

Speaker Presentation Profile

1. PRESENTERS' INFORMATION

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| FULL NAME | Revd Dr Michael Twum-Darko | Keith Sendwe |
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2. PRESENTER'S BACKGROUND

Revd Dr. Michael Twum-Darko has spent twenty-three years as a Computer Science Lecturer, Project Management, Software Development consultancy and ICT Executive in Ghana, Botswana and South Africa. While in Botswana, he was a member of the IT advisory Board from 1990 to 1994 to advise the Presidency on issues relating to ICT strategy and its impact on national development. He was ordained as a Priest in 1999 in the Anglican Church in South Africa after three years part-time seminary and theological education.

Michael is a trustee board member of Institute of Healing of Memory, a trustee of Assist a Learner Trust, and the Chairperson of the board of Centre for Leadership Development.

Keith Sendwe graduated from the University of Cape Town (UCT) where he obtained a BCOM (Hon) in Financial Management. He furthered his studies at the University of Stellenbosch where he achieved a Bachelor of Business Administration (Hon), and a Masters of Business Administration.

He is an active member of both the Association of Accounting Technicians, and the Association of International Accountants in the UK.

Prior to joining CIPRO in 2006, Keith held amongst others the position of Financial Accountant of Old Mutual in the Western Cape; Logistics Manager at SA Breweries; CEO of the Johannesburg Shared Services Centre and CEO of Sendwe and Associates Management Consultants.

When Keith joined CIPRO, one of his main priorities was to implement a Quality Management System (QMS) within the organisation, based on ISO 9001 standards. As a keen advocate of change and enhancement of organisational performance he is the proud custodian of the CIPRO Quality Management System.

3. TITLE/TOPIC OF PRESENTATION

Transformational eGovernment: A case study in the context of CIPRO's e-CIPRO strategy

4. PRESENTATION SYNOPSIS/ABSTRACT

State the focus of the presentation:

In terms of the 8th Goal of the South African Millennium Development Goals (MDG), government institutions such as CIPRO are to make available the benefits of new technologies, especially information and communications. Transformation eGovernment (TeG) is one such benefit. TeG aims at improving the delivery of services emphasising the use of ICTs, thus making them fit for 21st Century.

The TeG concept first appeared in the early 2000s in Belgium's eGovernment Strategy, focusing on the use of eGovernment to adapt governmental services to the needs and actions of citizens. It later appeared in an initiative by the UK's Cabinet, launched in 2005 under the name "Transformational Government Enabled by Technology" (UK Government, 2005).

CIPRO, a member of the DTI group has the mandate to deliver quality services to the citizens of South Africa. This presentation therefore focuses on Transformational eGovernment using CIPRO's e-CIPRO strategy, which attempts to re-establish CIPRO as a self-sustaining trading entity and to increase efficiency in the registration of companies, close corporations, cooperatives and intellectual property rights. The strategy also attempts to use non-traditional channels of communication to disclose information on registered corporate entities and intellectual property, e-Security for the protection of IP and corporate entities' rights and dispute resolution on cases arising out of infringements to these rights.

Key points for discussion include

The presentation discusses and offers insight into TeG delivery models as:

1. Citizen-centric (G2C): the delivery of public services through the internet, and the redesign of public services around the citizen, instead of according to the needs of the administration;
2. Government-wide collaboration (G2G): the move towards a culture of shared services (i.e. standardisation and simplification of procedures fomenting the culture of sharing and collaborating);
3. Knowledge-employee (G2E): to strengthen public employees' professionalism and skills thus leading to knowledge-powered change within the government's administration.
4. Factors that shape the success of the implementation of e-CIPRO strategy in terms of policy on design and development of b-Government capabilities.

Key challenges/issues to be addressed:

e-CIPRO strategy addresses the following challenges:

- The challenge to promote and sustain decisive leadership, create stability, grow revenue and reduce operational cost and embrace the new Companies Bill;
- The challenge to improve registration processes i.e. Professional, prompt and appropriate service;
- The challenge of e-IP i.e. e-Learning for National awareness and education on IP as a means to drive innovation, job creation, reduce poverty and create wealth;
- The challenge to make registration forms more relevant to the needs of the South African economy and improve data quality;
- The challenge to reach out to more potential CCs to submit annual returns – introduction of “value-add” incentives to companies to submit annual returns – e.g. value-add loyalty plan;
- The challenge to provide and enhance critical services for every extra R1 million we demand from the public;