF IMPLEMENTATION

8.1. This Determination and Directive shall come into effect on the date of signature by the MPSA.

9. PROVISIONS ON THE IMPLEMENTATION OF DIGITAL SERVICES DETERMINATION AND DIRECTIVE

Notwithstanding the other provisions of this Determination and Directive, the following provisions offer clarity on the concept of digital services and attributes and additional provisions to be complied with by departments in the implementation of digital services.

9.1. THE CONCEPT OF DIGITAL SERVICES AND ATTRIBUTES

Within the context of digital technological development, the International Telecommunication Union (ITU) report provides six fundamental digital services attributes to realise digital transformation within the public service which are displayed in figure 1 below[1]. Digital services are regarded as whole of government services built on highly secure, reliable, scalable, replicable and open technologies of the new age, seamlessly interfacing with a host of divergent delivery channels, and, most often, leveraging the power of Application Programming Interface(API)

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[1] Digital transformation and the role of enterprise architecture, ITU Report 2019.
https://www.itu.int/dms_pub/itu-d/opb/str/D-STR-DIG_TRANSF-2019-PDF-E.pdf

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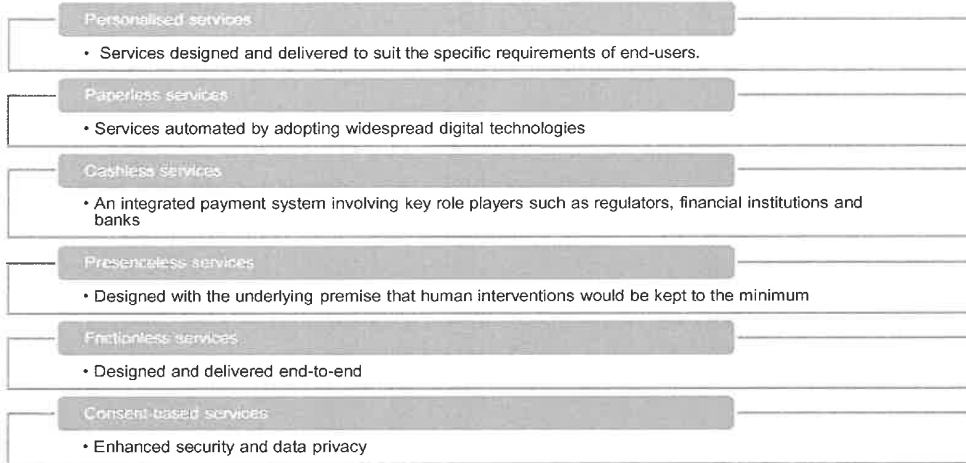| Vol. 711	20	September September	2024	No. 51271

PART 3 OF 3

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11 | P a g e

for interoperating with the rest of the ecosystem. In addition, an Attribute may be defined as a piece of information that describes properties or characteristics pertaining to an individual or organization or a certain category applied to all cells of a column.

Personalised services	
• Services designed and delivered to suit the specific requirements of end-users.	
Paperless services	
• Services automated by adopting widespread digital technologies	
Cashless services	
• An integrated payment system involving key role players such as regulators, financial institutions and banks	
Presenceless services	
• Designed with the underlying premise that human interventions would be kept to the minimum	
Frictionless services	
• Designed and delivered end-to-end	
Consent-based services	
• Enhanced security and data privacy	

Fundamental digital services attributes (Source: adapted from ITU, 2019)

These attributes highlight strategic imperatives to recognise digital technologies as an enabler of digital transformation. Therefore, digital transformation and digital services must be thoughtfully strategised and continuously updated to ensure relevance along the path to sustainable development.

In addition, digital services attributes or digital platforms also embrace the cloud service models for ease of adoption and rapid delivery of digital services to modernise and digitalise the business processes of the public service. For this purpose, the standard recognises 'X as a Service' (XaaS) concept that may offer an opportunity to transform the public services and better position the government to improve service delivery. These concepts will be used in accordance with the Determination and Directive on the Usage of Cloud Computing Services.

PART A: DIGITAL SERVICES ATTRIBUTES STANDARDS

9.2. FRONTEND USER INTERFACE DESIGN

9.2.1. The Head of the Department must design digital services or platforms to offer services digitally from start to finish, without personal contact

12 | P a g e

interaction with officials (except for those with physical or legal restrictions).

