

Newsletter

Edition 31, October 2014



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-  innovative
-  responsive
-  developmental
-  enabler
-  collaborative
-  agile

Attend the e-Skills Academic Conference 'Bringing the future to life'
on 17-21 November 2014 in Cape Town, South Africa.
See e-SkillsConference.org/schedule for the event schedule.

The Ikamva National e-Skills Institute (iNeSI) is a national catalyst, facilitator and responsive change agent in the development of SA, within the globally evolving information and knowledge-based environment, by leading the creation of key e-skills development strategy, solutions, practices and implementation, to benefit the total population. iNeSI focuses primarily on five components: knowledge for innovation (research), e-astuteness (teaching and learning), multi-stakeholder collaboration, innovation and aggregation (monitoring and evaluation framework). iNeSI is a state-owned company and the result of a merger between three institutions: the e-Skills Institute, the National Electronic Media Institute of South Africa and the Institute for Satellite and Software Applications.

An invitation
from the Ikamva National e-Skills Institute
& the Informing Science Institute



'e-Skills for Knowledge Production and Innovation' Conference

17 - 21 November 2014, Cape Town,
South Africa

See e-SkillsConference.org/schedule for the event schedule

Become part of the e-skills community
for the development of South Africa & the African continent

We invite you to attend the international e-skills academic conference, co-hosted by the Ikamva National e-Skills Institute (South Africa) and the Informing Science Institute (international association of researchers).

The conference focus? The 'e-Skills for Knowledge Production and Innovation' Conference addresses issues of interest to people promoting e-literacy and in developing and supporting e-skills (the ability of people to adequately use and create all forms of ICT) at all levels of life and work.

This effort is much broader than training and aims to build international research collaborations and projects suitable for international agency funding aligned to poverty alleviation, youth unemployment and postgraduate research.

The focus of the conference is the strategic and efficient use of modern ICT devices and applications, as well as the related knowledge, skills, competencies, teaching, learning, and inventiveness of the workforce and citizens.

While it is past the date for submission of papers, we encourage you and your colleagues to attend.

e-Skills Conference
17-21 November 2014
Cape Town, South Africa

Ikamva National e-Skills Institute
e-Skilling South Africa for equitable prosperity and global competitiveness

iNeSI
Ikamva National eSkills Institute

INFORMING SCIENCE INSTITUTE
Exploring Better Ways To Inform

Why you should attend

Impact on a developing country and continent

- e-Skills, e-readiness and e-astuteness – to build a more inclusive economy in an environment increasingly dominated by modern ICT devices and applications – is supported by the South African Government.
- The academic conference is part of iNeSI's national Research Network for e-Skills (ReSNeS) – a multi-stakeholder research (knowledge for innovation) network that supports evidence-based decision making and policy change – and contributes to South Africa's National e-Skills Plan of Action (NeSPA).

Dynamic research area – grow your network and plan for next year

- The annual conference includes papers that go beyond academia to engage with business, government, education and society. Attending in 2014 will prepare delegates who wish to submit papers next year.
- The conference offers opportunities to meet and exchange ideas with e-skills stakeholders from throughout South Africa, Africa and internationally.

Visit one of the top destinations in the world

- Cape Town is one of the top travel destinations worldwide. The conference takes place at the University of Cape Town (UCT), one of the top universities in Africa. UCT is also close to other well-known universities, University of the Western Cape, Stellenbosch University and Cape Peninsula University of Technology: CPUT.

When and where? 17 - 21 November 2014 at the University of Cape Town in Cape Town, South Africa.

Cost? R2 300

Go to e-SkillsConference.org/registration to register.



Building e-astuteness for service delivery capacity at a local and provincial level through collaboration

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Unite around a common pillar to fight poverty and inequality, active citizenry, an inclusive economy, building capabilities, a capable developmental state, and leadership throughout society to work together to solve problems

For SA to become globally competitive and for there to be wealth equity within the country, a core component is the development of e-skills and e-astuteness. South Africa needs to increase its e-readiness ranking as this impacts on economic development, citizen wealth and employability, innovation and the ability to compete globally.

South Africa has fallen in the e-readiness ranking from 47th in 2007 to 70th in 2014. It is of particular importance to increase human capacity around the government usage of ICT – the WEF e-readiness scores show that South Africa lags behind comparable countries in this regard.

It is clear that South Africa needs to address the internal administrative e-skills and e-astuteness capacity within government, as well as equip its people with knowledge on how to use technology to effectively get ahead as individuals, as communities and as a country (known as e-astuteness).

e-Skilling the country is a national priority

Creating an e-literate society is an aim of the National Development Plan (NDP). Furthermore, developing people where they have the know-how and the need to use

South Africa's National Development Plan
To read South Africa's National Development Plan, go to www.inesi.org.za/research-and-policy/upload/npc_vision2030.pdf

technology and thus create a demand for broadband use is a key pillar of South Africa's broadband policy – South Africa Connect.

iNeSI facilitates e-astuteness through multi-stakeholder collaboration

The Ikamva National e-Skills Institute (iNeSI) is mandated to facilitate e-skilling in South Africa. The organisation uses a multi-faceted approach to achieve this. iNeSI incorporates a multi-stakeholder collaborative network that ensures that global, national and local innovation is channelled into the e-skills agenda for national impact. The network encompasses government, civil society, education, business and global partners.

