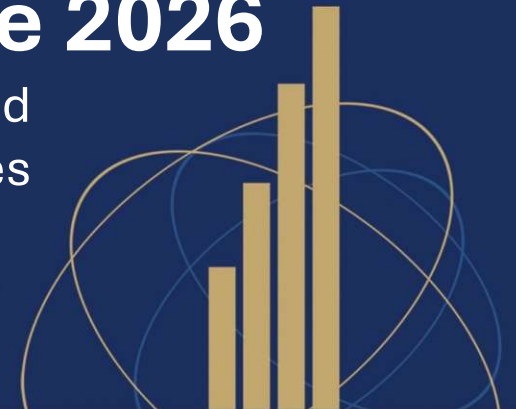




03 June 2026

Digital Transformation and
Modernisation of Public Services



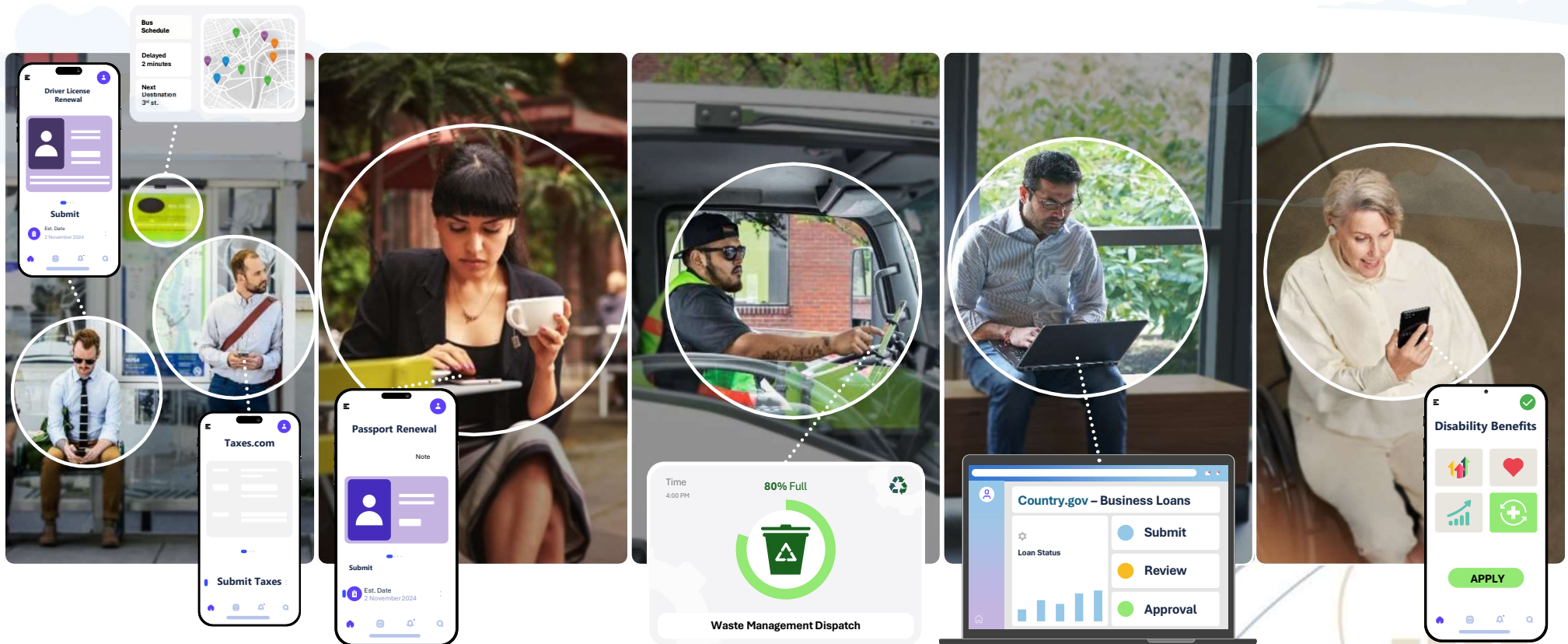
www.cigfaro.co.za

Khululekile Sixaba
Microsoft

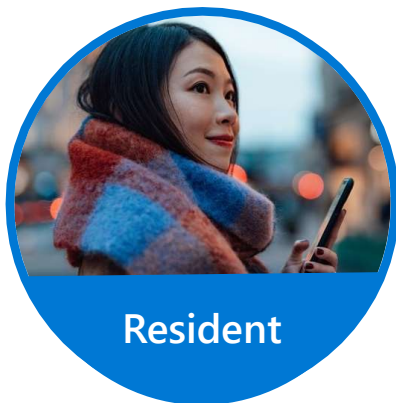
SAQA Recognised Professional Body

People, Expectations, Demand & Innovation

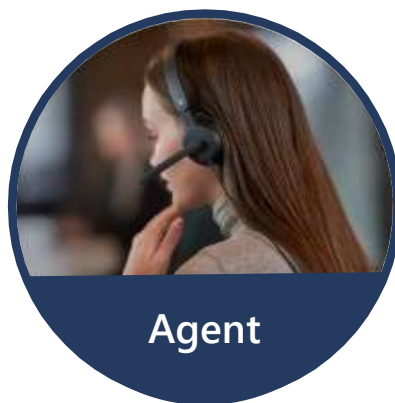
Is your department providing access to services quickly, efficiently, effectively and in any location?



The AI shift in service is impacting everyone



"I want to access support on my terms, through my preferred channel and get answers quickly and efficiently."



"Outdated and manual agent tools and service systems reduce my productivity."