9.2.2. The Head of the Department must ensure that digital services are easy to use with user assistance filling (pre-populated business-related data), easily searchable and with common look and feel in accordance with the Policy Guidelines for South African Government websites. The user of digital services should not provide the information repeatedly, 'once-only principle' must be applied.

9.2.3. The Head of the Department must ensure that digital services are designed to be easily discoverable within 4 to 5 clicks from the homepage and viewable by the user without prior login. The list of available digital services should be classified, displayed and any useful information about transactional service should be provided.

9.2.4. The Head of the Department must ensure that digital services are easy to navigate with features that include site search and display steps to allow users to know where they are on the digital platform or website.

9.2.5. The Head of the Department must ensure that the user experience design includes the following:

9.2.5.1. enables a user to keep track of the current status of transactions or the processing of user input,

9.2.5.2. commonly understood terms and language must be used when displaying messages to the user. Departmental terminologies or jargon (words difficult to understand) must be avoided.

9.2.5.3. the system should provide options for the user to 'undo' and 'redo' buttons to correct mistakes and 'exit' options at all stages,

9.2.5.4. where relevant, users must be able to edit, upload files, remove an uploaded file and replace it with another file before submitting,

9.2.5.5. input screens should be designed to prevent errors through automatic validation and guidance,

9.2.5.6. online help and documentation should be provided in handling complex processes, and

9.2.5.7. where relevant, the acknowledgement of receipt must be provided to the applicant.

13 | P a g e

9.3. BACK-END RE-ENGINEERING PROCESS

9.3.1.   The Head of the Department must ensure that back-office processes are re-engineered and digitalised to support the objectives of the digital services to achieve a paperless government. Departments should work with SITA for Government-Wide Enterprise Data Analytics to ensure interoperability of different back-end processes of the same or different departments (for data-driven and smart government, improving efficiencies and reducing cost).

9.3.2.   The Head of the Department must ensure that all workflows are designed and streamlined to minimize the number of levels of approval and support integrated digital services across the government.

9.3.3.   The Head of the Department must ensure that digital services are planned, transparent and designed to meet the precise needs of targeted users. Departments may adopt a design thinking approach for the identification and scoping of digital services.

9.3.4.   To reduce duplication and wastage of resources (to avoid fruitless and wasteful expenditure), the Head of the Department must avoid implementing digital services with the same objectives. An alternative mobile application shall be implemented only if the same objectives cannot be met with web-based digital services.

9.3.5.   The Head of the Department must ensure that digital services are reviewed on an annual basis to monitor the proper implementation or deployment of digital services attributes.

9.3.6.   The Head of the Department must ensure that digital services are prioritised on the analysis of value to government and users aligned to Batho Pele Principles and standards.

9.4. IDENTITY AND LEGITIMACY OF DIGITAL SERVICES

9.4.1.   To assist the public to identify legitimate government digital services, the Head of the Department must ensure that all digital services platforms follow the Policy Guidelines for South African Government Websites (domain and URLs of the web-based digital services shall be named appropriately).

14 | P a g e

9.4.2. The Head of the Department must ensure that digital services carry a 'branding' that uniquely identifies them as government digital services in keeping with the ethos of one public service in accordance with the Policy Guidelines for South African Government Websites.

9.4.3. The Head of the Department must ensure that digital services display content or products that are owned by the government department. Where collaboration with other public entities and external stakeholders exists, digital services shall indicate such arrangements or partnerships of the content or products.

9.4.4. The Head of the Department must ensure that digital services do not display commercial advertisements or endorse products and services of private sector organisations.

9.5. DIGITAL PAYMENT

9.5.1. The Head of the Department must explore every opportunity to ensure that electronic payment options for transactional services are available and implemented. Information on payment procedures regarding errors, interruptions, refunds and reconciliations in case of a failed transaction shall be communicated. The digital services shall include the payment collection screen, bill information and digital payment type. The digital service payments should be highly secured for all transactional services.

9.5.2. The Head of the Department must ensure that the digital payment options are compatible for a feature and smart devices to allow a simpler digital format for sending transaction instructions.

9.5.3. The Head of Department must ensure digital payments are fully secure and have been assessed by relevant authority.

9.6. ACCESSIBILITY

9.6.1. The Head of the Department must ensure that digital services and functionalities are made accessible to all users at any time and shall not have broken links. Digital services must be available 24/7. In an event where digital services will not be available 24/7, users shall be

15 | P a g e

informed in advance with indicative maintenance period in seconds, minutes and or days (scheduled maintenance).

