

DEPARTMENT OF PUBLIC SAFETY



Interim Strategic Plan for Information Technology

Focuses on the business nature of the department

Department of Public Safety Users

10/1/2012

This document serves a blueprint of all the departmental business, competitive and functional area actions to be taken in pursuing departmental objectives and positioning an organization for sustained success.

Organizational Concept

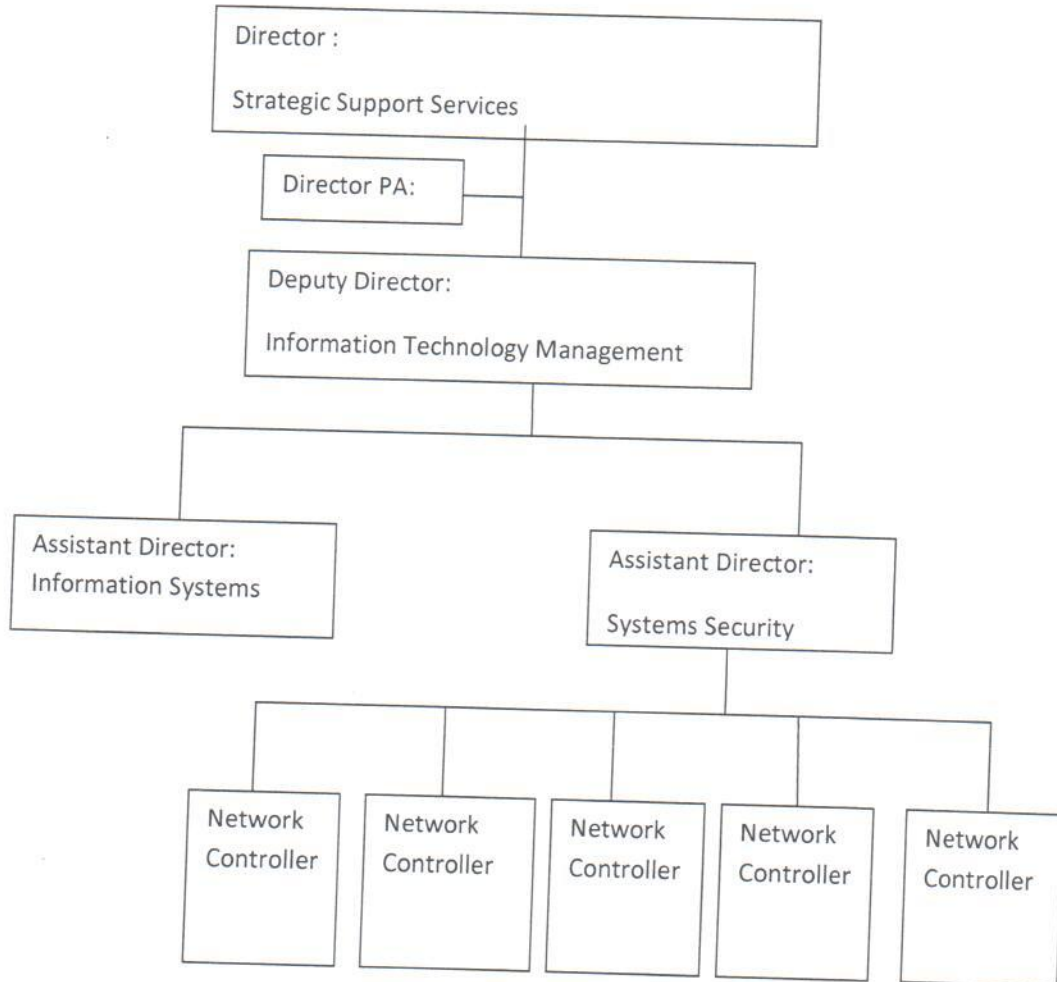
Vision

Safer roads and communities towards a better life for all.

Mission

Provide safety through effective co-ordination of crime prevention initiatives, provincial police oversight, traffic management and road safety towards a more secure environment.

Interim IT Unit Organogram



Foreword

This is a blueprint of the all the departmental IT bussiness, competitive and functional area actions to be taken in pursuing the departmental objectives and positioning the department of Public Safety for success . It is primarily determined by the following:

- Market opportunity, industry attractiveness and competitive forces.
- What the departmental skills, capabilities and resources allows to do best.
- Emerging threats to the departmental well being and perfomance.
- Social, Political, Regulatory, Ethical and Economic aspects of the external environment in which the departmental bussiness operates; and departmental core beliefs and philosophy.

