



# PITCH DECK

TEAM REACH 4 STARS

NEMISA HACKATHON 2021

EASTRN CAPE

28 FEBRUARY 2021

## OUR TEAM



MISS NOLU LUPUWANA

*Property Finance  
Consultant*

*Gqeberha*



MR SIYA SOMDAKA

*Software Programmer*

*East London*



MR THOBELA NYANGIWE

*Educator*

*Tsolo*

# BACKGROUND

- Our team consists of 2 current government employees and a employee in the private sector who has to communicate and transact with different government departments as part of the service offering.
- Well versed in the pain points to service delivery
- Experience, exposure and understanding of the problem led to the lenses with which to view the data set in order to develop a solution



# INSIGHT 1

What is the attitude towards digitization from the respondents?

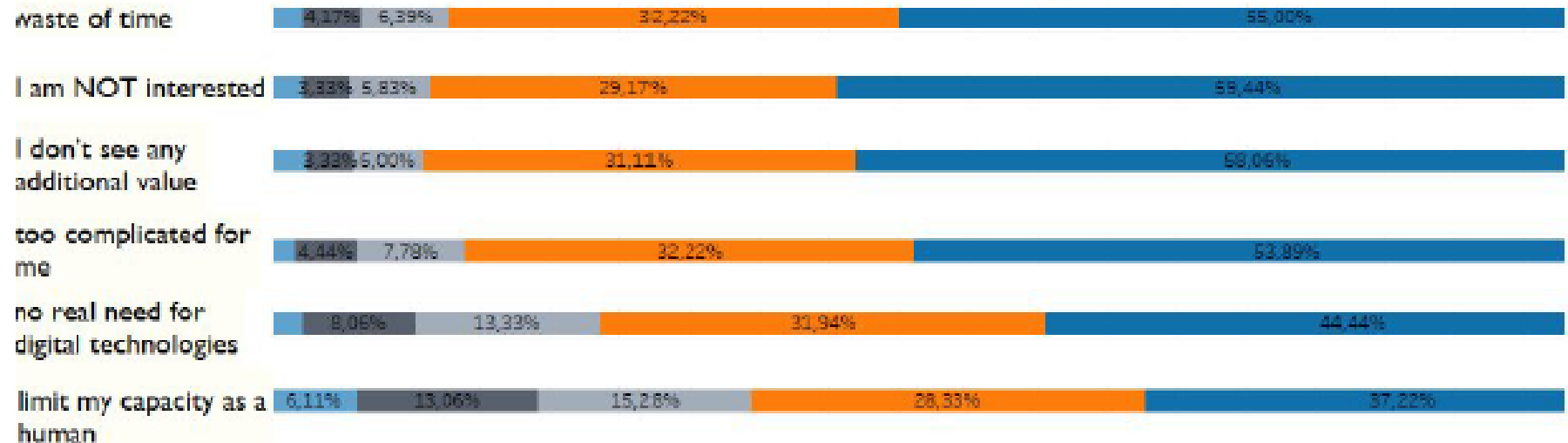
## Survey demographic quick stats

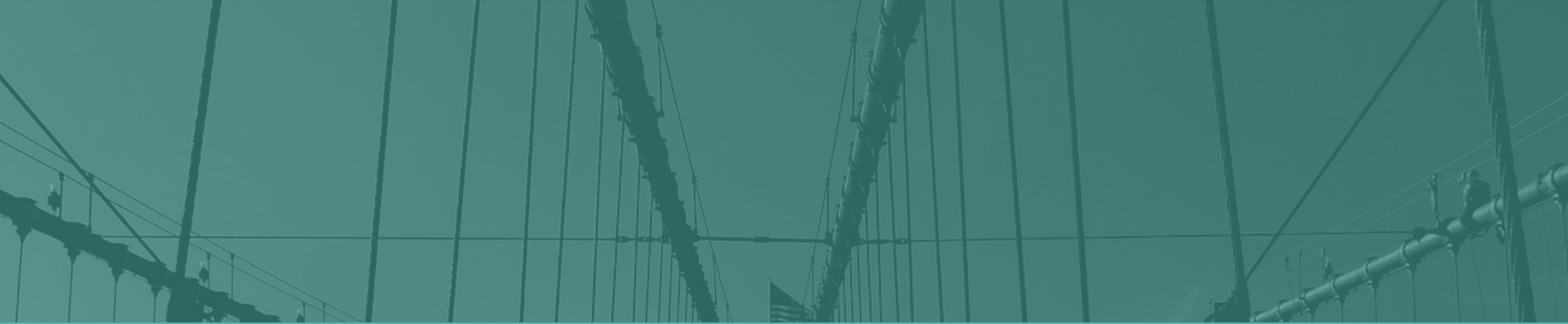
- 360 respondents
- 68 % female
- 65 % with post matric qualifications
- Majority age range 22 to 40 years old