9.6.2.   The digital services shall be designed to be best viewed and adjusted to fit according to the user device's screen resolution, width and orientation without the need for horizontal scrolling. Digital services shall be compatible with the latest versions of commonly used browsers.

9.7. INCLUSION

9.7.1.   The Head of the Department must ensure that digital services are offered in local official languages dominant to the users (e.g. English and Tsonga, or English and Xhosa).

9.7.2.   The Head of the Department must ensure that the design of digital services accommodates people with disabilities and include braille, video and audio formats, users with limited digital skills, population with limited internet connectivity and users without means to consume digital services. Digital services must be designed to have options to capture data offline and upload it later when/where connectivity is available.

9.8. SCALABLE /APPROPRIATE TECHNOLOGY

9.8.1.   The Head of the Department must explore opportunities to use an appropriate tool or scalable technologies that meet open standards, cloud-based and interoperability capabilities whilst considering operational or business requirements.

9.9. REUSABILITY

9.9.1.   The Head of the Department must ensure that the design of digital services uses open standards, common government platforms and make new source code open by default while considering security measures as appropriate.

16 | P a g e

9.9.2.　The Head of Department must ensure that systems that have been designed and developed for the public service or developed by public servants are reusable by other departments.

9.10.　MEASUREMENT OF DIGITAL SERVICES

9.10.1.　Considering regulation 36 of the Public Services Regulations (2016) and Chapter two of the Operations Management Framework (2016), the Head of the Department must ensure that public dashboards are developed for the measurement of digital services and should display information on the following aspects, amongst others:

9.10.1.1.　Key Performance Indicators (KPIs) should be measured by deriving the data from the applications supporting the digital services;

9.10.1.2.　Number of digital transactions delivered in a given period as against the potential number of transactions for that service on a monthly basis or quarterly basis;

9.10.1.3.　Distribution of digital transactions across different geographies;

9.10.1.4.　Degree of coverage of the users located in urban and remote areas, including age and gender;

9.10.1.5.　Performance of the various organizational units of the department, in delivering digital services;

9.10.1.6.　Performance of the digital service in terms of the output KPIs versus target;

9.10.1.7.　Highlighting the services/ geographies/ organisational units needing special attention;

9.10.1.8.　Digital services not performing well;

9.10.1.9.　Geographies and/ or organisational units not performing well; and

9.10.1.10.　Root cause analysis of the under-performance of digital services.

9.10.1.11.　Conduct a user surveys or comments for digital services to measure the level of satisfaction and users experience purposes.

9.10.1.12.　Digital services dashboard must embrace and accommodate complaints from the users/clients.

9.11.　INFORMATION SECURITY AND PRIVACY

9.11.1.　The Head of the Department must ensure that digital services attributes comply with the provisions of the Public Service

17 | P a g e

Information Security Standards, Minimum Information Security Standards (MISS) and Protection of Personal Information Act, 2013. The implementation of digital services must protect sensitive information and keep data secure.

9.12. **INSTITUTIONAL MECHANISM**

9.12.1. The Head of the Department must ensure that the ICT Steering Committee established in terms of Public Service Corporate Governance of ICT Policy Framework coordinates, monitors and reports on the implementation of Digital Services.

9.12.2. The Head of the Department shall provide an annual report on the implementation of Digital Services Attributes to the Department of Public Service and Administration before the end of the first quarter of every financial year. The report should provide progress, a planned schedule, and recommended contingency measures for risk mitigation where necessary aligned to the dashboard report contemplated in clause 9.10.

PART B: EXISTING E-SERVICES

9.13. **LEVERAGING EXISTING INFORMATION TECHNOLOGY (IT) INVESTMENTS ON ADMINISTRATIVE PROCESSES**

9.13.1. The Head of the Department shall ensure that existing departmental IT investments are fully utilised to digitise administrative processes that are not within the ambit of Integrated Financial Management

18 | P a g e

System (IFMS) within three (3) years. The list of core administrative processes has been attached as ***Annexure A.***

9.13.2.   In the interest of assessing progress towards digitisation of internal operations, the Head of the Department must identify administrative processes and document the following:

9.13.2.1.   name of digital solution or processes,

9.13.2.2.   current digital maturity (see ***Annexure B*** for maturity rating),

9.13.2.3.   name of technologies used (If at maturity level 1 or above),

9.13.2.4.   satisfaction level with the solution (If at maturity level 1 or above),

9.13.2.5.   The estimated annual volumes of services, and

9.13.2.6.   name of proposed digital solution and targeted financial year for digitisation if not currently digitalised.