This proposed Information Technology (IT) Strategy introduces the policy concept which seeks to forster shared and common IT approaches, integrate technology and promote data sharing, secure the information of the Department of Public Safety(DPS), transparent, accessible and develop bussiness applications with standard interfaces.

This document deems the adoption of the approved Policy framework to:

- Establish an **IT Governance Framework** that supports and enables the bussiness, delivers values and improves performance controls over IT systems
- Design and implement formal **controls over IT systems** to ensure the reliablity of the systems and the availability, accuracy and protection of information
- Implemet the appropriate Risk Management activities to ensure that regular risk assessments, including consideration of **IT Risk and Fraud Prevention**, are conducted and risk strategy to control the risks is developed and monitored.

These recommended policies are necessary to produce an intergrated DPS IT environment, as well as to address concerns of the Auditor General on matters relating to IT in the department.

Executive Summary

The departmental Information is key asset to the department, as such the department recognizes the significant advantages of using technology to enable its business for the harnessing of the mandated service delivery. However, currently there are issues standing surrounding the governance and management of Information Technology within the department, as reflected in the successive Auditor General's reports. Policy frameworks are needed to overcome this challenge, hence the mentioning of policy in the foreword section above and appended to this document.

From the departmental perspective, the perception of the DPS need to change from one of being overcome by IT challenges to a department organized to leverage IT to meet its challenges. There is need to anticipate a crucial IT Governance requirement according to King III, CoBIT5 or ISO/IEC 38500 frameworks for the department's leadership to deal with institutional arrangements. Such institutional arrangements include having an IT Governance Committee at executive level, and deciding on the driver/leader of IT in the entire departmental jurisdiction. International experience cautions that IT strategic plan whether in public or private sector, will amount to nothing where IT Governance is weak or absent.

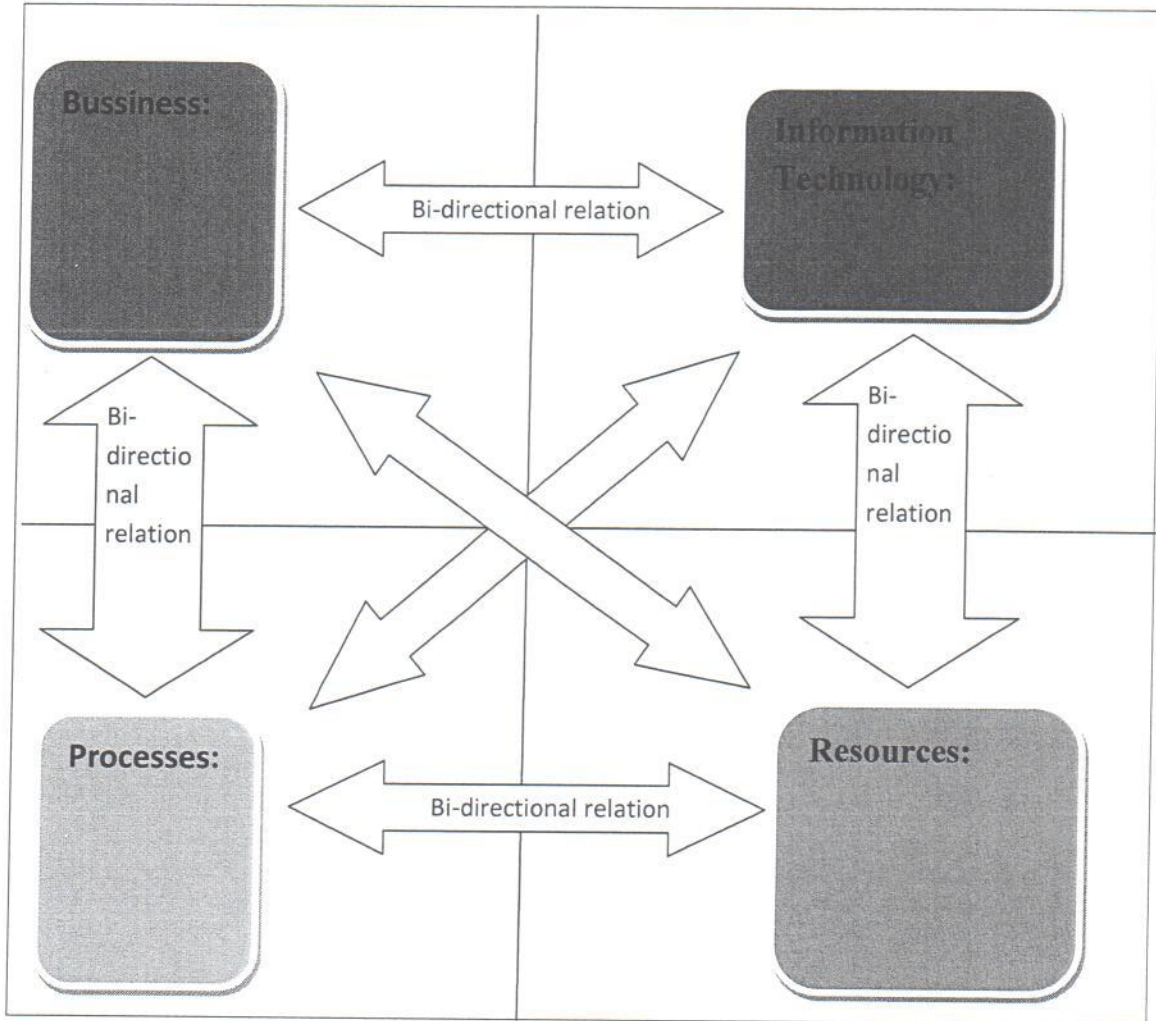
This document seeks to present Information Technology Strategic Plan for the Department of Public Safety. The purpose of the plan is to provide a roadmap for the departmental Information Technology to implement and deliver services that support the department of Public Safety (DPS) mandate set by the Constitution of the Republic of South Africa (RSA).

