



## **Overview of Indutech's Process Modelling tools supporting local government**

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## 1 INTRODUCTION

The recent election for local government underlines the importance of service delivery and integrated planning and execution. All indications are that the importance will continue to grow and remain a key performance indicator by which local governments and political parties will be measured.

Service Delivery and Infrastructure Deployment is guided by several Government Guidelines. The guidelines specify what needs to be done and are interdependent. The table below provides some examples.

Focus/level	Initiative	Custodians	Related Initiatives
<b>National</b>			
<b>Infrastructure</b>	Infrastructure Delivery Improvement Programme (IDIP)	Development Bank of Southern Africa	Service Delivery Improvement
<b>Service Delivery</b>	Integrated Development Planning (IDP)	National Treasury Department of Public Works Construction Industry Development Board (CIDB)	CIDB Toolkit for Infrastructure acquisition (1) Governance Values to Unite the Nation (CoGTA) (2) A DEVELOPMENTAL STATE: South Africa's developmental capacity (3)
<b>Integrated Development Service Delivery</b>		Department of Local Government and Traditional Affairs (COGTA) Development Bank of Southern Africa	Integrated Development Planning (IDP)
<b>Provincial</b>			
<b>Infrastructure Development Service Delivery</b>		Provincial Treasury and Public works User Departments	Integrated Development Planning (IDP)
<b>Local</b>			
<b>Service Delivery</b>	Integrated Development Planning (IDP)	Department of Cooperative Governance and Traditional Affairs (COGTA)	Local Government Turnaround Strategy (LGTAS) (4) Operations Clean Audit Initiative (5)(6)

<sup>1</sup> <http://www.cidb.org.za/procurement/delivery/toolkit/default.aspx>

<sup>2</sup> Department of Cooperative Governance and Traditional Affairs, "Presentation of the COGTA Business Plan 2010 / 11 to the Portfolio Committee."

<sup>3</sup> Department of Cooperative Governance and Traditional Affairs, "Presentation of the COGTA Business Plan 2010 / 11 to the Portfolio Committee." System, (April).

<sup>4</sup> Information, Meeting Report, and Relevant Document, "Local Government : Municipal Systems Amendment Bill : deliberations , Department ' s Turnaround Strategy and Operation Clean Audit briefings." *Strategy* 25854 (2011): 1-12.

<sup>5</sup> Information, Meeting Report, and Relevant Document, "Local Government : Municipal Systems Amendment Bill : deliberations , Department ' s Turnaround Strategy and Operation Clean Audit briefings." *Strategy* 25854 (2011): 1-12.

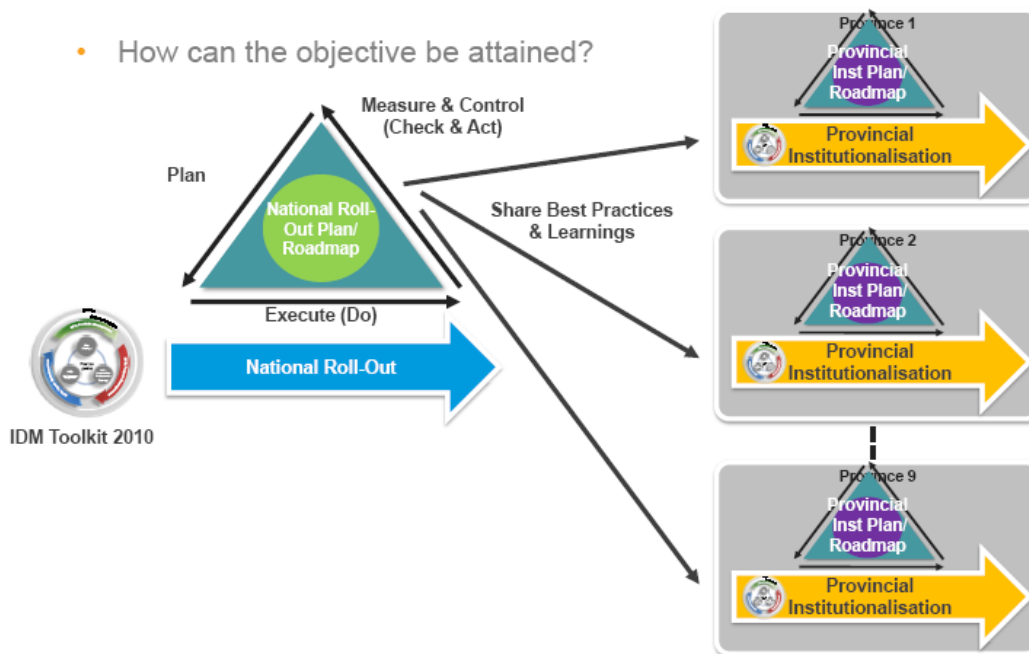
<sup>6</sup> Department of Cooperative Governance and Traditional Affairs, "Minister on Department of Cooperative Governance and Traditional Affairs Annual Report 2009 / 2010."