9.13.3.   The Head of the Department shall ensure that any administrative processes digitalized must have the ability to integrate or interface with IFMS should the service touch on processes administered as systems of record on IFMS or migrate to IFMS if the service is fully digitalized and available. This provision should be carefully read with Treasury Practice Note 7 of 2006 in relation to new IT systems.

9.13.4.   The DPSA shall monitor the progress of digitisation and publish a report annually.

9.14.   **ADVANCED ELECTRONIC SIGNATURE**

9.14.1.   In line with section 13 of the ECT Act, only in cases where the applicable law to an administrative process requires documents to be signed, but does not specify the form of signature, Advanced Electronic Signature (AES) shall be used to sign such documents.

9.14.2.   Where the applicable law does not mandate the signing of documents, any Class of Digital Signature as provided for in the DPSA Digital Signature Guidelines can be used to sign these

19 | P a g e

documents if a Departmental policy requires the signing of the said documents.

9.14.3.   The Head of the Department must provide the category of documents signed through electronic signature.

9.14.4.   The Head of the Department must ensure that the electronic signature complies with clause 27 of the Public Service Information Security Standards.

9.15.   **E-SERVICE CATALOGUE**

9.15.1.   The Head of the Department shall ensure that the department has a list of public-facing services already digitised for public use and a list of candidate public-facing services to be digitised.

9.15.2.   The list should indicate if the service is a new e-Service or redesigned e-Services for enhancement.

9.15.3.   The Head of the Department shall ensure that the list is submitted for inclusion in the service catalogue that is published on the National e-Services Portal.

9.15.4.   The departmental e-Service catalogue shall be updated annually.

9.16.   **FORMS REQUIRED TO BE DIGITISED**

9.16.1.   The Head of the Department shall ensure that any paper-based form that is related to serving the public is made available and submitted in an electronic format.

9.16.2.   If the Head of the Department cannot make forms available in an electronic format, the Head of the Department shall document–

I.   the title of the in-person public service, form, or paper-based process;

II.   a description of the in-person public service, form, or paper-based process;

III.   each unit responsible for the in-person public service, form, or paper-based process and the location of each unit in the organisational hierarchy of the department;

20 | P a g e

IV.   any reasons why the in-person public service, form, or paper-based process cannot be made available in electronic format;

V.   any potential solutions that could allow the in-person public service, form, or paper-based process to be made available under this section, including the implementation of existing technologies, procedural changes, regulatory changes, and legislative changes;

VI.   the information should be submitted annually to the Department of Public Service and Administration through an automated platform to be provided.

9.17.   **CATEGORISATION OF E-SERVICES**

9.17.1. The Head of the Department must ensure that electronic services are classified as per service areas in accordance with the National e-Services Portal with categories of services available at https://www.eservices.gov.za/ (Categories also attached as *Annexure C*).

9.17.2. The Head of the Department must ensure that e-Services are published on the National e-Services Portal for citizens to access through a seamless view of one South African Government, with a single sign-on for accessing e-Services.

9.18.   **REPORTING**

9.18.1. The Head of the Department shall report annually on the progress made towards the implementation of e-Services before the end of every financial year. The scope of the reporting shall include the following:

9.18.1.1. status of administrative processes contemplated in clause 9.13;

9.18.1.2. category of documents signed electronically contemplated in clause 9.14

9.18.1.3. status on e-Service catalogue contemplated in clause 9.15

9.18.1.4. status on forms to be digitized contemplated in clause 9.16;

9.18.1.5. status on categorization of e-Services contemplated in clause 9.17

21 | P a g e

9.18.1.6. information on processes that are initiated by citizens directly through digital channels such as desktop or mobile browsers, chatbots or mobile apps. Examples of such processes include applications for licenses, grants and services; booking of an appointment; submission of an appeal, query or complaint; updating of information.