What is the attitude of employees toward using digital technology?

### ATTITUDE TOWARDS USING DIGITAL TECHNOLOGIES

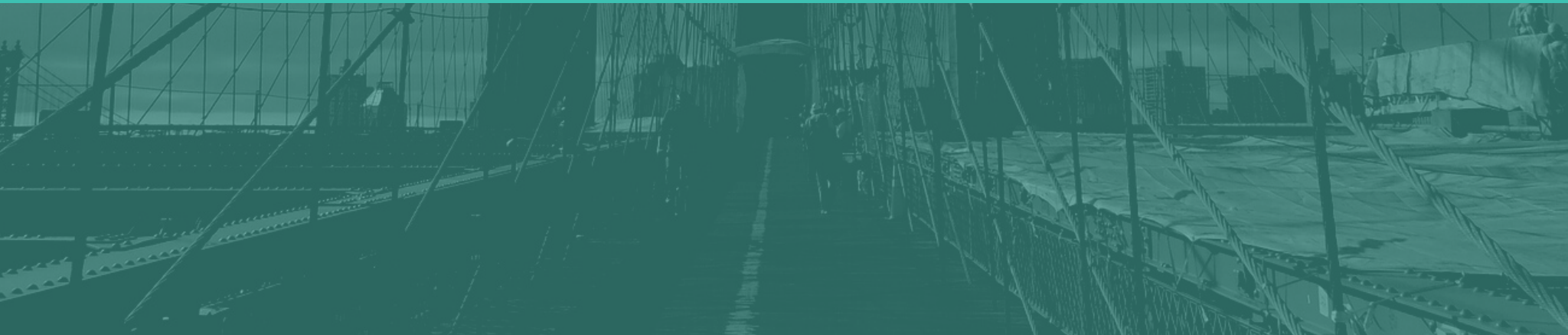
Strongly agree Agree Neutral Disagree Strongly disagree





**RESULT?** There is generally a positive attitude towards the implementation of digitization within government.

So, let me tell you a story...





# STORY TIME

## LACK OF ACCOUNTABILITY IN GOVERNMENT DEPARTMENTS IN RELATION TO RESIDENTIAL PROPERTY TRANSACTIONS

- **Massive delays and backlogs for documents requested**
  - Rates clearance certificates
  - Letters of Authority/Executorship from Masters Office
  - Registration of property transfers at Deeds Office
- **Repercussions**
  - Property registrations are delayed
  - Delayed or loss of commission by estate agents
  - Frozen inheritances and beneficiary benefits on deceased estates



# PROBLEM / OPPORTUNITY

- Lack of ownership of process
- Passing the buck
- Limited access due to COVID-19 regulation

Build an intergrated Public service platform which has **ACCOUNTIBILITY** as its core feature.

An aerial photograph of a city skyline, likely New York City, with a teal overlay. The text "STORIES TOLD BY THE DATA" is centered in white, bold, uppercase letters. The background shows a dense urban landscape with numerous skyscrapers and buildings. A prominent building with "MetLife" signage is visible on the left. The Hudson River is visible on the right side of the image.

