



Western Cape
Government

FOR YOU

Western Cape Government Digital Transformation

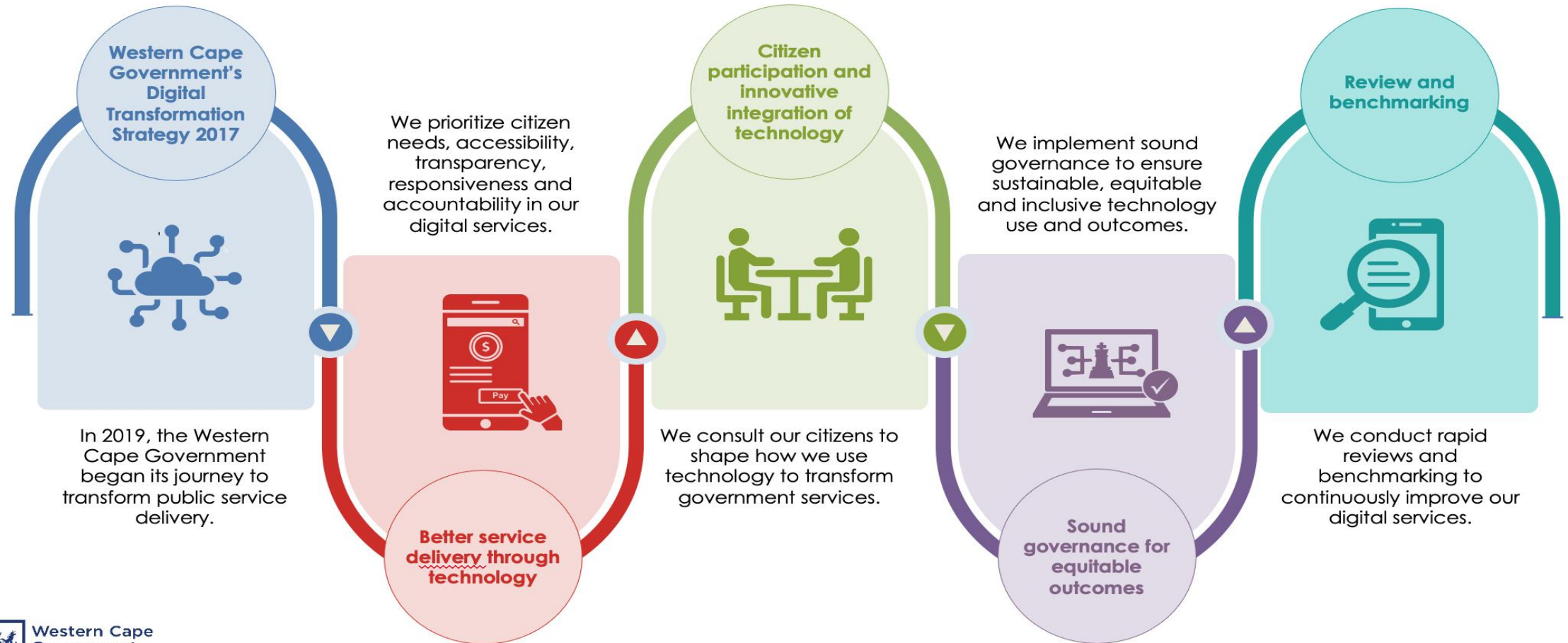
“Build with Me not for Me”

Western Cape Digital Transformation



Digital Transformation Journey

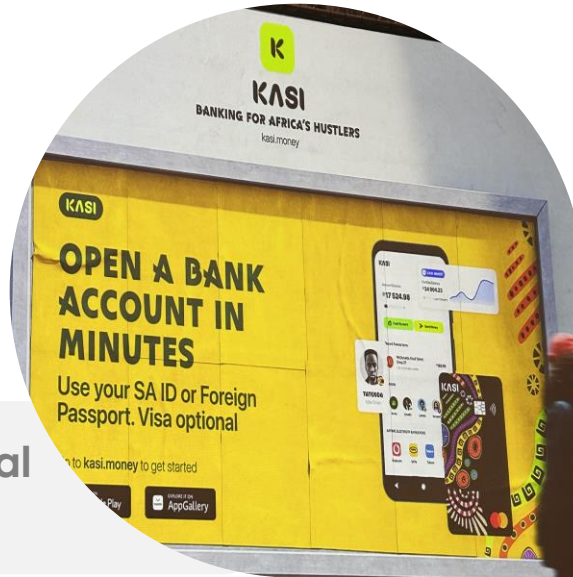
The journey illustrates the evolution from strategic intent to operational execution and emphasised **co-design**, **trust-building**, and **continuous feedback loops**.



