

Video Transcript

Gauteng Province is using innovation and digital technologies to transform its Department of Infrastructure Development

A large purple chevron graphic pointing to the right, containing the text "High performance. Delivered." in white.

High performance. Delivered.

Bethuel Netshiswinzhe,
Head of Department, Gauteng Department of Infrastructure Development:

The executive council at the time in 2009, took a view that we need to create, ring-fence, dedicated capacity to drive the infrastructure agenda in the Province.

In parallel with all these developments, at national level through national treasury, there was this process of the IDMS.

Which at the time, it was responding to the challenge that nationally, even so within the public sector, and within government, there is very little spending of infrastructure funding that is made available.

Projects are not implemented properly. Projects are not being planned properly.

So there was a problem of delivery which was even outside the money issues.

So that model was then developed based on international best practice to say that... let's standardise the processes for planning and delivery and management of infrastructure.

So how we have now reorganised the department in line with the IDMS, is that we've got a structure that is more client-oriented.

We run a portfolio of over 500 projects, and about 5 billion rand annually.

There is just no way that you can run that size of portfolio from a spreadsheet.

So now we have a system that is the best in the industry in terms of construction project management.

We have called it "Lutsinga" ... but it is Primavera which is what it is known as in the industry.

So we are quite excited that we have got a system to help us deliver.

Jacob Mamabolo,
Member of the Executive Council, Gauteng Department of Infrastructure Development

We now have, not just a single view of all our projects, but we also have the tools, we have the techniques, and an overarching methodology for managing our projects.

Managing projects efficiently and effectively is not just for the sake of it. So we are not just excited that we have got a good management system.

The good thing about it is it gives us an opportunity to reach out to the people, because every project managed efficiently and effectively, it has a positive

impact, it has a multiplier effect downstream into the communities.

And that means we will be able to touch lives of our people.

Bethuel Netshiswinzhe:

The next immediate stage for us, is to start getting value from this system.

So it means that we need to get everybody in the department to use the systems.

So, part of what we are doing is change management.

So it's not just systems and processes as a standalone.

It's how do we change the culture within the organisation so that people can see value in terms of how these systems actually serve them.

So the next step after that for us is continuous improvement and value optimisation.

Where we want to go, is an organisation that is highly professional, very modernised in terms of leveraging technology.

We believe that now we have really established a centre of excellence.

The Accenture team has really been amazing in terms of what they have done in this journey.

It has been two years now and when we started we had an idea of saying that we've got the IDMS as a framework.

How do you then implement the framework?

How do you operationalise it and bring it to reality?

So we defined the scope of what we wanted to do, but when they came in, they brought in much more than what we initially thought about, and now we can even see the future much more clearly.

Jacob Mamabolo:

The portfolio of systems integrated single view of all our systems inside Lutsinga, it's ground-breaking and from where I am sitting, the few countries I've travelled to, I've never heard of a house that has multiple systems that complement and support each other to drive related core services.

And I can tell you what we have there is without doubt, and I stand to be corrected by anyone, that is an international benchmark.

Not just the systems that we have, but just the integration of systems, under one roof.

A suite where you can get in and get comfort and have a global view of the entire portfolio of construction, immovable assets, where workers are and all that.

I must congratulate and really sincerely from the bottom of my heart thank the Accenture team, and really appreciating their overwhelming support, hard work, innovation and creativity that the guys have put into this system, to put us where we are.

The thing we are launching today exists nowhere else. We're the first team to put such great innovation in place.