"I don't have the right visibility and analytics to proactively improve my service operations."



"I need digital tools and platforms that do more with my reduced budget."

80%
want a
personalized
customer experience¹

77%
report their
organizations have
built digital platforms²

61%
of Managers report
a growth in call
volume and
complexity³

70%
of public-sector
respondents identified a
skills gap in meeting the
needs of AI projects⁴

1. Personalizing the customer experience: Driving differentiation in retail, McKinsey & Company, 2022

2. The state of customer care in 2022, McKinsey & Company, 2022

3. The state of customer care in 2022, McKinsey & Company, 2022

4. Crafting an AI strategy for government leaders, Deloitte Insights, 2019

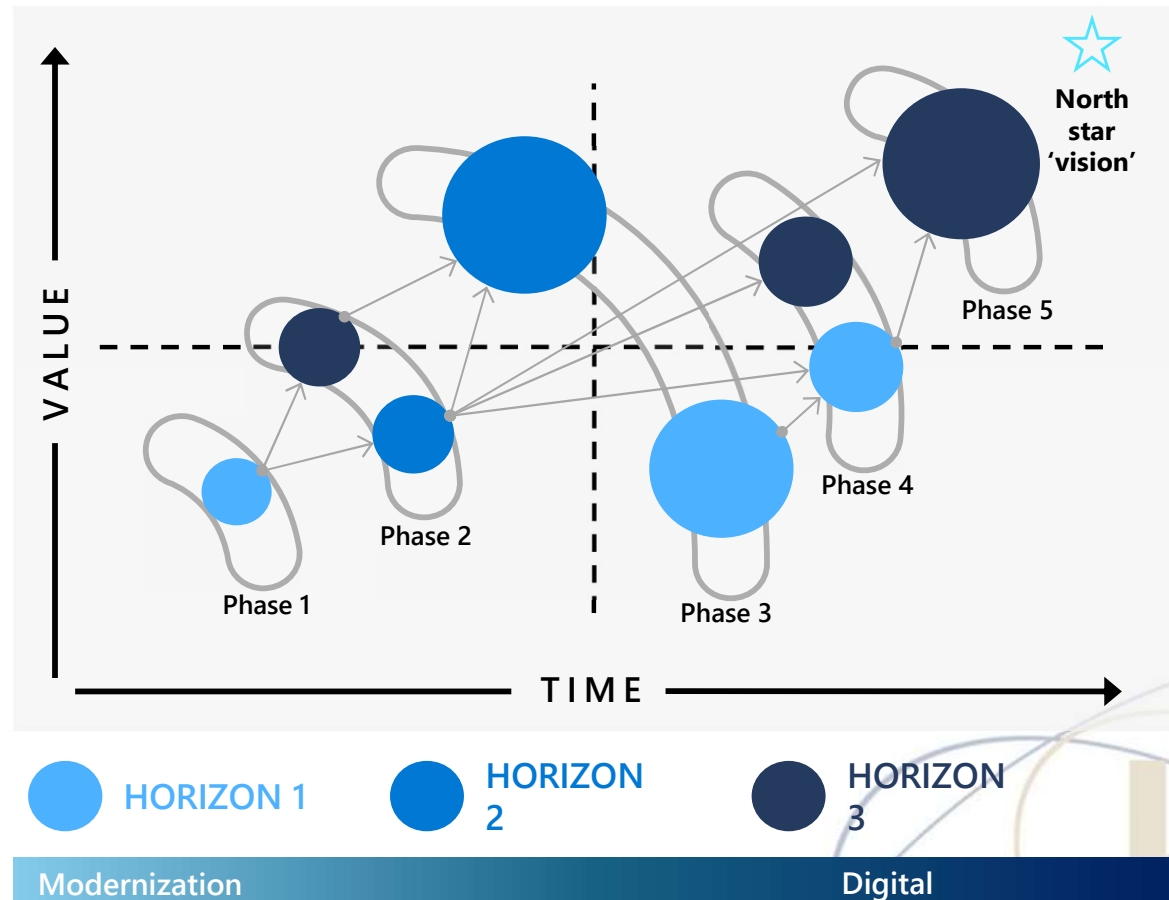
Where to start...



