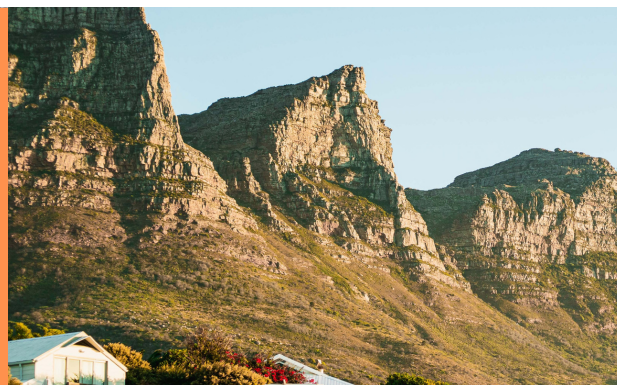


DLK CASE STUDY

Western Cape Government: Provincial Public Service App



AT A GLANCE

Client Challenges

- Sought out digital solutions to service delivery needs of residents
- Enabling digital strategy principles

Outcomes

- Assist citizens in interacting with WCG departments
- Platform for external service providers or businesses that need to interact with the WCG
- Transforming WCG's data assets and digital technologies

THE BRIEF

The Western Cape Government's (WCG) objective was to have a mobile application that met its Digital Government principles; namely a "optimised, transformed, and integrated citizen-centered service delivery". This digital innovation is to maximize the WCG's data assets, digital technologies and people.

SOLUTIONS

The mobile application met the Western Cape Government's needs with a key focus on "Citizen Centricity". Thus striving to meet citizen's needs effectively, affordably and timeously. Some of the App functions include:

- Access to communication with WCG departments
- Accessing housing services and database
- News and events
- Permit and job applications
- Information and Frequently Asked Questions
- Queries
- Reporting of criminal activity
- Locating public facilities such as hospitals and libraries



The work completed was of a quality standard.

Western Cape Government

DLK REFLECTION

Jako Smith, who was the Lead Solution Architect on the project, stated that the pilot testing phase to assess the application's usability had a positive response. This positive response was reported by WCG employees as well as citizens.