

# DigiTrans 2022

## **PSET CLOUD Governance Guidance Note**

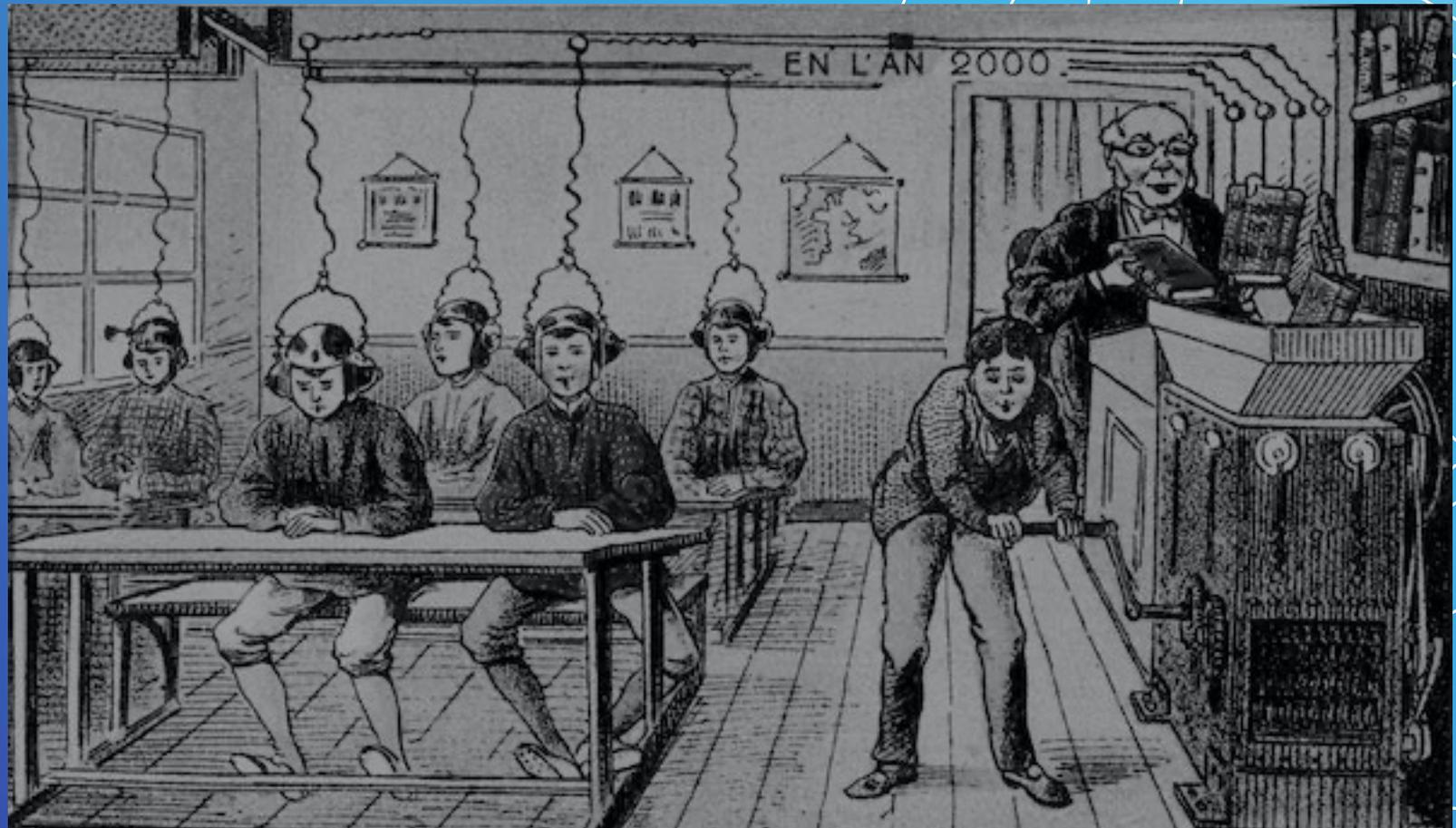
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# DigiTrans 2022

## Part 1



**Nothing in this workshop  
should be  
misconstrued as  
legal advice**

Governance Note

<https://admin.jet.org.za/news/all-news/new-publication-digital-governance-advisory-note>

