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THREE-YEAR ICT STRATEGY TO REORIENT ECSA PROCESSES, PEOPLE AND SYSTEMS

The Engineering Council of South Africa (ECSA) over the next three financial years (2022-2025) will implement an Information and Communications Technology (ICT) Strategy geared to reorienting ECSA processes, people and systems towards a customer centric approach.

This Strategy comes on the back of the implementation of the ECSA 2020 - 2025 Strategy and particularly Programme 5 of the Strategy, which identified that technology, is not fully optimised in ECSA processes resulting in a number of manual, outdated, inefficient and risky processes and systems. The ICT Strategy therefore seeks to deliver and ensure the identification and deployment of appropriate technologies for the successful execution of the ECSA mandate.

The ICT Strategy has identified six Critical Success Factors (CSF) that will measure the achievement of ECSA providing a digitised service to its customers. The following CSFs bind the successful execution of the Strategy:

- **Critical Success Factor 1:** Customer experience (internal and external)
- **Critical Success Factor 2:** ICT Digital capacity and capability across ECSA
- **Critical Success Factor 3:** Integrated systems to automate business processes and deliver business analytics
- **Critical Success Factor 4:** Data integrity, ownership and accountability
- **Critical Success Factor 5:** ICT governance, political support and executive custody
- **Critical Success Factor 6:** Mobility – work from home anywhere anytime and anyhow

Critical success factor 1 aims to improve the customer experience for both internal and external stakeholders. The strategy focusses on excellent innovation, driven customer service to internal and external diverse channels. This implies that the ECSA portal must be user friendly and accessible to all stakeholders. In addition to this, the ICT infrastructure should be current and integrated with website development to ensure interactivity with stakeholders. Ongoing customer satisfaction will be monitored to support continual improvement.

The second CSF speaks on the ICT digital capacity and capability across all ECSA processes. This CSF notes the need for a well capacitated ICT function with the required skills, knowledge and experience to support ECSA's core systems.

Integrated systems to automate business processes and deliver business analytics is the third critical success factor. This CSF rests on digitalised and further automated business processes to deliver efficient end-to-end processing on the system. This will encapsulate the core mandate including Continued Professional Development (CPD), Registration,

Accreditation of engineering programmes, legal case management, billing and payments, certificates as well customer queries and complaints.

Through the implementation of the ICT Strategy, Council seeks to ensure that the ownership of the records of Registered Persons are managed and controlled from a single port. This will maintain the integrity of the data collected and ensure accountability.

Under CSF 5, Council requires strong ICT governance, ensures political support as well as executive custody to ensure successful implementation of the strategy. This entails having an ICT governance framework that ensures risks are identified; insights are provided on how to get value from ICT investments, and that guides the optimal use of ICT resources.

The last indicator to measure success of the ICT strategy focuses on internal systems that are accessible whether working from home, the office or on the move. This CSF is centred on mobility and leveraging on modern software tools and architecture.

The overall objective of this Strategy is to enable a fundamental transformation of the ECSA business model. The aim is to build closer and stronger client relationship and to deliver greater value.

The achievement of the Strategy is through implementing new ideas and innovations to increase the competitiveness of ECSA. This alignment of people, process and technology will ensure that ECSA responds to the pace of change experienced globally. Thus, the successful implementation of this Strategy will result in a digitised ECSA appropriately positioned for the fourth Industrial Revolution.

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