**STORIES  
TOLD BY  
THE DATA**

# INSIGHT 2

Digital skills are in high demand

Artificial Intelligence



Blockchain



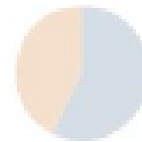
Voice over Internet protocol



Smart boards



Automated equipment



WhatsApp



Mobile apps



Digital filing



Software and web apps



Hi-tech telephone



Faster computers and tablets



Reliable internet



Business WhatsApp

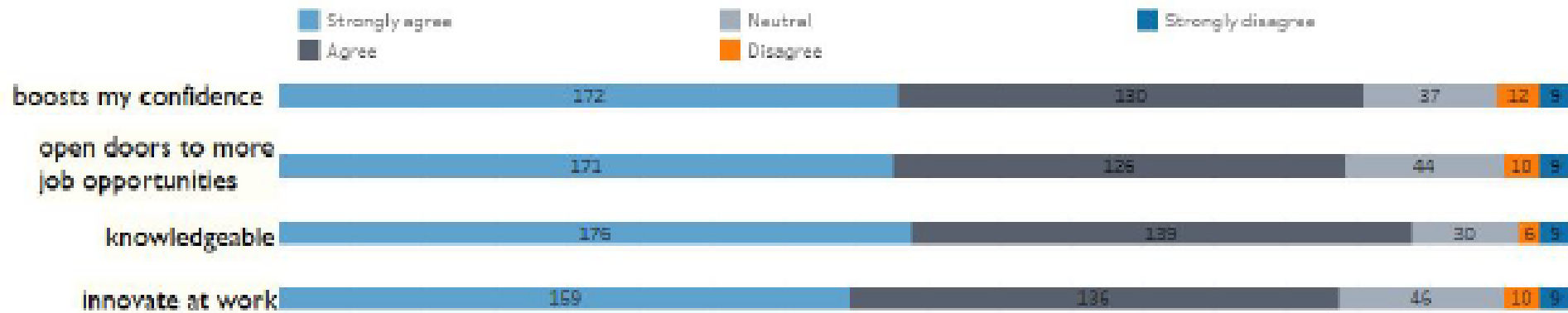
■ Needed

■ Used

# INSIGHT 3

Many understood the benefits of using digital tech

## IMPACT OF DIGITAL SKILLS ON QUALIFICATIONS



# INSIGHT 4

## The perceived risks associated with digitization in the workplace

PERCEIVED RISK ASSOCIATED TO DIGITAL TECHNOLOGY USAGE IN THE WORKPLACE

Strongly agree   Agree   Neutral   Disagree   Strongly disagree

exposes me to potential financial loss.



The probability of data loss is higher



The possibility of getting scammed and robbed is higher



using digital technology creates more doubts



It takes too much time to learn how to use new digital technology




cause me to lose control over the privacy of my personal data






## **SOLUTION**

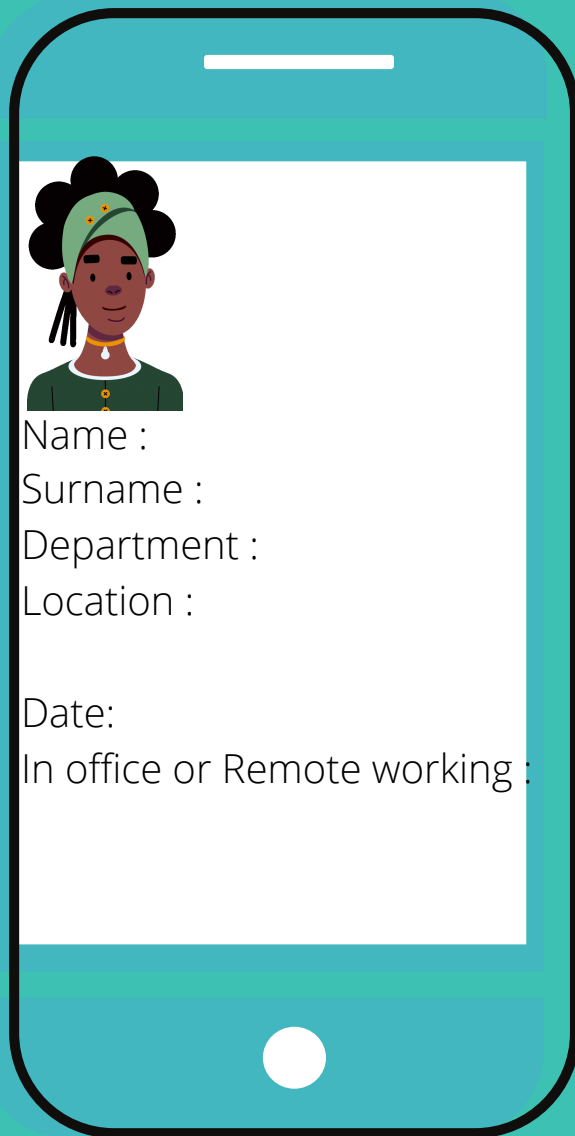
A public service platform that government employees use to deliver government services to external parties who transact with each level and branch of the different departments.