**Research,  
develop and  
present an  
advisory  
note on the  
governance  
model  
options for  
the PSET  
CLOUD**



# Barriers

- **High levels of unemployment**
- **Low levels of entrepreneurship**
- **Unemployed higher education graduates**
- **Positions not filled**
  - **missing skills when exiting the education systems**
- **Sluggish economy, grey economy, missing tax base**

## Required initiative outcomes

- South African citizens/learners utilise **real-time data** to make learning and career decisions
- South African PSET stakeholders utilise **real-time data** to develop their plans and programmes
- Organisations utilise **real-time data** to locate and place suitably skilled workers

# Underlying principles

- Ethics is not a choice – transparency and good ethics are required
- Service to the public (**Batho Pele**) is not a check box
- Governance with no fear or favour
- Follow a legal and ethical path

**BATHO PELE**  
PEOPLE FIRST

## EIGHT BATHO PELE PRINCIPLES TO KICKSTART THE TRANSFORMATION OF SERVICE DELIVERY

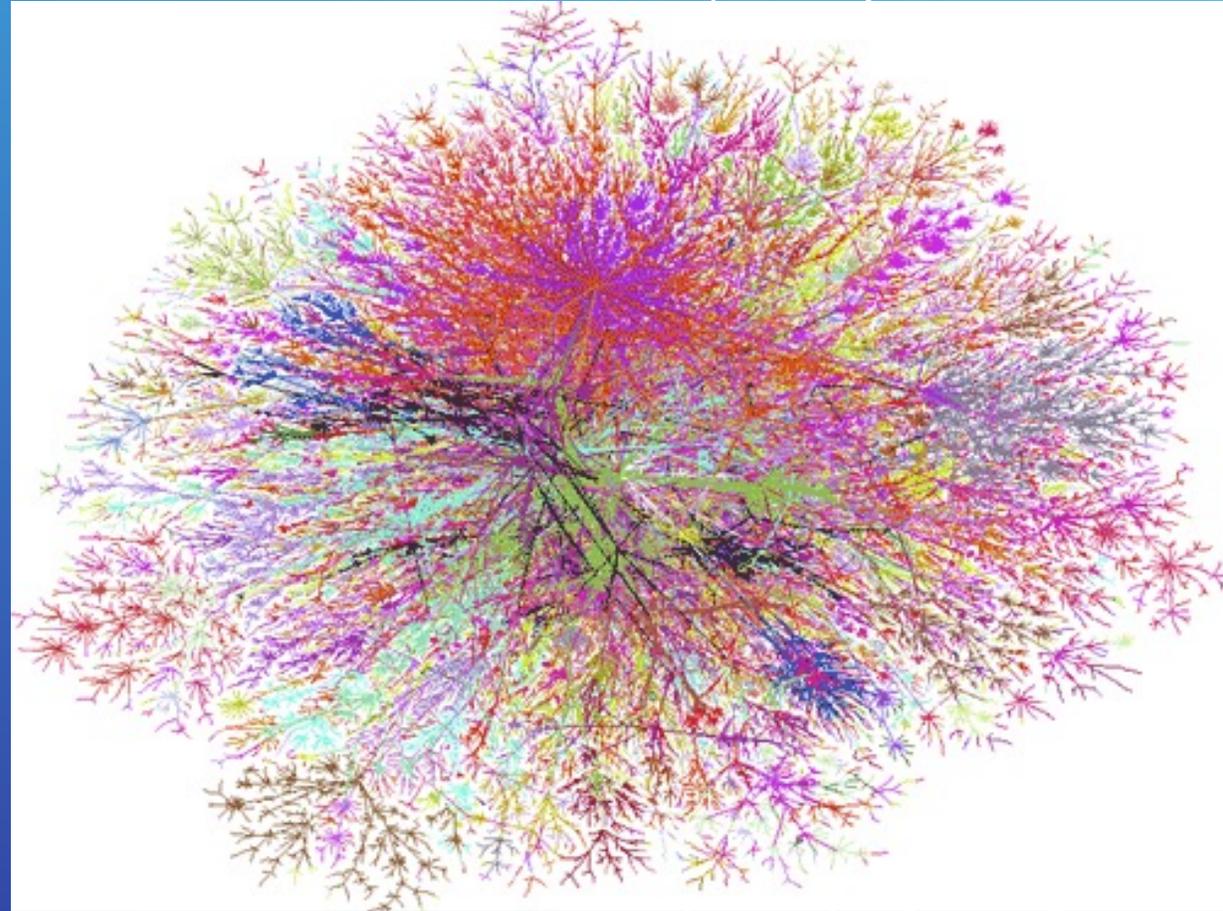
The Public Service will put the following "People First" principles into practice without delay. And we will step up implementation to arrive at acceptable service levels and quality as soon as possible.