This planning document is part of an overarching planning process that ensures the following IT Strategic Imperatives that are consistent with Electronic and Communications Transactions Act (Act No.25 of 2002):

- I. **Customer Services** – Address mandated services through the usage of technology and responds to citizens’ needs in a timely and effective manner and maintains effective communication.
- II. **Alignment and Agility** – Alignment of Technology initiatives with institutional priorities, and sets priorities based on the DPS drivers and adapts to changing needs.
- III. **Financial Stewardship** – Demonstration of how IT spending contributes to DPS business values, estimate costs accurately, and provide resources efficiently and effectively.
- IV. **Predictability** – Dissemination of knowledge about Technology needs and constraints that accurately projects costs, schedule and scope.
- V. **Workforce Excellence** – A shared vision for Information Technology that is consistent with DPS’s mandate that recognizes and rewards exceptional employee performance, communicates effectively, and develops skills to meet changing business needs.
- VI. **Innovation and Entrepreneurship** – encourage risk taking for strategic partnering and leveraging Technology for solving business problems.

BUSSINESS RELATIONAL QUADRANT MODEL

Information Technology and Bussiness Strategy Mapping:



The illustration above demonstrates how Information Technology , Bussiness Strategy, Process and Resources will be intergrated together, fostering the IT Strategic Imperatives, to ensure consistence and compliance with Electronic and Communication Transactions Act (Act No. 25 of 2002). Reference to **Annexture A**. These diagram also seeks to align Information Technology with the departmental business strategic direction.

GOALS, OBJECTIVES AND ACTION STEPS

To promote the adoption of eGovernment initiative, in the lieu of enabling and supporting the departmental core business activities and other structures within the department..

Sub-goal 1: Involve Information Technology Strategic Planning with community of bussiness interest and objective

Objective 1: To design, manage and maintain the appropriate technology services for the business.

Action Step:

Deployment of CoBIT framework

Sub-goal 2: Assessment of curent Bussiness Processes for the possible streamlining and increased use of Technology.

Objective 1: To map all key processes and look for oppotunities for the collaboration and elimination of redundancy across the departmental divisions.

Objective 2: To identify the current Technology gaps, their potencial solutions, and to prioritize those solutions in relation with the departmental strategic plan.

Action Step:

Conduct SWOT analysis in the interest of technology on the internal and the external environment, to identify the marketplace and micro trends(external) and to depict the internal system`s appraisal, key success factors and core competencies. (Pearce & Robinson, 1991)

Sub-goal 3: The protection of a particular Operation or Series of Activities and Information Assets

Objective 1: To secured a computing platform, particularly the departmental assets (information) and environment.