However, guidelines only without execution and performance management are not a guarantee to service delivery. Indutech has identified these shortcomings and has developed an integrated approach toward infrastructure deployment and service delivery. This approach has been applied on national and provincial government levels and is now made available to local government.

The National and Provincial infrastructure planning and rollout are depicted in the diagrammes below.

## IDIP Programme and National Toolkit Roll-Out



**Figure 1: The IDIP planning and National Toolkit rollout.**

The Network of **Planning, Doing and Monitoring the Infrastructure Delivery and Service Delivery** span the following layers in Government:

- Presidency
- National Treasury
- National User Departments (~10)
- Provincial Treasury (-9)
- Provincial User Departments (~10)
- A, B and C category municipalities (280)
- Activities associate with Infrastructure & Service Delivery in each Municipality (>4000)
- Municipal Wards (4000)
- Municipal Workers (200 000)

The Local government rollout is depicted in the diagramme below:

## IDIP Programme and National Toolkit Roll-Out

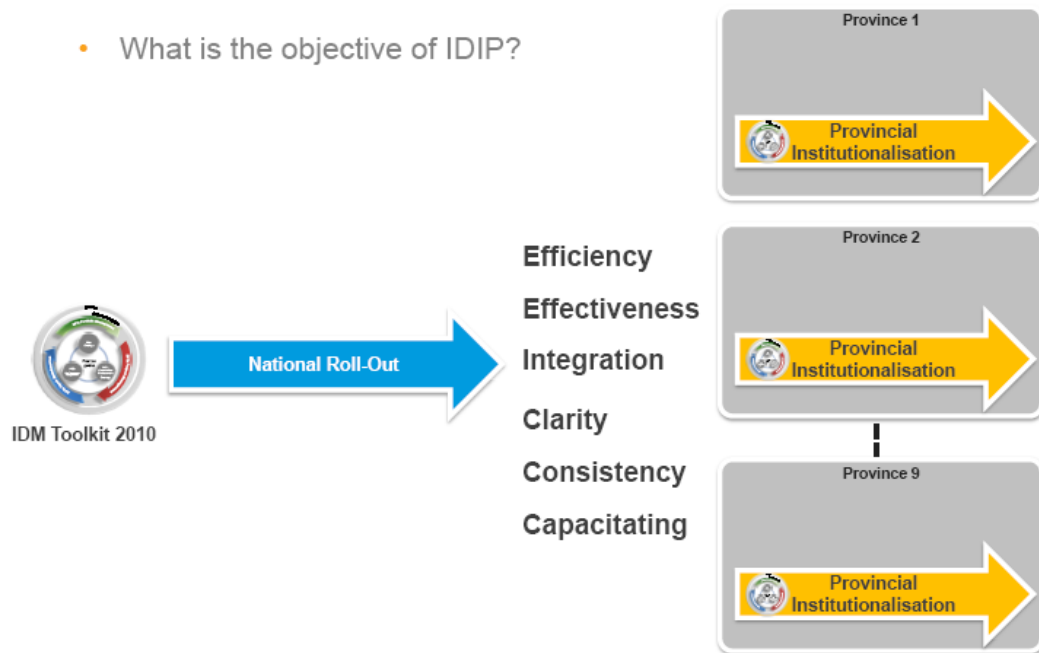


Figure 2: The IDIP Programme Objective

## IDIP Programme and National Toolkit Roll-Out

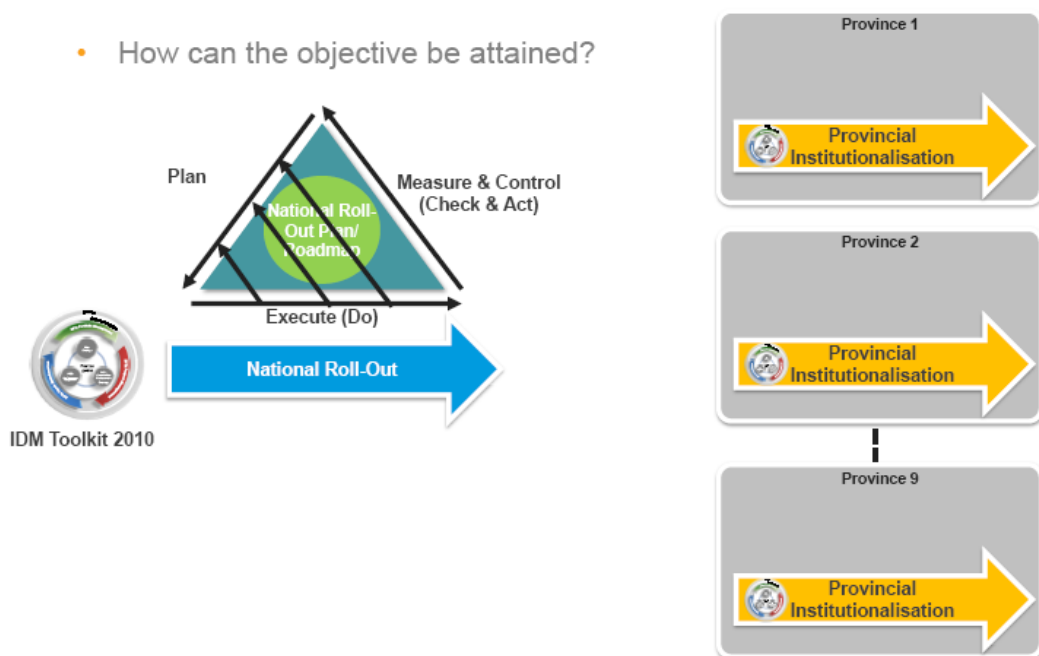


Figure 3: How to obtain that objective?



## Indutech's Value Proposition for National Roll-out: Roadmaps

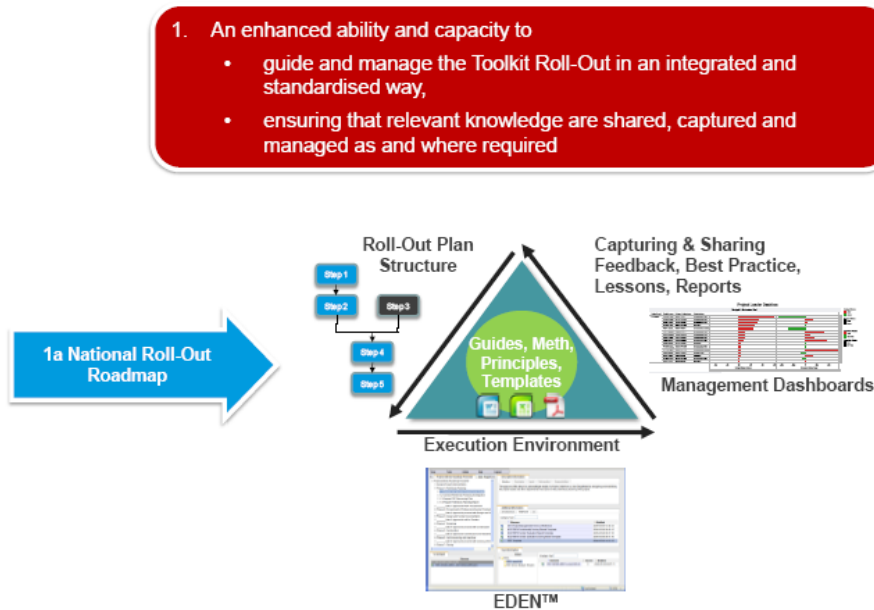
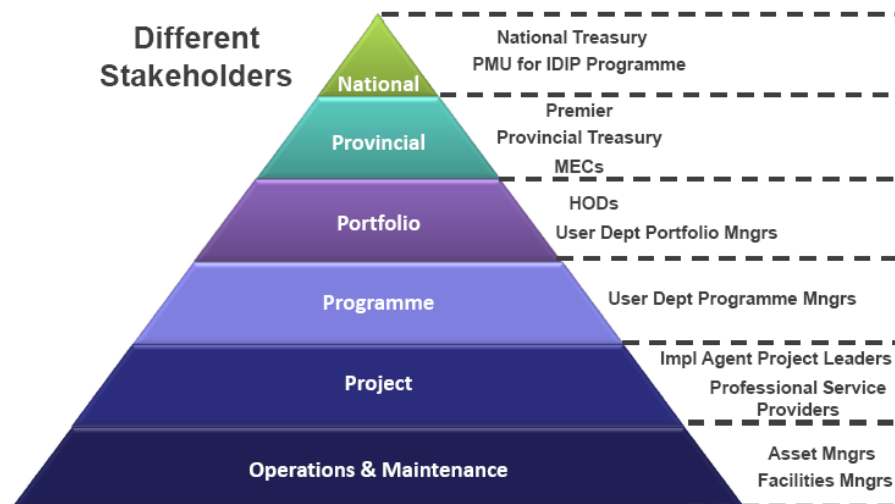