- CONSULTATION**  
**You can tell us what you want from us.**  
You will be asked for your views on existing public services and may also tell us what new basic services you would like. All levels of society will be consulted and your feelings will be conveyed to Ministers, MEGs and legislators.  
**THE PRINCIPLE:** You should be consulted about the level and quality of the public services you receive and, wherever possible, should be given a choice about the services that are offered.
- SERVICE STANDARDS**  
**Insist that our promises are kept.**  
All national and provincial government departments will be required to publish service standards for existing and new services. Standards may not be lowered! They will be monitored at least once a year and be raised progressively.  
**THE PRINCIPLE:** You should be told what level and quality of public services you will receive so that you are aware of what to expect.
- ACCESS**  
**One and all should get their fair share.**  
Departments will have to set targets for extending access to public servants and public services. They should implement special programmes for improved service delivery to physically, socially and culturally disadvantaged persons.  
**THE PRINCIPLE:** You and all citizens should have equal access to the services to which you are entitled.
- COURTESY**  
**Don't accept insensitive treatment.**  
All departments must set standards for the treatment of the public and incorporate these into their Codes of Conduct, values and training programmes. Staff performance will be regularly monitored, and discourtesy will not be tolerated.  
**THE PRINCIPLE:** You should be treated with courtesy and consideration.
- INFORMATION**  
**You're entitled to full particulars.**  
You will get full, accurate and up-to-date facts about services you are entitled to. Information should be provided at service points and in local media and languages. Contact numbers and names should appear in all departmental communications.  
**THE PRINCIPLE:** You should be given full, accurate information about the public services you are entitled to receive.
- OPENNESS AND TRANSPARENCY**  
**Administration must be an open book.**  
You'll have the right to know. Departmental staff numbers, particulars of senior officials, expenditure and performance against standards will not be secret. Reports to citizens will be widely published and submitted to legislatures.  
**THE PRINCIPLE:** You should be told how national and provincial departments are run, how much they cost, and who is in charge.
- REDRESS**  
**Your complaints must spark positive action.**  
Mechanisms for recording any public dissatisfaction will be established and all staff will be trained to handle your complaints fast and efficiently. You will receive regular feedback on the outcomes.  
**THE PRINCIPLE:** If the promised standard of service is not delivered, you should be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, you should receive a sympathetic, positive response.
- VALUE FOR MONEY**  
**Your money should be employed wisely.**  
You pay income, VAT and other taxes to finance the administration of the country. You have the right to insist that your money should be used properly. Departments owe you proof that efficiency savings and improved service delivery are on the agenda.  
**THE PRINCIPLE:** Public services should be provided economically and efficiently in order to give you the best possible value for money.