Objective 2: To enable access to data and resources without interference and to receive it when it is required and required format

Objective 3: To promote data integrity

Objective 4: To improve data accuracy.

Objective 5: To ensure confidentiality of information.

Action Step:

Adoption of the Information Security Standard Framework ISO 17799/BS 7799 and Security Policies.

Sub-goal 4: To provide for User/Customer Support

Objective 1: To ensure customer's satisfaction

Objective 2: To provide for user second line support

Action Step:

Adoption of the usage of IT helpdesk (central IT), and implementation of first line remedial support system.

Sub-goal 5: IT Capacity Management

Objective 1: Ensuring that the appropriate technology is sourced for the support of business activities

Objective 2: Ensuring that the technology in place is capable to sustain the business objective scope

Action Step:

Benchmarking on the existing technologies outside the department to incline the internal environment with the technological changes so as to gear up for future opportunities for the business.

Sub-goal 6: Ensuring the Good Quality of Services

Objective 1: To ensure network and power connectivity/availability throughout..

Objective 2: Ensure services availability as-and-when required.

Objective 3 : Ensuring IT Interim Policy Compliance.

Action Step:

1. Deployment of Network Analyser Tools and Resilience Plan i.e Disaster Recovery Plans.
2. Monitoring and evaluation of IT respective services against the interim Policy

Sub-goal 7: Ensure proper IT Service Level Management

Objective 1: Promote commitment and accountability towards the rendering of IT services and maintenance of good relationship between internal and external stakeholders.

Action Step:

1. Putting Service Level Agreement s in place between the internal and external service stakeholders.
2. Develop internal IT Tactical Plan.
3. Develop and maintain Underpinning Contracts.

Sub-goal 7: Business Continuity Improvement

Objective 1: Process re-engineering / Monitoring and Evaluation of Processes.

Action Step:

Periodic reviews of Business Process against in-house Technologies and reflection of New Innovations (Business vs Technology).

Sub-goal 8: Flexibility in Change Management and Implementation

Objective 1: Embed Technology Changes driven by Business Processes and Requirements.

Objective 2: Management of the appropriate IT Bussiness Objective Project Innovations.

Action Step:

1. Identifying the Critical Enterprise-Wide IT Projects that requires Enterprise-Wide Funding.
2. Ensure the usage of Structured Project Management Methodologies to manage Project's Entire Life Cycle. Projects will be reviewed at completion to highlight lessons learned and archive the gains.


The following describes and introduces the proposed objectives to support DPS Vision, Mission and Goals. Subsequently, Tactical Plan will be developed in-line with this plan and be regulated by the interim Policy.

To promote the adoption of e-Government initiative, in the lieu of enabling and supporting the departmental core Business Activities and other structures within the department		Customer Services	Alignment and Agility	Financial Stewardship	Predictability	Workforce Excellence	Innovation Enterprise
Goal	Objective(s)						
Involve Information Technology Strategic Planning with community of bussiness interest and objective	To design, manage and maintain the appropriate technology services for the business.						
Assessment of curent Bussiness Processes for the possible streamlining and increased use of Technology.	To map all key processes and look for opportunities for collaboration and the elimination of redundancy across the departmental divisions.						
	To identify the current technology gaps, their potencial solutions, and to prioritize those solutions in the relation to the departmental strategic plan.						
The protection of a particular Operation or Series of Activities and Information Assets	To secure a computing platform, particularly the departmental assets (information) and environment.						

	To enable access to data and resources without interference and to receive it when it is required and required format						
	To promote data integrity						
	To improve data accuracy.						
	To ensure confidentiality of information						
To provide for User/Customer Support	To ensure customer's satisfaction						
	To provide for user second line support						
IT Capacity Management	Ensuring that the appropriate technology is sourced for the support of business activities						
	Ensuring that the technology in place is capable to sustain the business objective scope						
Ensuring the Good Quality of Services	To ensure network and power connectivity/availability throughout.						
	Ensure services availability as-and when required						
	Ensuring IT policy compliance						
Ensure proper IT Service Level Management	Promote commitment and accountability towards the rendering of IT services and maintenance						

	of good relationship between internal and external service providers						
Business Continuity Improvement	Process re-engineering/ improvement						
Flexibility in Change Management and Implementation	Embed technology changes driven by business processes						
	Manage appropriate IT business projects innovation						

Approved / ~~Not~~ Approved



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