Horizon-based Transformation

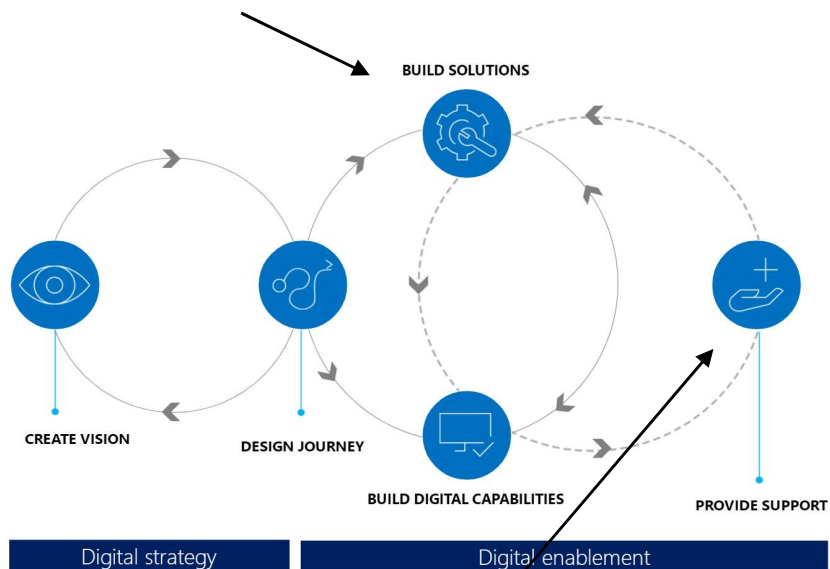
The horizons-based framework provides a **structure** for organizations to assess potential opportunities for growth without neglecting performance in the present.

All horizons map to the **north star** - which represents the vision for the organization's future relevance.