An aerial photograph of a city skyline, likely New York City, with a teal color overlay. The text "HOW IT WORKS" is centered in white, bold, sans-serif font. The background shows a dense cluster of skyscrapers, including one with "MetLife" on its side, and a river or harbor in the distance.

# HOW IT WORKS

# GOVERNMENT OFFICIAL



The image shows a stylized smartphone with a teal border. The screen displays a check-in form for a government official. At the top left of the screen is a profile picture of a woman with dark skin, wearing a green headscarf with yellow stars and a green top. Below the profile picture are the following labels and input fields:

- Name :
- Surname :
- Department :
- Location :
  
- Date:
- In office or Remote working :

- Check-in prior to commencing work day

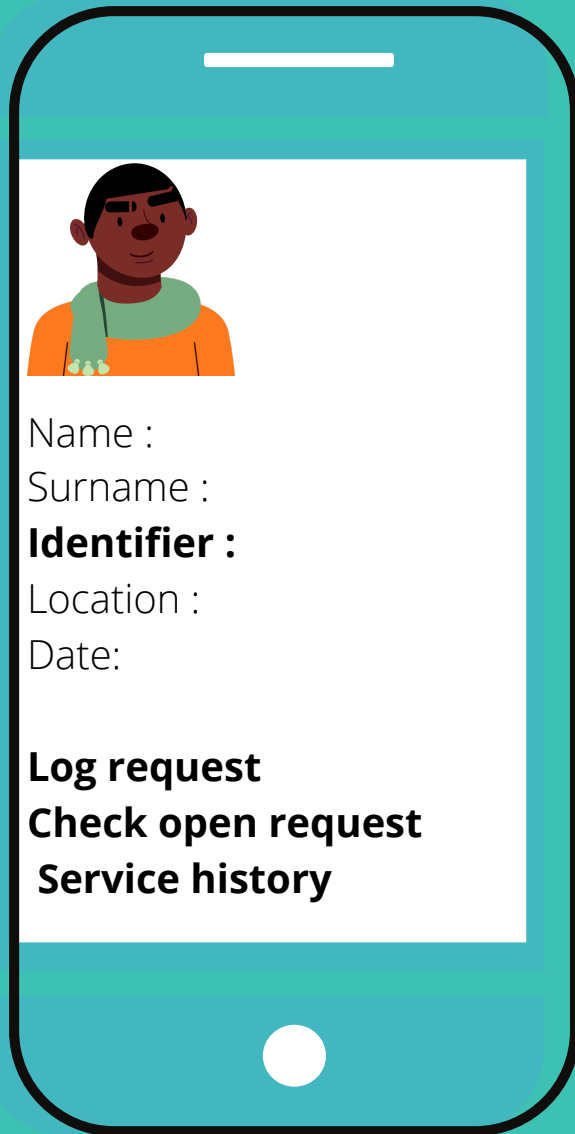
- Using cloud computing resources can gather and store check-in information (leveraging off Persal and Home Affairs databases)

Daily attendance reports for the department

Using **Unique identifier**, assign work load to each member according to functionality

Track life cycle of transactions by particular government employee

# EXTERNAL ENTITY



- Have one platform to engage with various government services
- Using cloud computing resources and leverage off of existing databases e.g. Dept of Home Affairs and CIPC for entity verification and details
  - Submit service requests
- Use Unique identifier to track and trace transactions

Track life cycle of transactions by particular government employee/department and external entity



