
Date: 22-23 August 2012  
Venue: East London ICC, Eastern Cape Province, South Africa.  
Theme: Innovation Transforming Government  

Rationale

The most common feature facing governments in developing countries is the urgency to deliver improved quality services to their citizens in an effective way. The resources to deliver such services are usually limited. Under these circumstances, governments are under pressure to come up with innovative solutions and approaches that will assist the public service to reduce spending, fast track service delivery and improve the way sophisticated citizens (rural and urban) experience service delivery. Moreover, the public sector is expected to rethink government approaches and to explore and seize innovation as a springboard for greater efficiency and effectiveness.

This conference is guaranteed to expose the public sector and its strategic partners to innovation opportunities and strategies, through sharing of knowledge and experiences. It will explore a range of areas where government in South Africa can and should deliver services in creative and cost effective ways. It will also explore how government can take advantage of already existing technologies, that citizens use in their daily lives, to deliver services and improve participation. The conference will further interrogate the concept of intrapreneurship in a public sector context.

A number of high-level presentations will draw insights from a wide range of experts. As part of the conference, the CPSI has also selected prime case studies that demonstrate how innovation can transform service delivery. The conference will further propel all spheres of government to see innovation as a critical factor in transforming government approaches.

The target audience includes decision makers throughout the three spheres of government, innovation practitioners, service delivery champions as well as partners from the private, NGO and academic sectors, both locally and internationally.

Objectives of the conference

1. To demonstrate the role and centrality of innovation as a tool for responding to current government priorities and for maximising public service impact.
2. To collaboratively explore key elements for successful implementation and sustaining of innovative programmes to enhance public sector performance;

3. To facilitate sharing of innovative perspectives and practices that respond to service delivery priorities for replication.

Sub-themes

(a) Sub-theme: Intrapreneurship and Innovation in Government

Innovation does not belong only to private entrepreneurs driven to explore new markets or capture a segment of the market. Public service delivery institutions can and should also entrench intrapreneurship for the benefit of the citizens. The sub-theme will thus examine and provide space for debate on the issue of intrapreneurship and innovation in the context of government organisations. A panel of experts will make inputs on the subject through facilitated debate by all delegates.

(b) Transforming Service through M-Government

In this sub-theme, the role of M-Government in transforming service delivery will be explored. The Department of Science and Technology’s ICT Research and Development Strategy identified mobile government as a priority area. South Africa’s citizens have taken full advantage of the availability of mobile phones and they use them for a range of information related needs, beyond just communication. Whilst Internet penetration in the country through computers is well below 30%, cell phone penetration is already above 100%. This is thus one of the areas that need to be urgently explored: How can government take advantage of this availability of mobile phones to deliver services to its citizens? The sub-theme will interrogate all issues related to mobile government and how it can be implemented in South Africa.

(c) Sub-theme: Showcasing Innovation Projects

National, provincial and local government departments and other service delivery institutions that provide services to citizens are the focus of this sub-theme. Numerous individuals and organisations have embraced innovation in their daily operations and have produced highly innovative solutions to address their service delivery blockages. It is critical facilitate cross-sectoral access to these innovations for possible adaptation and replication, to avoid re-inventing of the wheel. Innovative institutions will be given an opportunity to share practical and implementable innovative case studies.
For more content details contact Lydia Phalwane at Lydia.Phalwane@cpsi.co.za or +2782 909 8824 and Mpumi Ntshangase at Mpumi.Ntshangase@cpsi.co.za or +27 12 683 2800 (for logistical details) or visit www.cpsi.co.za