



# Seamless Service Delivery

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# Outline

Background

Problems

ICT House of Values

Open Standards

Open Source

Procurement

E-Government



# BACKGROUND

- 1998 Presidential Review
- 2001 NACI document on FOSS
- 2003 GITOC - FOSS strategy document
- 2005 Go-Open Source Campaign
- 2006 IBSA Summit;
- 2006 Minimum Interoperability Standards
- 2007 Cabinet Policy – FOSS
- 2007 Cabinet Policy – Information Society & Development Plan



# Presidential Review

Current Systems do not meet our requirements. The problem consists of two realities:

The huge financial resources that the country has already invested in technology and systems;

The dire need for the public service to leverage this investment in its quest for transformation.

Current systems and technology may even act as a major constraint on realising the objectives of Batho Pele (People First)

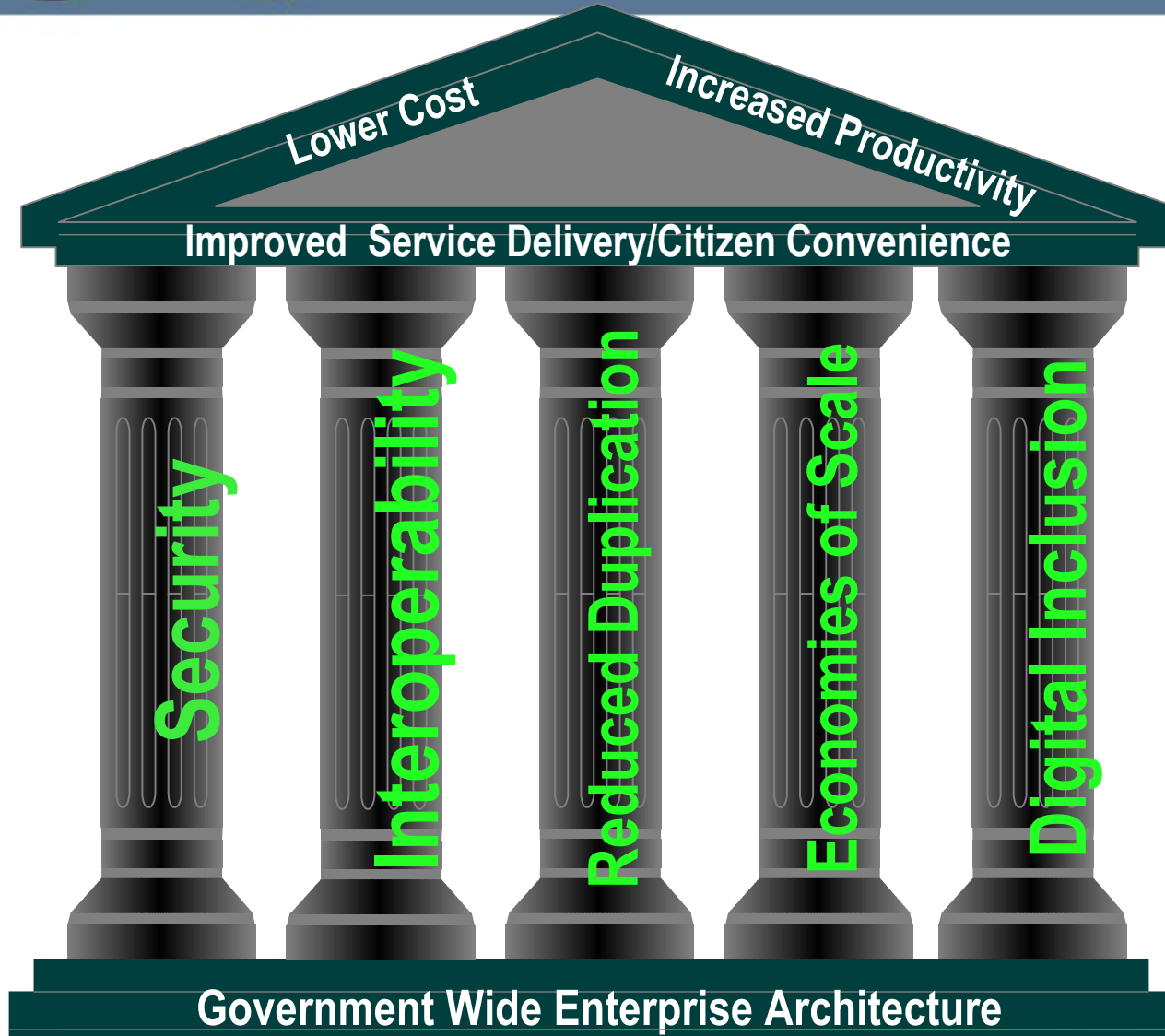


# Problems

- The widespread use of incompatible platforms, networks and applications;
- Information is not shared or re-used in any organised manner;
- An unsustainable broad set of technology skills needed to maintain the systems;
- Unacceptably varied and non-standard priorities and approaches
- Unnecessary duplication of functions and systems



# ICT HOUSE OF VALUES





# OPEN STANDARDS

- Maintained by a non-commercial organization, and by the ongoing development work being based on decision-making processes that are open to all interested parties.
- The standard is published and the documentation is available, free of cost or for a negligible fee.
- It must be possible for everyone to copy, distribute and use the standard free of cost.
- The intellectual rights required to implement to the standard (e.g. essential patent claims) are irrevocably available, without any royalties attached.
- There are no reservations regarding reuse of the standard.
- There are multiple implementations of the standard.



## 2003 GITOC Strategy

- Value, Capacity, Skills
- Level playing field (Technology Neutral)

1st - INITIATION PHASE was about creating awareness run pilots & demonstrators;

2nd - ENHANCEMENT PHASE is about active FOSS implementation;

3rd – MATURE PHASE is about deepening levels of implementation & setting international benchmarks;



# Potential Benefits

- **Reduced costs** and less dependency on imported technology and skills.
