

ENHANCING ICT EFFICIENCY IN THE EASTERN CAPE

Explore how the Eastern Cape's ICT spending patterns reveal inefficiencies and challenges and discover actionable recommendations to optimise service delivery and cost-effectiveness.

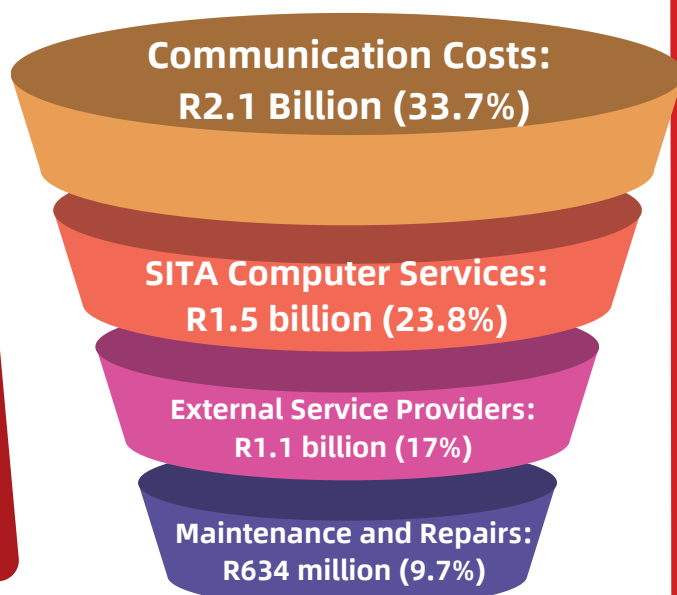
TOTAL ICT SPENDING (2016/17 - 2020/21)

R6.512
BILLION



- **Annual Average:** R1.4 billion
- **Percentage of Total Provincial Expenditure:** 1.4%

Where the Money Goes: Spending Breakdown



Who Spends the Most: Departmental Spending

Office of the Premier:
R767 Million
(11.7%)



Department of Health:
R1.042 Billion
(16.1%)



Department of Education:
R2.514 Billion
(38.6%)



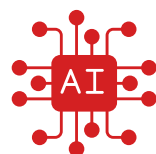
THE DECLINE IN VALUE: KEY ISSUES

1 Complex ICT Frameworks



Inefficiencies due to complicated policies, especially involving SITA.

2 Misalignment with 4IR



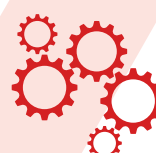
Lack of strategic alignment with Fourth Industrial Revolution goals.

3 Limited Development



Focused mainly on core functions with minimal enhancement.

4 Efficiency at a Glance: Service Quality (2020/21)



Service Downtimes:

25 days of internet and email outages.

SITA Network Issues:

Bhisho: 133.5 minutes average monthly downtime, 99.25% availability.

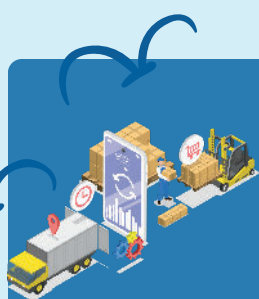
East London: 149.9 minutes average monthly downtime, 94.15% availability.

PATH FORWARD: RECOMMENDATIONS



Centralised ICT Service Delivery

Centralisation could be more cost-effective if the internal capacity is strong.



Streamline ICT Governance

Simplify and improve procurement and delivery processes.



Evaluate Insourcing vs. Outsourcing

Analyse cost benefits to determine the most efficient model.