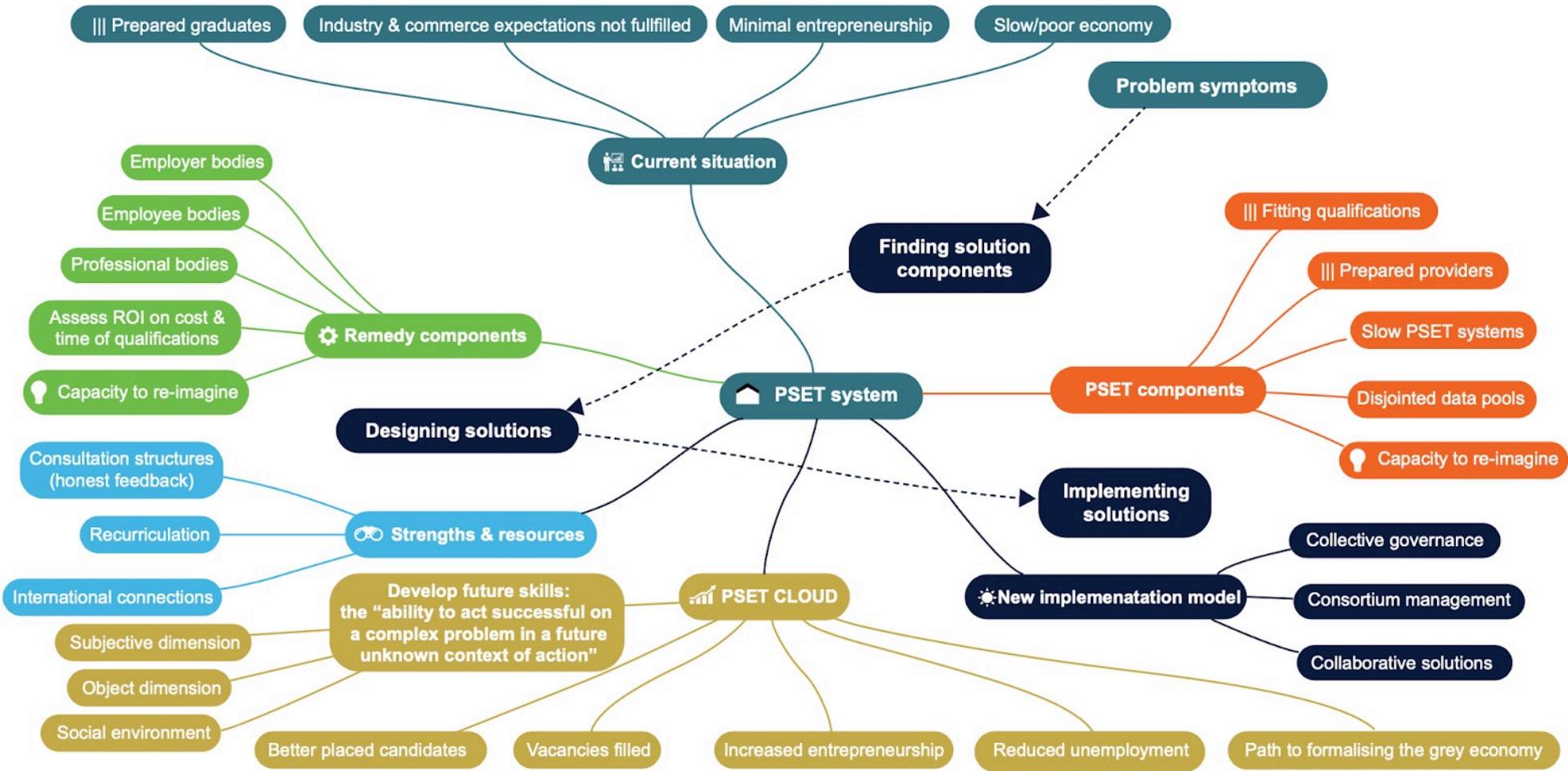
Designed and issued by the Department of Public Service and Administration.

## Predictable challenges

- **Funder led project**
- **What's in a name?**  
**Is it inclusive?**
- **Transversal systems**
- **The 'right' to hold court over others**
- **Consensus building**
- **Public transparency**



