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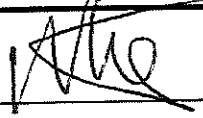
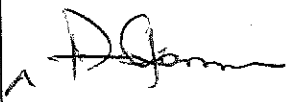
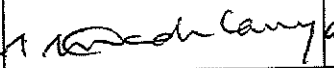
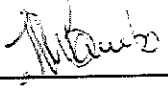

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

**OFFICE OF THE PREMIER**

## ***SERVICE DELIVERY MODEL POLICY***

Document Approval Page

SERVICE DELIVERY MODEL POLICY

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## **1. ACRONYMS AND ABBREVIATIONS**

- 1.1 SDM : Service Delivery Model
- 1.2 DPSA : Department of Public Service and Administration
- 1.3 EA : Executing Authority
- 1.4 OMF : Operations Management Framework
- 1.5 SDMT : Service Delivery Management Toolkit

## **2. INTRODUCTION**

The Department of Public Service and Administration was tasked with identifying and researching solutions to bridge the gap between strategy and delivery of services of Government. The result was the development of the Operations Management Framework (OMF) and its supporting toolkits. The OMF assists government institutions to plan, structure, execute and continuously improve operations for the effective and efficient delivery of services.

Service Delivery Model has been introduced to enhance service delivery effectively and efficiently. Furthermore, it has been developed to assist and empower both Government institutions and service beneficiaries. Government institutions know what services are expected and Services beneficiaries know what to expect.

In response to the abovementioned the Office of the Premier developed a customised Service Delivery Model policy. This policy is guided and based on the Public Service Regulations 2016 as amended, Chapter 3 Part 3, regulation 36 gives effect to implementation of the service delivery model.

## **3. PURPOSE AND OBJECTIVES OF THE POLICY**

- 3.1 The purpose of this policy is to guide the Office in the development, implementation and monitoring of the service delivery model.
- 3.2 The objective of the policy is to ensure that services are delivered effectively and efficiently within the Office of the Premier.

## **4. AUTHORITY OF POLICY**

- 4.1 In terms of the Public Service Regulations 2016, the authority for service delivery model is assigned to Executing Authority and therefore responsible for the final approval of service delivery model process in the Office.

## **5. LEGAL FRAMEWORK**

- 5.1 Public Service Regulations, 2016 (as amended), Chapter 3, Part 3, Regulation 36
- 5.2 Operations Management Framework, DPSA
- 5.3 SDM Generic Toolkit Guide

## **6. SCOPE OF APPLICATION**

- 6.1 This policy applies to all employees in the Office of the Premier.

## **7. DEFINITIONS**

- 7.1 "Service Delivery Model" is a document that describes how a department will deliver on the services and products that were identified during the strategic planning process.

- 7.2 **“Service Delivery Model Toolkit”** is a concise aid to annually assist and support management in determining the most suitable operating model to meet mandated and overall service delivery expectations. It enhances existing management processes, while not adding to workload.

## 8. POLICY PRONOUNCEMENTS

### 8.1 Service Delivery Model

- 8.1.1 SDM defines the process the Office of the Premier Department shall deliver on the determined strategy, in accordance to the guide lines set out in the National Treasury Framework for Strategic Plans and Annual Performance Plans.
- 8.1.2 In accordance to the abovementioned the SDM shall be reviewed and revised annually during the strategic planning session or immediately thereafter.
- 8.1.2 SDM has the following general set of minimum requirements that it must meet and they are:
- 8.1.2.1. Define and confirm the Office’s mandate.
  - 8.1.2.2. Confirm the service beneficiaries (internal and external).
  - 8.1.2.3. Provide list of services and where they are to be provided.
  - 8.1.2.4. Describe the current method of service delivery.
  - 8.1.2.5. List the advantages and disadvantages of current approaches to service delivery.
  - 8.1.2.6. Discuss the alternative and preferred service delivery mechanism for each service.
- 8.1.3 SDM must be simple and concise for easier comprehension of the nature and scope of the service of the Department and to identify any limitations that may exist in the current model.
- 8.1.4 The Office of the Premier shall, follow the following four-phase SDM methodology when developing a new or reviewing an existing SDM:

#### 8.1.4.1. Institutionalise set up.

Activities	Responsibility
Develop an institutional SDM policy	Deputy Director General: Administration
Obtain an institutional buy-in	Deputy Director General: Administration
Appoint a champion to drive the SDM development	Director General

#### 8.1.4.2. Develop the service delivery model.

The information needed to develop SDM is gathered through monitoring of all developments that may have taken place throughout the year in both internal and external environments. These are then taken into consideration in developing an SDM.

Activities	Responsibility
Prepare information	Deputy Director Generals
Confirm mandates	
Define services	
Determine the method of service delivery	
Decide on appropriate SDMs	
Identify risks and assumptions	

#### **8.1.4.3. Implement the service delivery model.**

It is imperative to create an enabling environment to allow the SDM to be implemented, empower officials by making it known what is expected from them and then encourage the officials to use the SDM.

Activities	Responsibility
Enable	Deputy Director Generals
Encourage	
Empower	
Enforce	

#### **8.1.4.4. Reviewal of the service delivery model.**

The SDM shall be reviewed annually to ensure that it is still effective and efficient.

Activities	Responsibility
Review SDM annually	Deputy Director Generals
Check if the SDM is still effective	

- 8.1.5 The Office of the Premier shall make use of the abbreviated service delivery model toolkit which is a template provided by DPSA to develop SDM for the Office.
- 8.1.6 It is the responsibility of every Deputy Director General to develop and update content of services they are responsible for in their Branches.
- 8.1.7 All members of the service delivery committee shall be expected to honor all commitments made to the process.

### **8.2 Composition of Service Delivery Committee**

- 8.2.1 The Champion at a Deputy Director General level shall be appointed by the Director General to drive the SDM development.
- 8.2.2 The Committee shall be appointed by the Champion.
- 8.2.3 The committee shall consist of representatives from each Chief Directorate, excluding the secretariat component.
- 8.2.4 Term of Office shall be limited to a period of at least 24 months to ensure consistency and continuity.

## **9. DEFAULT**

- 9.1 Contravention of the provisions of this policy which may lead to violations of the Public Service Code of Conduct or any rules or policies, that employee shall be charged with misconduct and the necessary disciplinary measures will be taken against him or her.

## **10. INCEPTION DATE**

- 10.1 The inception date of this policy shall be with effect from the date of approval of this policy.

## **11. MONITORING AND EVALUATION**

- 11.1 The policy should be monitored and evaluated to determine efficiency and effectiveness by the Directorate: Human Resources Management Services.

## **12. TERMINATION AND REVIEW CONDITIONS**

- 12.1 This policy will be reviewed after 24 months of implementation or as and when need arises.

## **13. ENQUIRIES**

- 13.1 The enquiries shall be directed to Directorate: HRM in the Office of the Premier.