## SCALABILITY

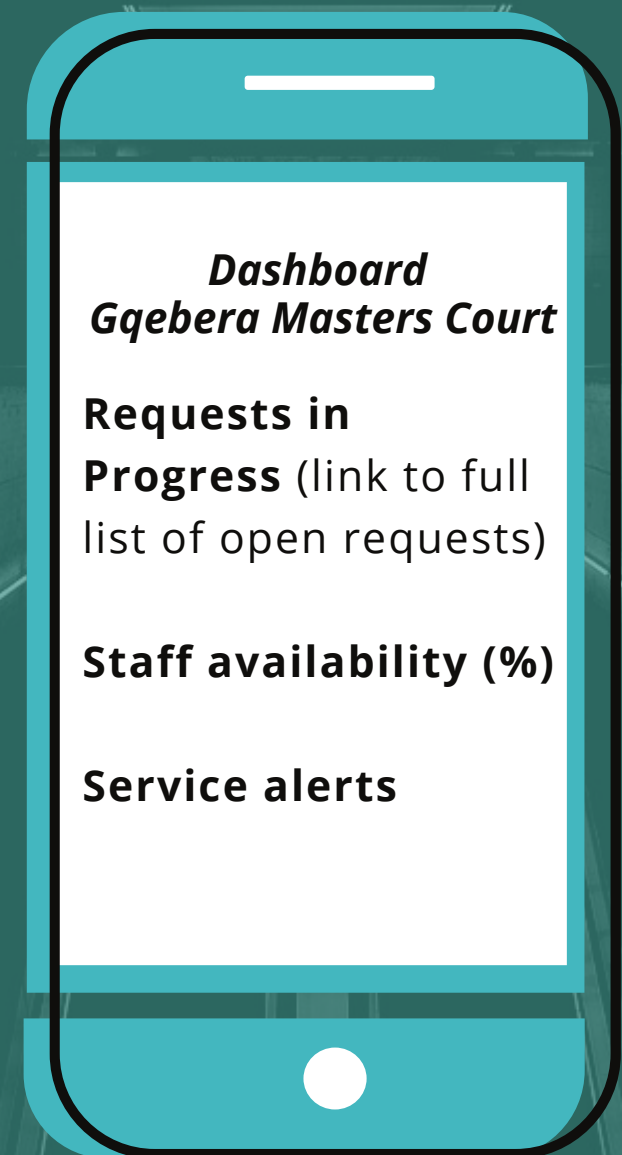
Any government department can benefit from having a system that has built in accountability at all points of the transaction lifecycle.