Modernization Approach

Modernization forms the basis for



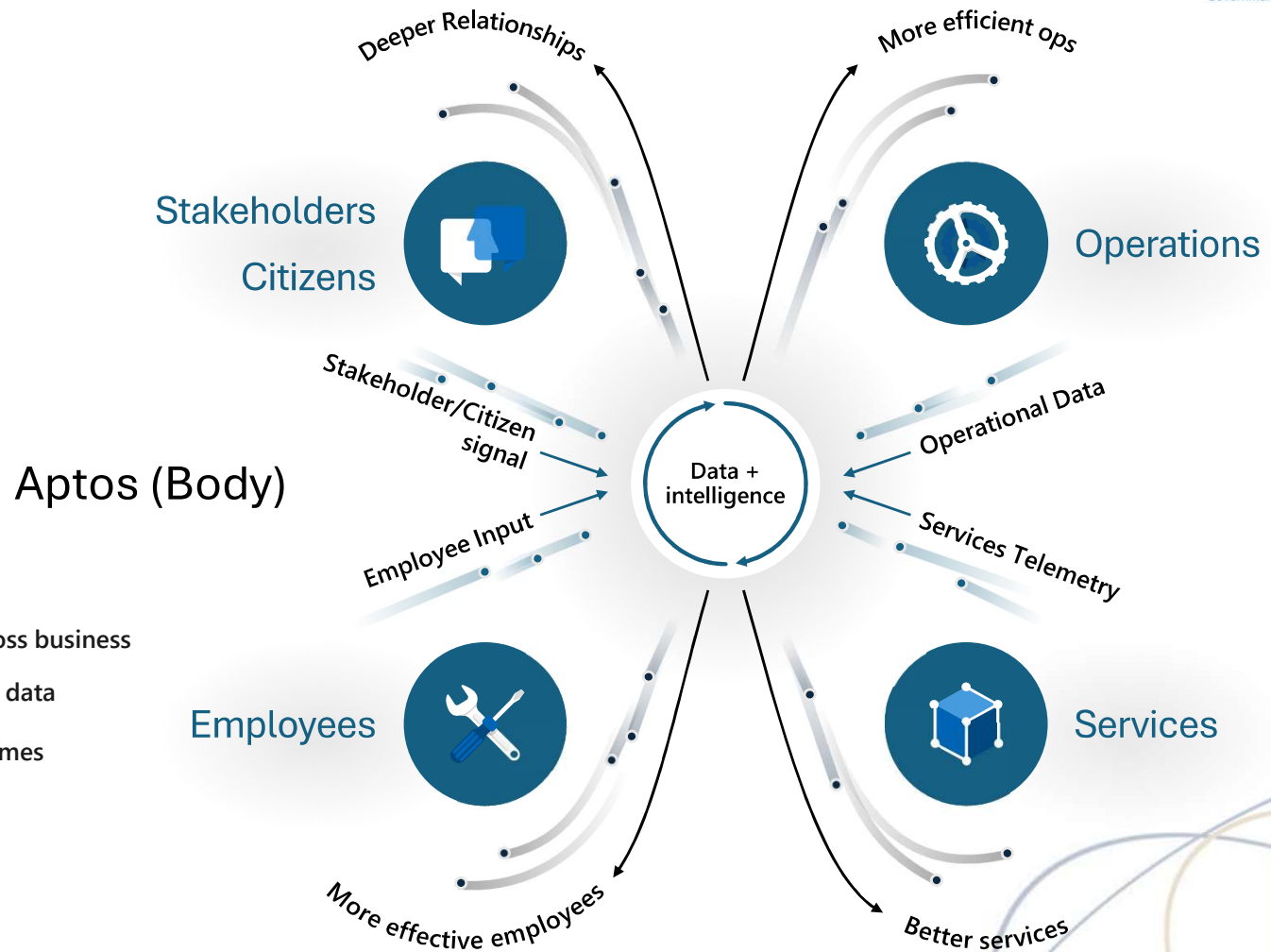
Pro-active readiness

	Description
Define Strategy	Clarity on the desired future state
Plan	Confidence in how to implement the strategy and realize the value
Ready	Foundational elements established. Skills necessary to execute and support the program
Adopt (Migrate & Innovate)	Realization of platform goals and value. Modern IS service management skills and processes
Governance & Manage	Sustainable, modern, digital and scalable operational environment

Modern, digital, scalable and secure operational environment via:

- Modern Work
- Strategic Cloud Adoption
- Business Apps Cloud Adoption
- Modern Enterprise Security
- On-premise Servers to Cloud IaaS
- Modernize Applications to PaaS
- Utilize SaaS Applications/Solutions

The Digital Feedback Loop



- 1 Data: Capture digital signal across business
- 2 Insight: Connect and synthesize data
- 3 Action: Improve business outcomes



Thank You!



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