9.18.2. The Head of the Department shall further specify:

9.18.2.1. The name and description of an e-Service,

9.18.2.2. The current level of digital maturity of the process based on the maturity model presented in **Annexure B,**

9.18.2.3. The estimated annual volumes of services,

9.18.2.4. If the service is at maturity level 1 or above, the department shall further report on: the URL to access the e-Service, the solution implemented and the satisfaction level with the solution, and

9.18.2.5. The targeted financial year for digitisation if not currently digitized.

9.18.3. The Head of the Department shall develop and submit a departmental roadmap or plan to achieve level 1 maturity or above level 1 for all citizen-facing e-Services within 5 years.

9.18.4. The department of public service shall develop a system for public service departments to report electronically on an annual basis. Public service departments will have to report on that system.

APPROVED BY THE MINISTER FOR PUBLIC SERVICE AND ADMINISTRATION

_____

MS N KIVIET, MP
MINISTER FOR THE PUBLIC SERVICE AND ADMINISTRATION
DATE:

22 | P a g e

ANNEXURE A: CORE ADMINISTRATIVE PROCESSES

The list of processes, grouped by function, that are common across all government departments to be digitised:

- General (Not within the scope of IFMS)
  - Memos (Procurement and General)
  - Management of Correspondences and DG Tasks
  - Parliamentary Questions
  - Document signing (e.g. Letters, contracts, Circulars, Policies, Practice Notes, etc...)
  - Committees and Meetings Management including distribution of meeting docs
    - Agenda
    - Minutes
    - Attendance Register
  - Recording and tracking of committee resolutions

- HRM (Within the scope of IFMS)
  - Leave Management
  - Recruitment (Requisition and Approvals)
  - Recruitment (Online Job Advertisement and Applications)
  - Performance Management and Development System (PMDS)
  - Application for bursary
  - Application for short courses/workshops
  - Request for housing allowance
  - Job Evaluation
  - Job description
  - Request for Overtime
  - Application for temporary incapacity leave less than 30 days
  - Application for temporary incapacity leave more than 30 days
  - Occupational Injury on Duty
  - Occupational Disease
  - MMS/SMS Package structuring
  - Notice of new appointments/transfers/terminations
  - Grievance form

- SCM (Within IFMS)
  - Contract Management
  - Quotation Management
  - Bid Management
  - Asset Tracking & Management
  - Asset Acquisition Plan
  - Log 1 request form
  - SC1/12 request for goods and services
  - Request for stationary (Internal)

23 | P a g e

- o Application for Transport/Travel and hotel accommodation (VA26A)
- o Application for GG vehicle
- o Application for access control card
- o Application for Parking

- ● Financial (Within IFMS)
  - o Tracking of Sundry Payments
  - o Tracking of Supplier Payment
  - o Subsistence and Travel Claims
  - o Budget Planning and Plans
  - o Fund shift request form
  - o BAS Payment Advice
  - o Bas Payment advise allocation sheet
  - o Petty Cash request

- ● Strategy, Planning, Monitoring and Evaluation

  - o Monitoring and Evaluation - Reporting against APP and Ops Plan
- ● ICT
  - o ICT Request form including software and hardware
  - o PAIA request
  - o Application for Cellular Phone
  - o Request for IT Requisition
  - o Application for access to network/internet/email
  - o Asset removal form (General)
  - o Asset removal form (IT)
  - o Declaration form
  - o Records Management
  - o File request form general/HR/finance
  - o Application for courier services

- ● Security Management

  - o Security and Facilities
  - o Declaration of Secrecy
  - o Vetting forms
- ● Governance, Risk and Compliance
  - o Risk Register
  - o Audit Planning
  - o Compliance matrix

24 | P a g e

ANNEXURE B: DIGITAL MATURITY RATING

A digital maturity assessment programme and capability are necessary to ensure that there is a meaningful and consistent measurement of compliance with digitisation imperatives as mandated in the Directive.

There are many frameworks that seek to help assess digital maturity such as BCG's Digital Acceleration Index, Deloitte Digital Maturity Model (see), and many others. These models can be complex and difficult to apply uniformly. Below is the recommended Maturity Assessment to simplify measurement.

Level	Name	Description & Criteria
0	Not digitised	The process is not digitised and still relies on paper forms and documents
1	Partially digitised	The process is partially digitised in that it uses a system to facilitate some or part of the process but has further room for improvement. For example, the process still requires some or all of the following: • Physical supporting documents, and • Signing of physical documents.
2	Digitised 'as-is'	The process is managed digitally end-to-end, but still has significant scope for enhancement through further application of technology. Features of this type of maturity: • Have mostly taken the 'as-is' manual process and simply converted it to run on a digital platform (e.g. eForms), • Requires manual re-keying from, or into, other systems, • Some tasks performed on the system could be further automated away by imbuing the system with additional intelligence.
3	Fully digitised	The process is enhanced to embrace AI, Cloud, Cyber Security and Data analytics capabilities and offerings. • Process provides digital and streamlined online services.