- **Affordable software for individuals**, enterprise and Government.
- **Universal access** through mass software rollout without costly licensing implications.
- **Access to Government data** without barriers of PS and data formats.
- **Ability to customise software** to local languages and cultures.
- **Lowered barriers to entry** for software businesses.
- **Participation in global networks** of software development.
- **Reduced security risks** due to extensive review and access to source code.



# Why is FOSS important?

The special value of Open Source is not the product or the artifact but the 'openness' of the processes;

- Production process;
- Decision making process;
- Participative process;

More competition/innovation/value



# Openness

The "open" philosophy:

open standards,

open source,

open content,

open services,

open hardware.

Interoperability, Transparency, Innovation, Choice, Flexibility,  
Collaboration, Efficiency, Growth



# FOSS Policy 2007

The Policy has 5 key points

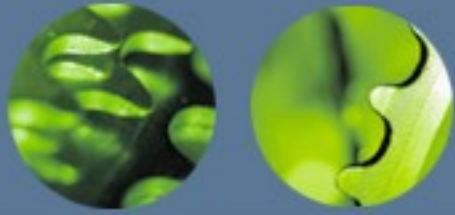
- § Choose FOSS
- § Migrate to FOSS
- § Develop in FOSS
- § Use FOSS/Open Content licensing
- § Promote FOSS in South Africa

Proprietary solutions must prove extra value



# E-Government

- Commodity software solutions at lower total cost of ownership
- High-quality and proven open source solutions
- Low or non-existent initial acquisition costs
- Leverages external expertise to complement in-house integration and customization skillsets.
- Open development and governance models enable a culture of sharing,
- Framework in which to build high quality and secure solutions.



# Procurement

Discriminatory, non-transparent and anti-competitive practices;

- Tenders for a particular product,
- Tenders endorsing a vendor ( all products by that vendor),
- Tenders that do not expire ( “evergreen” tenders),
- Tenders that require a Non-disclosure agreement on the bid price and bid terms by the vendor,
- Tenders that include lock-in beyond the term of the tender,
- Tenders that are biased towards a particular product and specific vendors,
- Tenders that are by-passed by agreements with the first 3 years of license fees deferred (“free”).



# Freedom Charter

“All the cultural treasures of mankind shall be open to all, by free exchange of books, ideas and contact with other lands;”

*Adopted at the Congress of the People, Kliptown, Soweto, on 26 June 1955*