Building the Digital Leadership Muscle

STRATEGIC VISION AND TRANSFORMATION

Driving long term digital
change with agility



In class :
 $2+2=?$

Homework :
 $7^2 \times 5 - 8 = ?$

In exam :
 $522(2x^3y) + 982,523 = ?$

CAPABILITY
BUILDING

Building skills for
adaptive leadership

MEASURING IMPACT

Boosting outcomes and
satisfaction

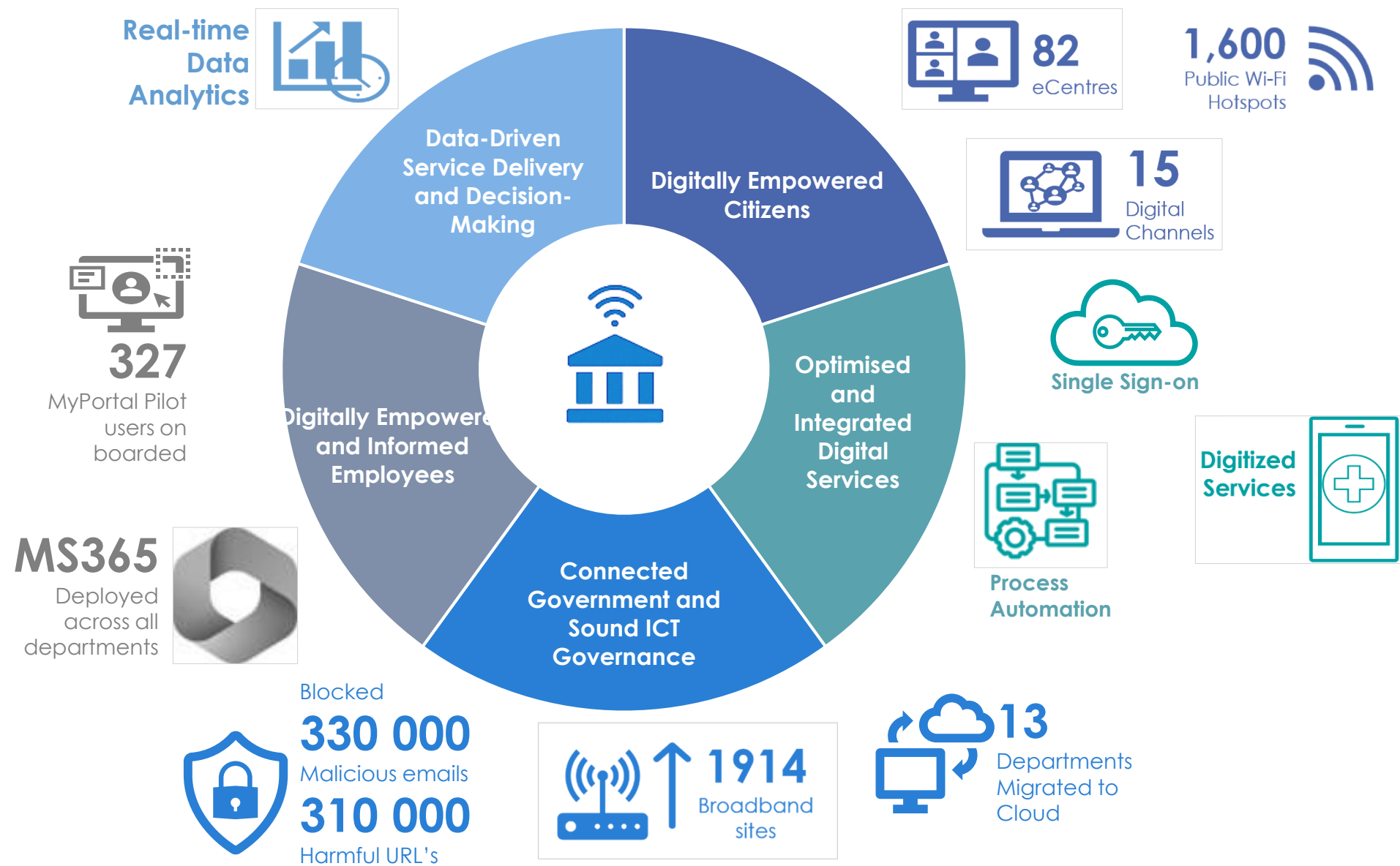


PEOPLE-CENTRED LEADERSHIP

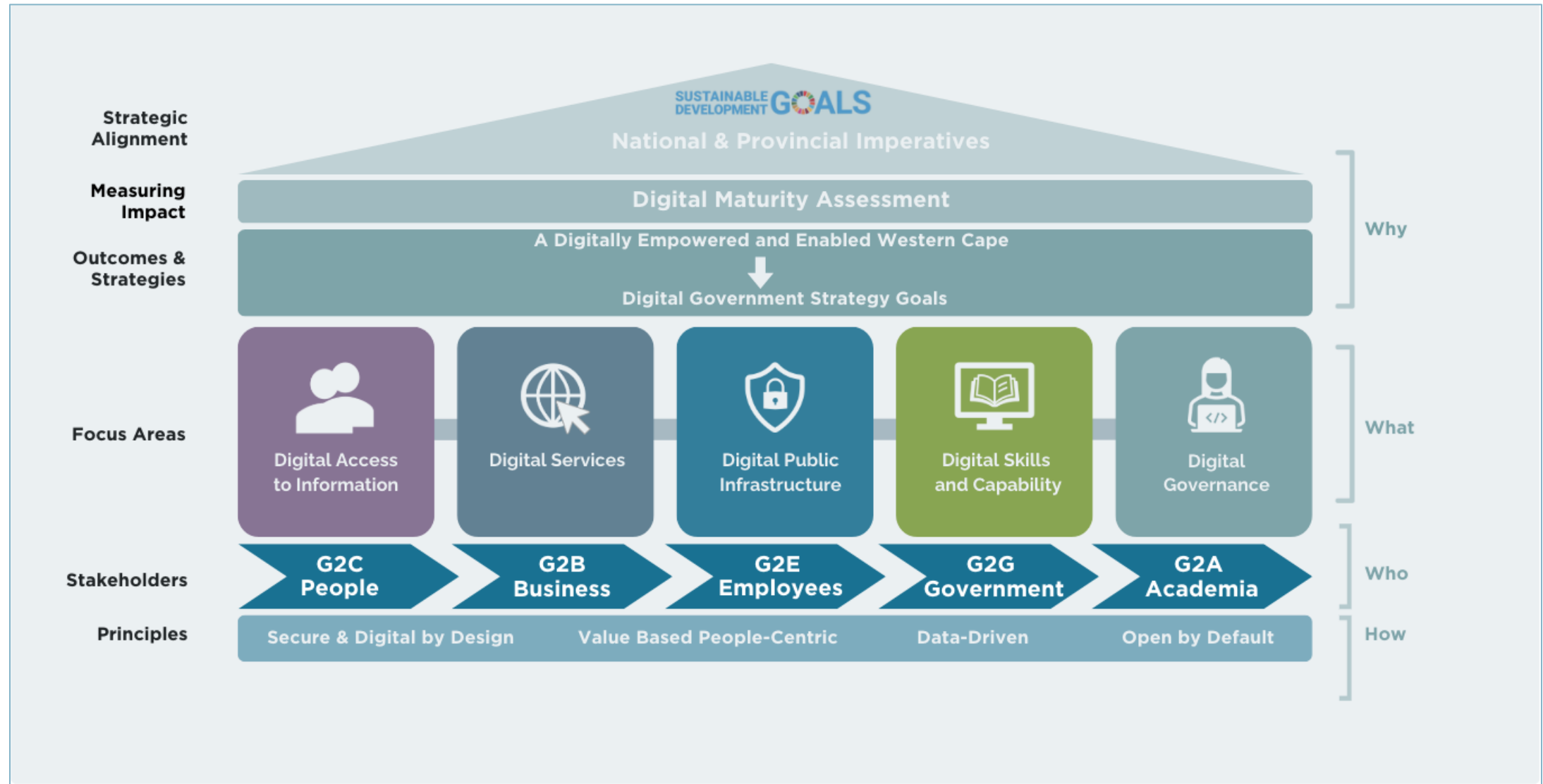
Empathy and
Inclusion at Core



Digital Transformation Impact



The next wave: WCG Digital Government Model Framework



“Build with me NOT for me”

WCG wins prestigious United Nations Public Service Innovation award



“ Define the rules for the road not the choice of vehicle” DoTP -Director General

Thank you



AneesaB

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The Roadmap

	PHASE 1: INTEGRATE YEAR 1	PHASE 2: OPTIMISE YEAR 2-3	PHASE 1: TRANSFORM YEAR 4-5
INTENT	Leveraging off and integrating 1	Expand Digital services, extend capabilities and implement new platforms/ capabilities	Mature capabilities and platforms and ensure value/benefits realisation
APPROACH	<ul style="list-style-type: none"> Integrating required solutions with existing platforms and capabilities For example: <ul style="list-style-type: none"> CRM Office Pro 365 (MS Teams, MS Forms) LMS (Moodle) Data Technology stack Cloud Services 	<ul style="list-style-type: none"> Optimise and expand solutions and transition to new platform and capabilities Automation of prioritised citizen-centric services through the digital front office (DXP): <ul style="list-style-type: none"> Entrench use of self-service data analytics, forecasting and trend analysis capabilities Optimise internal processes and existing systems 	<ul style="list-style-type: none"> Transform key digital citizen-focused solutions (digital first): <ul style="list-style-type: none"> Digital literacy Access to multi-channels (omni-channels) Citizen self-help opportunities Pervasive connectivity (universal access) – (citizen and WCG) Real-time data and evidence based decision making
DIGITAL DELIVERABLES	<ul style="list-style-type: none"> Enabling and supporting business strategic priorities and services Based on business and IT prioritisation 		
BUILDING BLOCKS	<ul style="list-style-type: none"> Optimised Technology Portfolio Relevant Service Strategy and Operating Model Effective ICT Governance Change Management Digital Skills 		

The elevator pitch

- “**Digital Transformation** is a developmental necessity that must be rooted in **ethics, inclusion, and accountability**,”
- The DTP, as the DGS implementation lever, **modernises service delivery, boosts efficiency, and empowers residents and employees through technology.**
- It has established a strong foundation for an **agile, inclusive, and digitally mature government** that meets **resident's evolving needs.**