25 | P a g e

ANNEXURE C: 16 CATEGORIES OF SERVICES

Category	Sub Category	Service areas
1. Birth and parenting	Birth and pregnancy	Prenatal care
		About doing a pregnancy test
		Paternity test
		Register birth
		Postnatal care
		Terminate pregnancy
		Child immunisation
	Relationships	Marriage
		Domestic violence
	Children	Child care
		Adopt a child
		Child maintenance
2. Health	Health care	Health care in South Africa
		Get an assistive device (wheelchairs, etc.)
		Admission to a mental health institution
	Disabled Assistance	Disability grant
		Get an assistive device (wheelchairs, etc.)
	Nursing schools/Colleges	Free State School of Nursing
	Rehabilitation Services	
3. Education	Basic Education	Remark / Recheck
		Re-issue
		Registration
		Funza Lushaka Bursary
		Funza Lushaka Bursary Backend
	Higher Education	DHET Exam Queries
		National Online Learning System (NOLS)
		TVET Colleges Dashboard
		TVET Colleges Mashzone Dashboard
		TVET Colleges Services
	Education and training bodies	
		Learning and Teaching Support Material (LTSM)
		SACE Professional Registration
	Nursing schools/Colleges	Free State School of Nursing
	Agro Processing	Agro-Industry (HOVER)

26 | P a g e

4. Agriculture and land	Land Services	
	Agriculture, land reform, and rural development	Agricultural Research Council (ARC-LNR)
		Deeds Registration
		Land Bank
		National Agricultural Marketing Council (NAMC)
		Agricultural Produce Agents Council (APAC)
		Onderstepoort Biological Products (OBP)
		Perishable Products Export Control Board (PPECB)
		South African Veterinary Council
5. Arts, Culture & Sport		Application for funding of Mzanzi Golden Economy (MGE) grant. (Backend) (HOVER)
		Application for funding of Mzanzi Golden Economy (MGE) grant. (Frontend) (HOVER)
		South African Heritage Resource Agency Contracts Management System (HOVER)
6. Business & Economic activity	Register business or organisation	Register private higher education institution
		Register as a community-based caregiver for older persons
		Register medical aid scheme
		Register fire protection association
		Register old age home
		Register a non-profit company
		Register financial services cooperative
		Register your company
		Private Employment Agency (PEA)
		Licenses for Business
	Change registration	
		Change information for your business
		Convert a close corporation to a company
	Small Business Development Agencies	Small Enterprise Finance Agency (SEFA)
		Small Enterprise Development Agency (SEDA)
		DSBD Applicant

27 | P a g e

	Business Incentives	DSBD IMS Official
		Clothing and Textile Competitiveness Programme (CTCP)
		Critical Infrastructure Programme (CIP)
		Technology and Human Resources for Industry Programme (THRIP)
		Capital Projects Feasibility Programme (CPFP)
		Film and television incentives
		Export Marketing and Investment Assistance Scheme (EMIA)
		Isivande Women's Fund
		Production incentives (PI)
		Section 12i Tax Allowance Incentive (12i TAI)
		Sector Specific Assistance Scheme (SSAS)
		Tourism Support Programme (TSP)
		Co-operative Incentive Scheme (CIS)
		Automotive Investment Scheme (AIS)
		Black Business Supplier Development Programme (BBSDP)
		Business Process Services (BPS) Incentive
		Aquaculture Development and Enhancement Programme
		Manufacturing Investment Programme (MIP)
		Support Programme for Industrial Innovation (SPII)
	Deregister business	Deregister or liquidate company or CC
	Tax	Company income tax
		VAT
		Custom duties
	Intellectual property	Register a trade mark
		Register copyright
		Register a design
		Register a patent
	Communication	Apply for a community broadcasting service licence
		Apply for a low-power sound broadcasting service licence