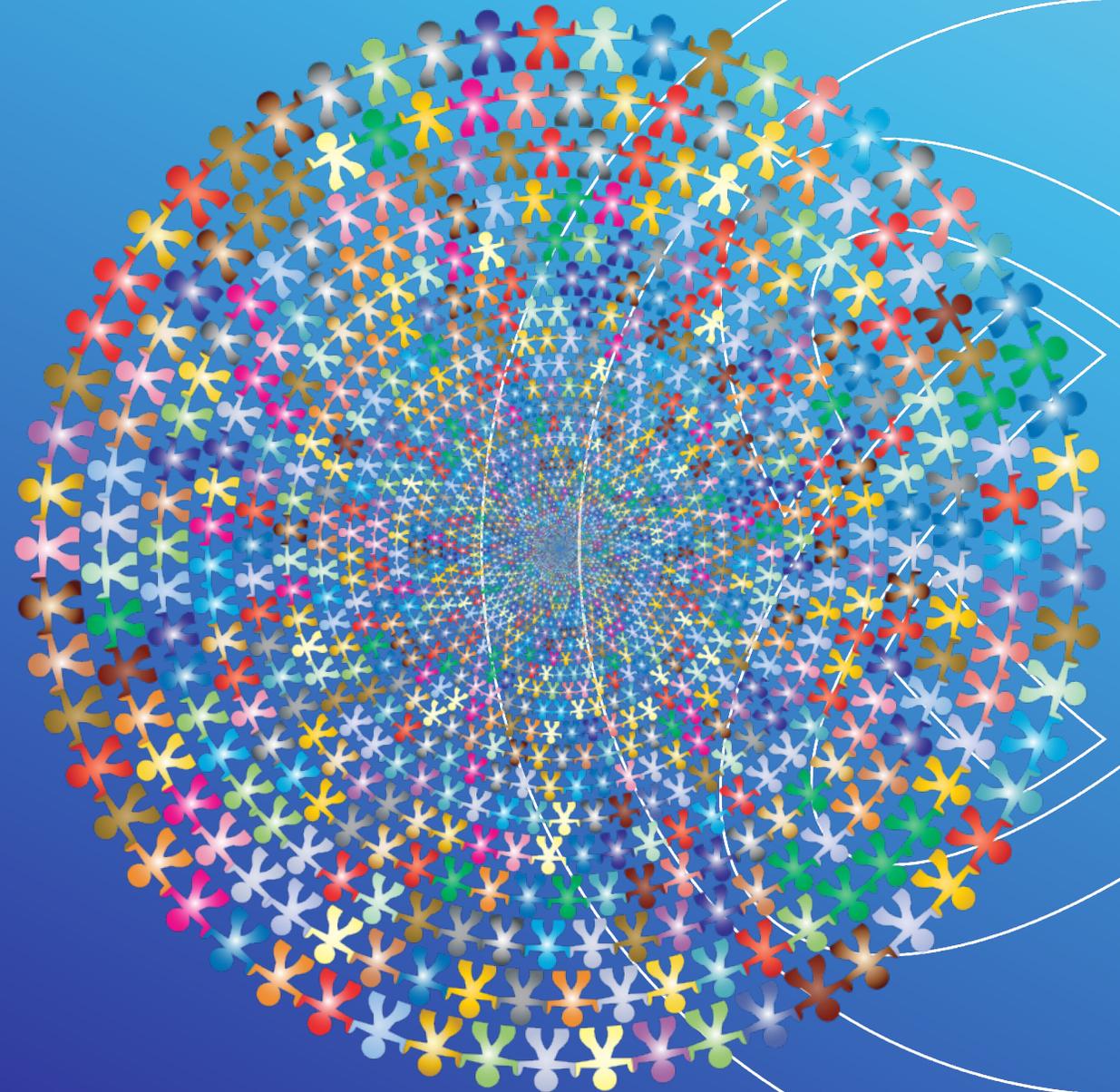
# Identifying the issues



**Future skills are competences that allow individuals to solve complex problems in highly emergent contexts of action in a self-organised way and enable them to act (successfully). They are based on cognitive, motivational, volitional and social resources, are value-based and can be acquired in a learning process (Ehlers, 2020).**

# Moving forward

- **Build consensus** and collaboration not dominance
- **Transversal, interoperability** and use of standards is the norm





# Advisory Note Recommendations

## 1. Build trust through good principles

- Consultation – determine the needs of the people.
- Service standards – quality of services citizens should be receiving.
- Access – easy access to services.
- Courtesy – a polite and friendly disposition.
- Information – people should be given accurate information.
- Transparency and openness – transparency about daily activities.
- Redress – a means for clients to express dissatisfaction with services.
- Value for money – avoid wasting money and resources.
- Encourage innovation and excellence – reward employees for excellence.
- Leadership and strategic direction – encourage efforts to plan and set goals (RSA, 1997).

