

The background is a collage of four quadrants. Top-left: a stack of white papers on a purple background. Top-right: a round analog clock on a pink background. Bottom-left: a stack of papers on a green background. Bottom-right: a round analog clock on a yellow background.

**PRESENTATION TO THE
SERVICE DELIVERY
LEARNING ACADEMY**

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Our focus

- Improving service delivery.
- Building a sustainable Integrated Justice System.
- Facilitating accountability to the public and the State;
- Creating a better image for the entire justice system and thereby improved public confidence;
- Promoting accessibility and transparency; and
- Making the administration of justice speedy and cost-effective.



Framework

- Government Policies
 - **Batho Pele**
 - **Policy on e-government**
 - **Cluster approach – Integration**
- GITO Council
- International Best Practices



Current Context

- National Crime Prevention Strategy
- Mulweli Investigation
- Post Mulweli
- IJS 2000 Plus
- Court Process Pilot Project
- IJS Programme Plan in August 2002
- Interoperability Project
- Version 2 of Programme Plan





Overview of Justice System

The Integrated Justice System



Business processes cut across departments



Offender

**Manage the person through the system
Manage the case through the system**



Public

Problem Statement

- Inefficient Manual Systems
- Lack of Knowledge Management
- Lack of Management Information
- Weak Financial Administration
- Blockages
- Reduced Justice System Capacity
- Lost opportunities
- Lengthy case delays.
- Limited access to justice.
- Weak public confidence.



Programme Partners

- ✓ Department of Safety and Security
- ✓ Department of Justice and Constitutional Development
- ✓ Department of Correctional Services
- ✓ Department of Social Development
- ✓ SITA






UK perspective




AULD REVIEW OF THE CRIMINAL JUSTICE SYSTEM



Essence of Criminal Justice



“The search, which I believe to be vital for a just and efficient system – one that will command public confidence – is for better case management in the widest sense of that expression.”







AULD REVIEW OF THE CRIMINAL JUSTICE SYSTEM



Potential of IT



Information technology has a potential, not only to improve existing structures and their working, but also to re-shape them to advantage. It is clear that such technology is capable of playing an increasing part in the shaping and operation of the criminal justice system. If it is to do so efficiently and to the best advantage, it too will need more central planning and direction than has been attempted up to now.



Role of Technology

- More than a TOOL
- Strategic enabler
- Drives change
- Impacts on business in a major way



Our Strategic Approach

- Incremental approach to development.
- Not radical transformation but continuous migration of systems.
- Business approach to IT.
- Business relationships with Technology Partners.



Reform Challenges

- Legal.
- Organizational.
- Human Resources.
- Economic.
- Users.
- Public finance.
- Policy.
- Information and Communication Technology.





Achievements - 1

■ CPS:

- Functional Baseline established for Court Processes across the Departments

■ Architecture:

- In process of concluding Architecture project

■ Business Intelligence:

- Significant development has taken place on SAPS & DCS BI requirements.

Achievements - 2

- Inmate Tracking:
 - Tender Issued and in adjudication phase
- Interoperability:
 - Developed core strategy and demonstrated the architecture framework in which the integration of legacy and new services can now be integrated against core business processes.



Lessons learned - 1

- An integrated approach to management and architecture is a prerequisite to achieving cohesion and alignment between various project activities
- Management capacity is essential
- Change Management
- Deployment / Provincial Capacity
- Incremental Approach to Deployment
- Define a manageable scope.
- Develop incrementally and build upon success.
- Careful and thorough analysis and definition of business rules.





Lessons learned 3

- Document business and technical aspects properly.
- Inadequate project management, poor contract oversight and a shortage of technical skills have contributed to difficulties experienced.
- More focus required on change management aspects.
- A neutral forum where members have an equal standing is critical.
- Ensure adequate resources at all stages of project.

Programme Plan Overview - 1

Salient features:

- Comprehensive set of planning principles detailed
- Extension of IJS Logical Architecture to reflect the need of Infrastructure Applications in support of central CASE, PERSON and EXHIBIT capabilities
- Annual Programme Objectives have been set and business benefits identified



Programme Plan Overview - 2

- Durban has been identified as the first production site for future deployment – “Centre of Excellence”
- Broader deployment of the infrastructure and business capabilities will be launched following the Durban deployment
- Acquisition and deployment of capabilities will be done iteratively to ensure regular delivery of business benefit within the budget, training and change management constraints