e.g. Department of Health



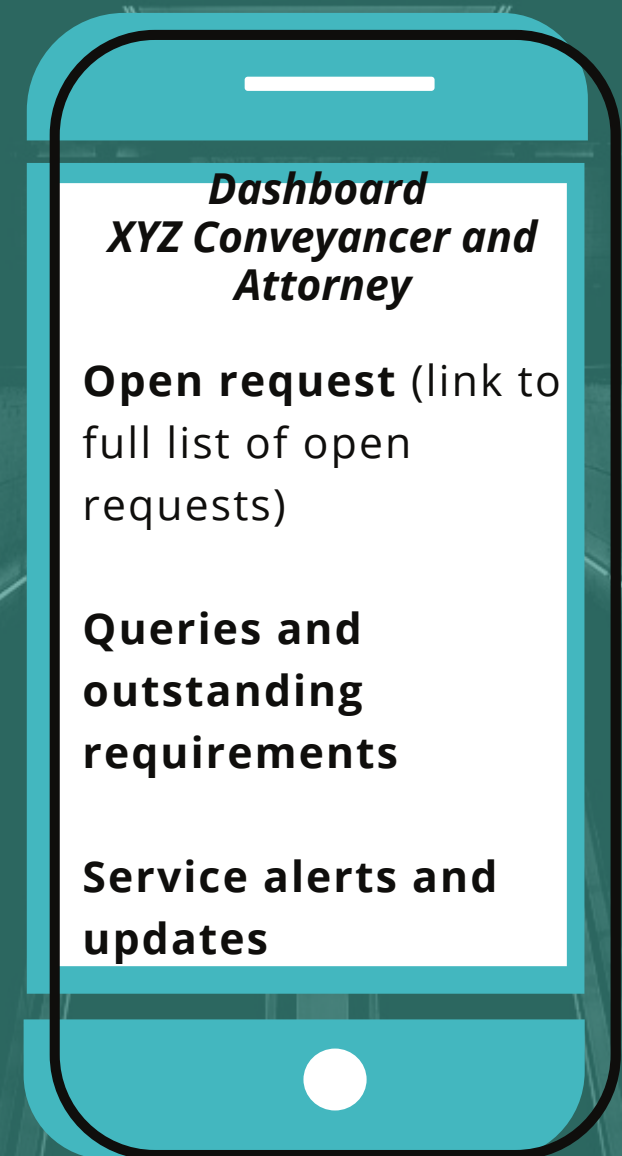
# FEATURES

- Ability to pin point who is currently assigned to a particular transaction and map its progress from the initial request
- Needs to be simple and easy to use on user level. Leverage off of cloud computing
- Must produce data where insights, analytics and reports can be generated at local, provincial and national level



# FEATURES

- External stakeholders must be able to easily track and trace each service request or transaction
- Needs to be simple and easy to use on user level. Leverage off of cloud computing to consolidate multi department feedback seamlessly
- Must produce data where insights, analytics and reports can be generated. Levels of access will be determined by relevant department policy



# ROAD TO MVP

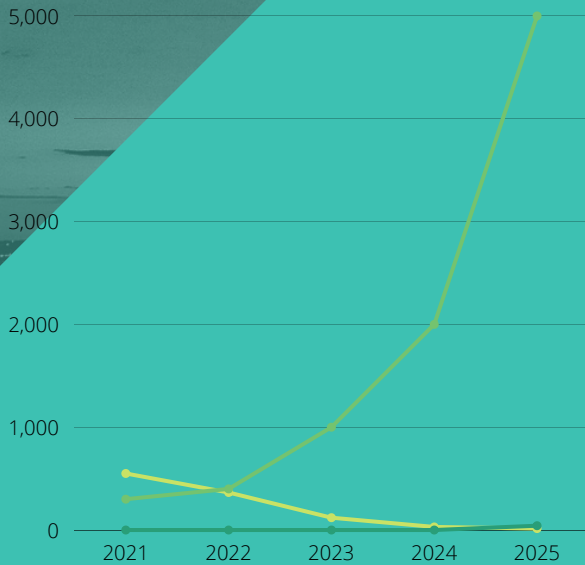
- Need to understand how to incorporate databases from multiple departments into PUBLIC SERVICE platform
- Subject Matter expert domain knowledge input required to assist with designing the basic platform and how it will work with cloud infrastructure and UX design.
- Need to identify possible "Early adopters" to be part of early state development testing.



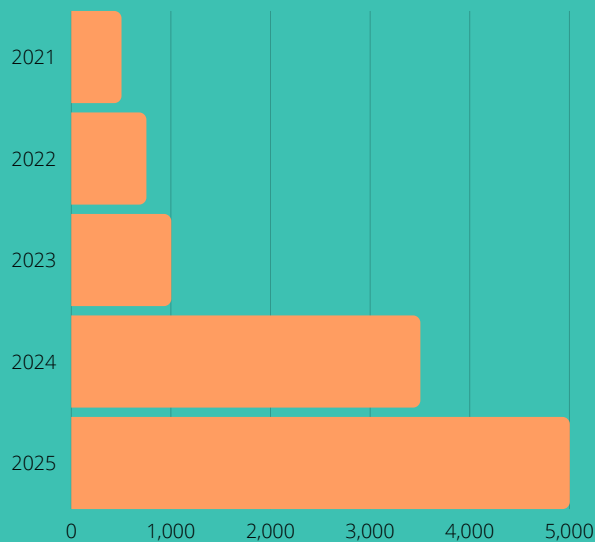
An aerial photograph of a city skyline, likely New York City, with a teal color overlay. The text "PROOF OF CONCEPT DEMO" is centered in white, bold, sans-serif font. The background shows a dense cluster of skyscrapers, including one with "MetLife" signage, and a body of water in the distance.