# Advisory Note Recommendations

## 2. Build trust through consultation

Governance viability matrix	Trust	Batho Pele	Agility	Equity	Accountability
<b>Public entity:</b> Partners as board members	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5
<b>Private company:</b> Partners as shareholders	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5
<b>Non-profit company:</b> Partners as fiduciaries	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5
<b>Trust:</b> Partners as trustees	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5	1/2/3/4/5

# Advisory Note Recommendations

## 3. Build trust through consultation



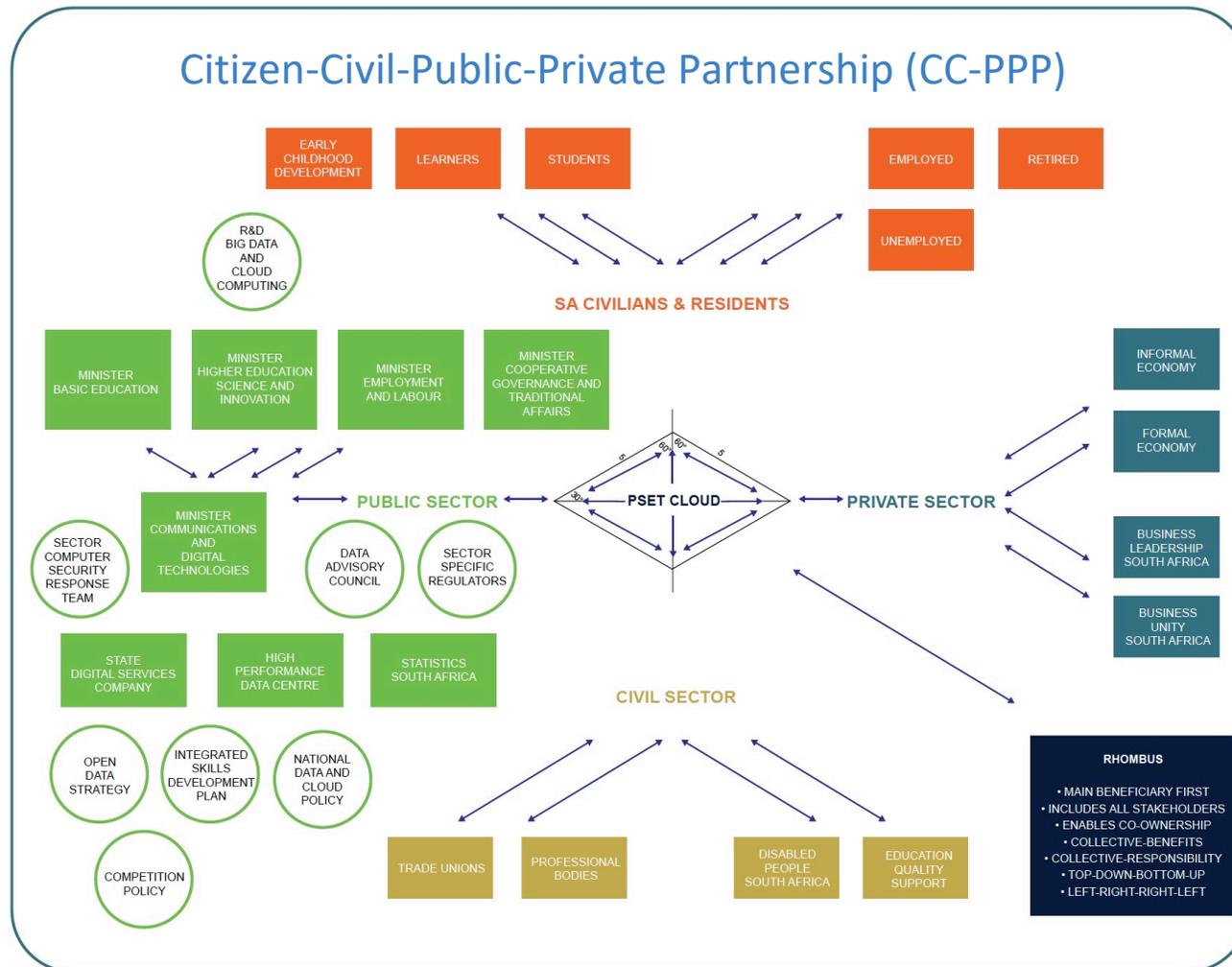
# Advisory Note Recommendations

## 4. Build trust through consultation

- Induna, Chief, Counsellor, Community Forum;
- Ehlanzeni District Municipality, Nkomazi Local Municipality;
- COGTA, Mpumalanga Department of Education, DHET, DEL, GCIS;
- Mbangwane Thusong Centre, Mbangwane Primary School, Lubombo Secondary School, Phumula Secondary School, Ehlanzeni College Mlumati Campus;
- Community Education and Training College, Tshwane University of Technology, University of Mpumalanga;
- Local MER sector employers as early adopters of the MVP.