Figure 4: The Indutech Value Proposition

...as well as different stakeholders & their needs



## 2 THE INDUTECH VALUE CONTRIBUTION

Indutech provides an integrated set of Industrial engineering planning, execution and performance management tools. These enable:

- Integrated planning from strategic to operational levels of programmes such as IDIP and IDP.



- Manage resource allocation on different layers of government
- Manage service level agreements and Key Performance Indicators across the 4000 processes involving municipal work at local government level
- Provide consistent Performance Management Feedback and Exception Reporting
- Enable delegation and reporting within a complex government hierarchy
- Enable transparent feedback between the different custodians, stakeholders and voter constituents in metropolitan, municipal and district structures
- Integrate the different government initiatives and ensure maximum effectiveness of resource consumption
- Provide a consistent planning and integration environment.
- Improve the visibility of the entire projects in the government space
- Provide guidance and clarity of experience persons to a larger workforce contingent gent of
- Track decision making processes and provide transparency
- Increase the rate and number of successful implementations
- Terminate unsuccessful projects earlier
- Integrate the Project Knowledge Management

### 3 BENEFITS FROM THE EDEN™ APPROACH

- 1) **Knowledge retention and sharing** – best practice information is captured and placed in context in order to provide knowledge for future use.
- 2) **Speed-up delivery** - by having a guiding structure and by using past experience captured in the roadmaps, projects can be delivered up to 40% quicker. This has been shown and expressed by previous Indutech clients.
- 3) **Uniformity and consistency in projects** – a roadmap can serve as a template for similar projects, ensuring uniformity in execution.
- 4) **Improved quality of outputs** - by learning from past experiences and capturing and sharing best practices the standard of project outputs will continuously improve.
- 5) **Efforts focused on the project goal(s)** – goals are assigned to the anchor points in the roadmap, which provides direction.
- 4) **New team members (internal & external) are brought quickly up to speed** – history of project captured within the roadmap.
- 5) **Project transparency and monitoring** which means high-level control – the whole project and its progress is visible to managers. Managers are provided with an overview of all the projects and are able to dive into the details as and when required.
- 6) **Team members visualise the whole project** from the start – this ensures that team members have a better understanding of the project.
- 7) **Improved document management.**
  - Less time wasted searching for information and documents
  - Always work with latest version
  - No excuse for documents not received via email
  - Audit trail of documents visible

### 4 QUOTES FROM CLIENTS

The following are some quotes from current and past client's:



*“The Eden software solution that Indutech provided was a major contributing factor to substantially improving the Toolkit from a navigation point of view for users. In addition, the platform, provided an intelligent means of accessing complex information only when it was needed in the larger body of information. The feedback from a variety of users and stakeholders, including from the Office of President, has been very positive.”*

A.J. DE SWARDT, PricewaterhouseCoopers, referring to the use of EDEN™ in the improved version of the National Government’s Infrastructure Delivery Management Toolkit.

*“Is there a better world, the often dreamed about paradise, which can be created to assist these employees in the work place? A working environment where one will always know what to do, how it should be done? The closest we can come to this kind of paradise is a Proudly South African product called EDEN™”*

Contribution to the IDIP Newsletter as experienced by one of Indutech’s clients, Northern Cape provincial Government, Technical Assistants, Sonny Schmidt.

## 5 CONTACT DETAILS

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