**PROOF OF  
CONCEPT  
DEMO**

# MEASURE OF SUCCESS



1. Decrease in turnaround times for requests in department
2. Significant increase in deceased estate property transfers at Deeds Office



3. Increase in the number of service request completed by particular department

An aerial photograph of a city skyline, likely New York City, with a teal overlay. The text "CHALLENGES & CONSTRAINTS" is centered in white, bold, sans-serif font. The background shows a dense urban landscape with numerous skyscrapers, including one with "MetLife" signage, and a river or harbor in the distance.

# CHALLENGES & CONSTRAINTS

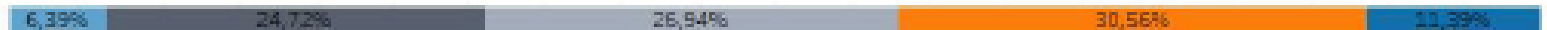
# INSIGHT 5

## The perceived risks associated with digitization in the workplace

### PERCEIVED RISK ASSOCIATED TO DIGITAL TECHNOLOGY USAGE IN THE WORKPLACE

Strongly agree   Agree   Neutral   Disagree   Strongly disagree

exposes me to potential financial loss.



The probability of data loss is higher



The possibility of getting scammed and robbed is higher



using digital technology creates more doubts



It takes too much time to learn how to use new digital technology



cause me to lose control over the privacy of my personal data



# CONSTRAINTS

Data storage and security

Access levels by stakeholders

Internet/Data considerations for department in areas lacking sufficient IT infrastructure

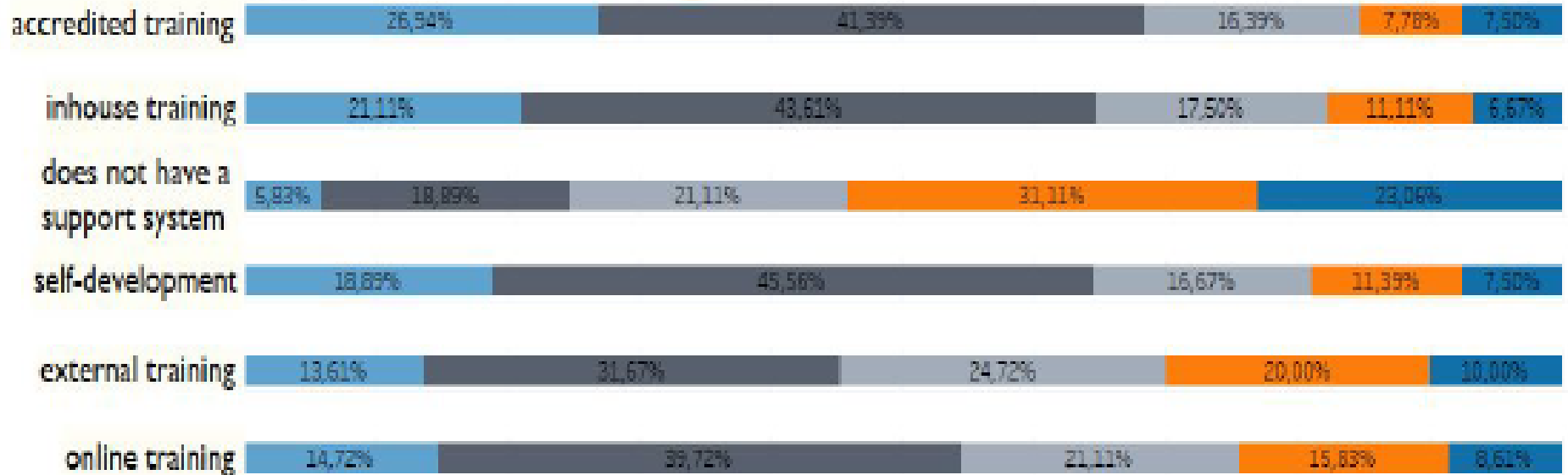
Digital access of citizen, particularly in rural and far off loactions

Level of buy in by stakeholders (internal and external to government)

# INSIGHT 6

There needs to be a push to increase training and development within gov

## SUPPORT FROM THE ORGANISATION







# THANK YOU

TEAM : REACH4STARS