# Advisory Note Recommendations

## 5. Establish equal partnership in PSET CLOUD governance



# Advisory Note Recommendations

## 6. Engage the Minister of Communications and Digital Technologies

The Minister of Communications and Digital Technologies (DCDT) should be included, as the DCDT is mandated to harness South Africa's digital transformation to achieve digital inclusion and economic growth by creating an enabling policy and regulatory environment and implementing the National Integrated ICT Policy White Paper. Where, amongst others, it provides strategies to address the digital divide, affordable access, infrastructure rollout, and to facilitate inclusivity (National Treasury, 2020, 1).

# Advisory Note Recommendations

## 7. Establish a subsidiary non-profit company through SITA

The purpose of a non-profit company is to improve the quality of life for others at a community, local, national and global level. These organisations are not primarily interested in private or financial gain but in advancing the public interest. A non-profit company could be established as a subsidiary through the Companies Act, in accordance with the SITA Amendment Act 38 (RSA,2002b). The SITA, as the Prime Systems Integrator (PSI) sets interoperability protocols and technical standards, and provides information technology, information systems and related services for government.

# Advisory Note Recommendations

## 8. SITA to delegate PSET interoperability protocols and standards

The SITA is mandated to oversee interoperability standards in the public sector and e-Government (RSA, 2005). The SITA can also establish subsidiary companies and can delegate responsibilities to such subsidiaries (RSA, 2002b). The SITA may thus consolidate the enforcement of interoperability standards and security of public data for all transversal systems through a subsidiary organisation created to govern and implement the PSET CLOUD. The legislative framework makes provision for the SITA to establish the PSET CLOUD as a subsidiary and to ensure compliance for its transversal systems.

# Advisory Note Recommendations

## 9. Register the PSET CLOUD as a public benefit organisation

The benefits relate to exemption from income tax and for section 18A donor deductibility status, where donors are permitted to deduct the value of their donation from their taxable income, limited to 10% of the donor's taxable income.

In line with the SITA funding policy, donations may be accepted through an accounting authority and reported on in its annual report.

# Advisory Note Recommendations

## 10. Register the PSET CLOUD as an intergovernmental agency

The baseline PSET CLOUD documentation alludes to the potential for the PSET CLOUD to serve more countries than just South Africa. Advantages of establishing the PSET CLOUD as an intergovernmental agency include the potential for pan-African collaboration in terms of data interoperability and digital fluency across the continent. Such an approach could boost trade opportunities, build stronger relationships between partner countries and even potentially provide smaller countries with an opportunity for greater economic power.

# Advisory Note Recommendations

## 11. PSET CLOUD as a formal, informal and non-formal credential validation platform

The purpose of the PSET CLOUD on a macro level is to ensure that valid supply - and demand side data is centrally available for effective decisions for citizens, the PSET system and industry in order to maximise the economic development of South Africa. On a micro level, each resident or citizen would have access to valid information to make PSET and employment-related decisions. Public or private organisations could also access valid information on which to base selection decisions. Both informal and formal data should be made available to equitably address the full spectrum of the supply and demand-side.

# Advisory Note Recommendations

## 12. Adopt a participatory subscription-based funding model for the PSET CLOUD

It is recommended that the PSET CLOUD become self-funded. While requiring start-up funding, the PSET CLOUD could operate through a participatory subscription base that would not require hardware or software changes for suppliers and customers but the implementation of protocols and standards to ensure the maximisation of data interoperability for the PSET CLOUD. This again alludes to the PSET CLOUD being a transversal data bridge between all stakeholders. Subscription clients could include government departments, SETAs, public institutions, private institutions, professional bodies, employers and employees.

# Thank you!

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Guidance Note**

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