



**the dpsa**

Department:  
Public Service and Administration  
**REPUBLIC OF SOUTH AFRICA**

## **DETERMINATION AND DIRECTIVE ON THE IMPLEMENTATION OF DIGITAL PUBLIC SERVICES STANDARD**

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## DEFINITIONS OF TERMS

TERM	DEFINITION
PUBLIC SERVICE	All national departments, national government components listed in Part A of Schedule 3 to the Public Service Act; provincial departments which mean the office of a premier listed in Schedule 1 to the Public Service Act; and provincial departments listed in Schedule 2 to the Public Service Act; and provincial components listed in Part B of schedule 3 to the Public Service Act and their employees.
PUBLIC SERVICE ACT, 1994	No. 103 1994: Public Service Act, 1994
PUBLIC SERVICE REGULATIONS, 2016	Public Service Regulations are a set of rules that govern the employment conditions, discipline, and other aspects of the public service in South Africa. The regulations are made under the Public Service Act of 1994.
INFORMATION AND COMMUNICATION TECHNOLOGIES	All aspects of technology which are used to manage and support the efficient gathering, processing, storing and dissemination of information.
INSTITUTIONAL MECHANISMS	Internally designed processes used for the deployment of digital services attributes and monitoring of the same in a structured and well-established manner.
MINISTER	The Minister for the Public Service and Administration.
USER EXPERIENCE	The qualitative attribute of a service reflects a person's subjective experience (emotions and attitude) during the service journey.
STANDARD	Means a document that provides for common and repeated use, rules, guidelines or characteristics for products, services, or processes and production methods, including terminology, symbols, packaging, marking or labelling requirements as they apply to a product, service, process or production method.
DESIGN PRINCIPLES	Design Principles are value statements that frame design decisions and support consistency in decision making across teams working on the same product and services. The principles as adapted from the Batho Pele principles.
USER INTERFACE	The process of translating the envisioned user experience into a set of interfaces, navigations and user interactions.
MEDIUM-TERM EXPENDITURE FRAMEWORK (MTEF)	An MTEF is a multi-year public expenditure planning exercise that is used to set out the future budget requirements for existing targets, and to assess the resource implications of future policy changes and any new programmes.

## **1. INTRODUCTION**

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- 1.1. The need to develop standards to transform government services using digital technologies arises from the increasing demand for efficient, accessible, and user-friendly public services in an increasingly digital world. As governments adopt new technologies to improve service delivery, it becomes crucial to establish clear guidelines and benchmarks to ensure that these services meet the expectations of citizens, promote equity, and function seamlessly across various platforms.
- 1.2. Without such standards, digital services may become fragmented, inconsistent, or difficult to use, undermining public trust and hindering the goals of digital transformation. By creating and adhering to digital services standards, government can ensure that digital solutions are not only innovative but also reliable, inclusive, and aligned with the needs of all citizens.
- 1.3. A digital service is a service that is delivered or enabled through digital technologies, typically through the internet, mobile apps, or other online platforms. This service leverages technology to improve how users interact with and consume it, offers convenience, accessibility, and efficiency. Digital services span a wide range of functions, from basic online services like information access to complex, integrated systems in areas such as finance, healthcare, education, and government.

## **2. PURPOSE**

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- 2.1. The purpose of the determination and directive is to formally authorize the use of the Digital Public Services Standard as a guide for implementing digital services. The determination and directive states that the Head of Department ensures that digital services align with the guiding principles outlined in the standard and that the implementation process adheres to the digital services lifecycle. This ensures that digital services are delivered effectively, efficiently, and in accordance with established best practices.

## **3. AUTHORISATION**

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- 3.1. This Determination and Directive is issued by the MPSA in terms of sections 3 (2) of the Public Service Act, 1994.

#### **4. SCOPE OF APPLICATION**

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4.1. This Determination and directive applies to:

- a) All mandatory services that government departments provide.
- b) All the online publications and uploading of information of digital services.
- c) All the personnel responsible for the services to be digitalized.
- d) All the personnel responsible for Information Technology to be used to design and deploy the services.

#### **5. LEGISLATIVE FRAMEWORK**

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5.1. Constitution of the Republic of South Africa, 1996 (Act 108 of 1996):

Chapter 10 S195 (1) provides that public administration must be governed by the democratic values and principles enshrined in the Constitution, including the following principles:

- (b) Efficient, economical, and effective use of resources must be promoted.
- (e) People's needs must be responded to, and the public must be encouraged to participate in policymaking.

5.2. In terms of section 3(1) (f), (g) and (i) of the Public Service Act, 1994, the MPSA is responsible for establishing norms and standards relating to Information Management, Electronic Government (e-Government) and Information and Communications Technology (ICT) related matters. This also includes matters related to transformation, reform, innovation and any other matter to improve the effectiveness and efficiency of the public service and its service delivery to the public.

5.3. Public Service Regulations, 2016, Chapter 3, Part 3 (36) provides as follows: "An executive authority shall establish and maintain an operations management framework which shall include- (b) a list of all core mandated services provided by the department; (c) mapped business processes for all services; (d) standard operating procedures for all services.

5.4. One of the objects of the Protection of Personal Information (POPIA) Act, 2013, is to "promote the protection of personal information processed by both public and private bodies." Government service delivery transactions with citizens involve personal information, which the government is responsible for safeguarding appropriately.

## **6. IMPLEMENTATION OF THE DETERMINATION AND DIRECTIVE**

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- 6.1. The Head of Department shall ensure that all requirements of this Determination and Directive are met within the period of the Medium-Term Expenditure Framework (MTEF).

## **7. NON- COMPLIANCE MANAGEMENT**

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- 7.1. Failure to comply with this Determination and Directive will be dealt with in line with the provisions of sections 16A and 16B of the Public Service Act, 1994.

## **8. DATE OF IMPLEMENTATION**

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- 8.1. This Determination and Directive shall come into effect on the date of signature by the MPSA.

## **9. GOVERNANCE OF DIGITAL PUBLIC SERVICES**

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- 9.1. The Head of Department shall:
- a) Implement the policies, processes, procedures and structures in line with the Digital Public Services Standard.
  - b) Provide funding for the implementation and continuous improvement of the digital services.

## **10. DIGITAL PUBLIC SERVICES STANDARD IMPLEMENTATION**

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- 10.1. The department shall implement the standard in line with the digital services life cycle.
- 10.2. The Head of Department shall ensure/ monitor the implementation of the Digital Public Services Standard (attached as 'Annexure A').

## **11. MONITORING AND EVALUATION**

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- 11.1. The monitoring and evaluation of the implementation shall be done following the Digital Public Services Standard.

**APPROVED BY THE MINISTER FOR THE PUBLIC SERVICE AND ADMINISTRATION**

**Sincerely**



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**Inkosi Mzamo Buthelezi, MP**

**Minister for the Public Service and Administration**

**Date:** 14/04/25