

Speaker Presentation Profile

1. PRESENTER'S INFORMATION

FULL NAME	Selwyn Jehoma		
DESIGNATION	Deputy Director General		
COMPANY	Department of Social Development		
TEL	012 312 7748	CELL	084 515 4592
EMAIL	dikeledid@dsd.gov.za		

2. PRESENTER'S BACKGROUND

Selwyn Jehoma started as the Director for Social Insurance in the national Department of Social Development in October 2000. His initial task was on the development of an overall Service Delivery Improvement Strategy for the social grants system. The strategy focused on two key components: norms and standards for services and the replacement of the information and technology systems. Selwyn became the Chief Director: Grants Systems in 2001 and was responsible for the development of a blueprint for establishing the South African Social Security Agency (SASSA). In 2006 he was appointed the Deputy Director-General for Comprehensive Social Security and has since turned his unit's attention to the reform of the entire social security system with particular focus on the retirement system of South Africa.

Prior to the year 2000, Selwyn Jehoma was a Researcher Coordinator at the Financial and Fiscal Commission. From 1992 to 1997 he worked as a manager in a manufacturing company in Cape Town. He worked as a teacher since 1986 to 1992 in his local community in Bonteheuwel.

Selwyn currently serves as Deputy Chair of the Old Age and Invalidity Technical Committee of the International Social Security Association (ISSA) and is tasked with coordinating the ISSA's 30th General Assembly in South Africa in 2010.

3. TITLE/TOPIC OF PRESENTATION

Transforming service delivery in the Social Cluster through integration

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.