

Moving forward towards a new vision



Attending were captains of industry from the country's major telecoms service providers as well as regulatory bodies such as ICASA and three government ministries – among them the departments of Labour and Communications.

The Solution

Consensus was reached on a new vision for the public sector organisation within five hours of the offsite session commencing, including agreement on the key strategic actions and themes, as well as the key metrics that will be used to monitor success achieved on the way to a 2030 target date for the realisation of the vision and new policy framework.

A decision was taken to share these successful outcomes at a workshop embracing the wider ICT industry. Deloitte conducted a second plenary session at Gallagher Estate in Midrand, attended by more than 800 delegates, again utilising the ThinkTank™ technology to aggregate more than 10,000 ideas over the two-day workshop, all focused around agreement on the 2030 vision.

The methodology deployed was a large group format, using Next Generation collaboration facilitation.

Six task teams were set up to report back to the larger group on day 2, on relevant issues such as postal services, investment into ICT and the future of e-Commerce, among others. The insights gained at this workshop were processed and loaded up for further public consultation on the Department of Communication's website.

KEY BENEFITS

- A seven-year stalemate on agreement on ICT vision and policy objectives broken.
- Consensus reached among a wide spectrum of private and public sector participants within hours, on the vision for a public sector ICT framework for 2030.
- A format was agreed for a discussion platform and public consultation on the government departmental website.
- Deep Engagement from multiple stakeholders across a broad range of ICT industry players and successful outcomes shared with the wider industry.

Summary

Deloitte was requested to help develop a format for a new policy framework and future vision for the ICT industry in South Africa's public sector.

The Challenge

To find a consensus of views among approximately 800 of the country's ICT industry stakeholders, including government, Large Corporate, Small, Medium and Micro organisations and the public, and to come up with a workable solution for a new vision and policy framework in as short a timeframe as possible.

The project began in August 2011 with Deloitte running an offsite collaboration session at Rustenburg using the ThinkTank™ technology and Next Generation Collaboration methodologies.

What was achieved?

The overwhelming reaction from participants was that the ThinkTank™ technology and collaborative format used by Deloitte had exceeded all expectations. It was instrumental in breaking a seven-year stalemate between stakeholders – including the private sector, business and industry, government and regulators – on a way forward towards a new vision and policy objectives for the public sector ICT agenda.

The sessions underlined the power of Deloitte's Next Generation thinking, facilitation and technology to solve complex and seemingly intractable problems within both private and public sector organisations.

The successful outcomes of the Deloitte ThinkTank™ sessions and workshop proved the value of providing a collaborative format where stakeholders can contribute their views and ideas – not in a conventional manner – but by using technology to enhance the quality of conversation, alignment and consensus on key issues.

“Towards a new vision for ICT”

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