

Speaker Presentation Profile

1. PRESENTER'S INFORMATION

FULL NAME	Ian Houvet		
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2. PRESENTER'S BACKGROUND

Ian has spent the majority of his career in the analysis and design of complex solution architectures for major organisations in South Africa and the UK. He has spent several years in IT and Management consulting where he served organisations such as Vodafone UK, Barclays and Cegetel in France. In moving to South Africa, Ian has continued his focus in the area of complex IT architectures and programme management in his work with Telkom SA and the Department of Social Development. Ian has several published articles in the areas of complex data integration and management. Over the last two years he has been at the Department of Social Development helping to transform how government delivers services to the poor through ICT in his role as programme manager of the National Integrated Social Information System (NISIS) project. Ian holds a Masters degree in Manufacturing Engineering and Management from the University of Manchester, UK.

3. TITLE/TOPIC OF PRESENTATION

Transforming service delivery in the Social Cluster through integration

4. PRESENTATION SYNOPSIS/ABSTRACT

Brief summary of content and focus of the presentation:

The need for integrated / connected / joined-up government as a means of transforming the public service and delivery, is often cited a key government imperative and regular theme at GovTech. Yet relatively few large scale and concrete examples of such integration have yet to materialise in South Africa. This session will look at examples from within the Social Cluster where the National Integrated Social Information (NISIS) led by the Department of Social Development and in partnership with other departments and social programmes, has set itself the ambitious goal of transforming the delivery of social protection services through coordination and integration, and is already starting to demonstrate some successes. We will explore the vision, achievements, challenges and lessons learnt of the NISIS journey, and the road still ahead.

Key points for discussion include:

- Large scale integration of information and processes across departments and spheres of government is both necessary and possible in SA - NISIS is starting to provide evidence of this.
- Government can and must play a stronger role in providing an enabling environment that fosters and supports initiatives that aim to improve coordination across government.
- SA must not hesitate to learn from and emulate international examples to fast-track its transformation.
- Wholesale transformation of the business through IT can only succeed if led by business, backed by political support, and guided by IT.