28 | P a g e

		Apply for a licence for an unreserved postal service
		Apply for a reserved postal service licence
		Apply for a commercial broadcasting licence
	Driving and transport	Register as a driving instructor
		Register a motor vehicle testing station
		Register as a vehicle manufacturer, importer or builder
		Apply for a motor trade number and permit
7. Consumer Protection	Consumer complaints	Free State Department of Economic, Small Business Development, Tourism and Environmental Affairs
		KwaZulu-Natal Department of Economic Development, Tourism and Environmental Affairs
	Consumer laws	
	Ombudspersons	
8. Citizenship and immigration	Citizenship	Personal identification
		Voting
	Information from government	National Automated Archival Information Retrieval System
		Access to information
	Travel outside SA	Apply for a passport or travel document
		Legalising official documents and end-user certificates
		Apply for a Police Clearance Certificate (PCC)
		Advice to South Africans in the event of death abroad
		Advice for South African nationals travelling abroad
		Register South Africans abroad
		Consular services
		Advice to South Africans in the event of arrest abroad
	Temporary residence	Asylum seeker and refugee permits
		Apply for a visa

29 | P a g e

		Temporary residency
	Permanent residence	Apply for SA citizenship
		Apply for a permanent residency permit
	Driving	Convert foreign driving licence
		Apply for a traffic register number
9. Employment and labour	World of work	Recruitment Citizen
		Recruitment Official
		Professional registration
		Tax
		Employee rights
		Compensation Fund
		UIF
	Employment and Labour Services	Employment Services of South Africa (ESSA)
		eCOID-Compensation Made Easy
		ROE Online
		UIF Online Services (Ufiling)
		UIF e-Compliance Certificate
		UIF Covid-19 TERS National Disaster Applications System
		National Minimum Wage (Exemption)
	Labour	International/Cross-Border Labour Migration (ICBLM)
		Labour Relations
		Trade unions
		Compensation fund
		UIF
10. Environment	Environmental Permits	Department of Forestry, Fisheries and the Environment
		Eastern Cape Department of Economic Development, Environmental Affairs and Tourism
		Limpopo economic development, environment and Tourism
		Free State Economic, Small Business Development, Tourism and Environmental Affairs
	forestry, fisheries, and the environment	National Environmental Screening Tool
		South African Greenhouse Gas Emissions Reporting System (SAGERS)
		Environmental Assessment Practitioners Association of South Africa (EAPASA)
		South African National Biodiversity Institute (SANBI)
		South African Weather Services

30 | P a g e

		South African National Parks (SANParks)
		iSimangaliso Wetland Park
		Register of Protected Areas (PAR)
11. Money and Tax	Tax	Banking
		Using cash
		Loans and borrowing
		Individuals
	Property and investments	Business and Employers
		Tax practitioners
12. Legal & defence	Dealing with the law	Custom duties
		Property in South Africa
		Stock exchange
		Report crime
	The Master of the High Court	The Guardian's Fund
		Administration of Trusts
		Deceased Estates
		Insolvency Matters
		Wills and Intestate Succession
	Justice	The South African Judiciary
		National Director of Public Prosecution
		Law Society of South Africa
		South African Board for Sheriffs
	Chapter 9 Institutions	SA Human Rights Commission
		Public Protector South Africa
		Commission on Gender Equality
		Special Investigating Unit
	Stay safe	Legal matters
		Firearms
		Victim empowerment
13. Housing & local services		
14. Transport	Driving	Driving licence
	Road Services - Natis online services	Request a slot
		Book now for a Learners' licence test
		Book now for a driving licence test
		Book now for a PrPD application
		Book now for a new driving licence card
		Renew motor vehicle licence
		Report a motor vehicle crash (damage only)
	Taxi relief fund	Register and new application

31 | P a g e

		Taxi relief fund status check
	Maritime Services	Ship registry
		Sea-watch and response
		Shipping Safety
		Seafarer service
		Fishing Service
		Small Vessels Safety
		Naval Architecture
	Aviation Services	Personnel licensing
		Operator Licensing
		Aircraft Registration
		Aircraft Airworthiness
		Voluntary Aerodrome Register
15. Social services	Social benefits	International social services
		Old age pension
		Child support grant
		Social relief of distress
		Care dependency grant
		Rehabilitation Services: Grant in aid
		Foster child grant
16. Retirement & death	Retirement and old age	Apply for admission to older persons' residential facilities
		Rehab (hover)
		War veterans grant
		Apply for admission to older persons' residential facilities
		Register as a community-based caregiver for older persons
	Certification	Old age pension
		War veterans grant
		Register as a caregiver for older persons
		Registering a death

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32 | P a g e

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