



**the dpsa**

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

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Mr. Sibusiso Xaba

**Director-General**

Department of Arts and Culture

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**PRETORIA**

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**Fax no: (012) 440 4489 / 086 529 6243**

Dear Colleague

**IMPLEMENTATION OF THE CORPORATE GOVERNANCE OF INFORMATION AND  
COMMUNICATION TECHNOLOGY POLICY FRAMEWORK IN THE SOUTH  
AFRICAN PUBLIC SERVICE**

The above matter herein refers.

The Corporate Governance of ICT Policy Framework (Framework) was developed by the Department of Public Service and Administration in cooperation with the Government Information Technology Officer Council.

Cabinet approved the Framework on the 21<sup>st</sup> November 2012 and it is applicable to all National and Provincial Departments, Provincial Administrations, Local Government, Organs of State and Public Entities.

The Minister for Public Service and Administration issued the attached Directive (Annexure A) as per section 3(2) of the Public Service Act, no 104 of 1994 as amended for you to implement in your institution.

Yours Sincerely,



**MASHWAHLE DIPHOFA**

**DIRECTOR-GENERAL**

**DATE:** 04/02/2013



**MINISTRY  
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**TO ALL HEADS OF NATIONAL/PROVINCIAL DEPARTMENTS AND PROVINCIAL  
ADMINISTRATIONS**

**IMPLEMENTATION OF THE CORPORATE GOVERNANCE OF INFORMATION  
AND COMMUNICATION TECHNOLOGY POLICY FRAMEWORK IN THE SOUTH  
AFRICAN PUBLIC SERVICE**

In terms of Chapter 5, Part I of the Public Service Regulations 2001 (PSR), departments shall manage information technology effectively, efficiently and as a tool to leverage service delivery by the public service. It is the responsibility of the head of department to ensure that the acquisition, management and use of information technology by the department improves-

- (a) direct or indirect service delivery to the public, including, but not limited to, equal access by the public to services delivered by the department;
- (b) the productivity of the department; and
- (c) the cost-efficiency of the department.

The Auditor General of South Africa (AGSA) conducted an Information Systems Audit in the 2008/9 and 2009/10 financial years and the reports revealed a significant weakness in the governance of Information Technology (IT) in the public service and that the Government IT Officer (GITO) does not fulfil their mandated strategic responsibility, as per the Cabinet Memorandum 38a of 2000.

The lack of a government-wide IT governance framework has resulted in a fragmented approach to the implementation of and adherence to policies and standards and the value that ICT could contribute to business enablement was not unlocked. The AGSA recommended a government-wide IT governance framework which give due consideration to the risks, as well as the processes and controls required to ensure IT value and improved service delivery.

A further weakness in the governance of ICT was identified as far back as 1998 where the Presidential Review Commission identified a poor culture of good governance, lack of political and strategic leadership of ICT and that ICT is not being

viewed on the same strategic level as other resources such as Human Resources and Finances. These findings were confirmed by the AGSA 2010/11 audit, where it was indicated that only 21% of departments did implement some governance of ICT measures, but it was not sustainable as it was not driven by senior management.

It is thus evident that the value of ICT as enabler of service delivery will not be realised without incorporating governance of ICT in the corporate governance regime of a department.

To resolve these issues Cabinet adopted the Corporate Governance of ICT Policy Framework, herein referred to as the Framework, for implementation in the Public Service (**Annexure A**). The Framework focuses on corporate governance of ICT at a political and strategic level. It addresses the principles and practices required to institutionalise the corporate governance of ICT, as well as an implementation approach.

To ensure compliance to the Framework departments are required to annually report to the Department of Public Service and Administration as per the attached Departmental Corporate Governance of ICT Assessment Standard (**Annexure B**), which forms part of the Management Performance Assessment Tool (MPAT) of the Department of Performance Monitoring and Administration.

To assist departments with the implementation of the corporate governance of ICT, an Implementation Guideline (**Annexure C**) is provided.

National/provincial departments and provincial administrations are therefore advised to comply with the requirements of the Framework and report according to the Standard. Non compliance will be dealt with in terms of Section 16A of the Public Service Act.



**LN SISULU, MP**

**MINISTER FOR PUBLIC SERVICE AND ADMINISTRATION**

DATE: 19/12/2012



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Department:  
Public Service and Administration  
REPUBLIC OF SOUTH AFRICA

# **Public Service Corporate Governance of Information and Communication Technology Policy Framework**

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**December 2012**

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## Preface

The Public Service Act and Regulations places the responsibility for governance and management of electronic government (ICT) in the Public Service with the Minister of Public Service and Administration. The Regulations also require of the Executive Authority to prepare a strategic plan for the department and the Head of Department to be responsible for the information plan as derived from the strategic plan. Based on the information needs of a department, ICT is a fundamental asset of the Public Service.

Information however never received the same level of attention than people, money and organisation. Some of the main problems were performance measurement and accountability due to a lack of involvement and support from top management, performance measurement systems not aligned with the department's strategic priorities and goals and poor communication. Corporate Governance of ICT requires that all important ICT decisions should come from the senior political and managerial leadership and not to be delegated to ICT management. This accountability enables the department to align the delivery of ICT services with the department's strategic goals.

The Corporate Governance of ICT is a continuous function that should be embedded in all operations of a department, from Executive Authority and Executive Management level to the business and ICT service level. In the execution of the Corporate Governance of ICT, the leadership should provide for the necessary strategies, architectures, plans, frameworks, policies, structures, procedures, processes, mechanisms and controls, and ethical culture.

Through practices, principles and implementation approach, the Corporate Governance of ICT Policy Framework seeks to provide the departments with direction to implement Corporate Governance of ICT within their spheres of accountability and responsibility.



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**LN SISULU, MP**

**MINISTER FOR PUBLIC SERVICE AND ADMINISTRATION**

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