The iNeSI model creates a platform for innovative new models that address national goals, with a consequent national rollout and impact.

This section looks at e-skills offerings that focus on the service delivery sector, partnership development to capacitate the roll-out of e-literacy courses provincially and to assess provincial needs, and e-literacy courses for connected health and education.

The iNeSI interventions involve: multi-stakeholder collaboration, advocacy and awareness, partnership development, e-astuteness and e-competence development, knowledge for innovation (research), and alignment with national goals – in particular the NDP and Broadband Connect.

'e-Skills for Effective Service Delivery' graduation

Need for human capacity development in e-skills to significantly impact on government service delivery

A core thematic focus area for iNeSI is the e-enablement of effective service delivery. Upskilling government employees is critical and this can only be achieved through stakeholder collaboration which reduces duplication and increases

impact. It ensures that the needs of all stakeholders are met within the framework of national goals.

The KZN e-Skills CoLab: e-Enablement for Effective Service Delivery is the Ikamva National e-Skills Institute's (iNeSI) provincial presence and is based at the Durban University of Technology (DUT). (All of iNeSI's provincial CoLabs are hosted at universities to enhance the strategic link between business, education, civil society and government, aimed at addressing South Africa's developmental needs.)

iNeSI through its provincial presence in KwaZulu-Natal, the KZN e-Skills CoLab, along with DUT, hosted a graduation for delegates from the Department of Labour (DOL) and the South African Local Government Association (SALGA).

These delegates have successfully completed a short course that was offered by the KZN e-Skills CoLab which aimed to build local and provincial capacity in government. The 'e-Skills for Effective Service Delivery' graduation event was held on 31 October 2014 at the DUT Hotel School Conference Centre.

The KZN e-Skills CoLab's 'e-Skills for Effective Service Delivery' offerings address a gap in the system and are the first of their kind.

Graduate delegates who received certificates of competence for completing courses focused on the e-enablement of service delivery.



 **Building e-astuteness for service delivery capacity... through collaboration [continued]**

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The e-enablement for effective service delivery offerings

Two courses were run:

- The 'e-Enablement of Government Service Delivery' course is for junior to middle managers in municipalities through the South Africa Local Government Association (SALGA). The purpose of the course is to equip managers with the relevant knowledge, skills and tools to deliver effective e-service in government. The course is now ready for national rollout.
- The 'Supervisory Skills for Emerging Managers' course is for delegates from the Department of Labour. The course is designed to cultivate leadership. This is achieved by focusing on strategy, planning, conflict management, risk management, determination and mediation. It is designed to cater to the needs of government to capacitate junior and middle management in supervisory skills required to ensure high standards of service delivery. The course is now also ready for national rollout.

These courses and outcomes were achieved due to collaboration between:

- The national Department of Telecommunications and Postal Services (DTPS) through iNeSI
- The provincial iNeSI KZN e-Skills CoLab: e-Enablement for Effective Service Delivery
- Durban University of Technology
- The provincial KZN Department of Labour
- The provincial KZN SALGA

Through collaboration, these new courses are targeted at building service delivery capacity at a local and provincial level.

The graduation

The welcome address was given by Prof Ahmed Bawa, Vice-Chancellor at DUT, who highlighted the importance of education and its role in the development process.

There were two messages of support from Cllr SW Mdabe, Chairperson of KZN SALGA, and Mr Falakhe Dladla, Assistant Director at the provincial Department of Labour.

Graduate delegates who received certificates of competence for completing courses focused on the e-enablement of service delivery.



Prof Ahmed Bawa, Vice Chancellor at Durban University of Technology, giving the welcome address.



Mr Surendra Colin Thakur, CoLab Director of the KZN e-Skills CoLab: e-Enablement for Effective Service Delivery, was the programme director.



Dr Harold Wesso, Acting CEO of iNeSI, gave the keynote address.

Cllr Mdabe focused on SALGA forming a collaboration with the KZN e-Skills CoLab to capacitate municipal workers with e-skills to better equip them for the work place and to increase service delivery. Mr Dladla acknowledged the KZN e-Skills CoLab role in improving service delivery capacity.

Dr Harold Wesso, Acting iNeSI CEO, was the keynote speaker. He talked about 'The important role of iNeSI as a national catalytic organisation in addressing South Africa's current e-Readiness position'.



Graduate delegates at the iNeSI KZN e-Skills CoLab 'e-Skills for Effective Service Delivery' graduation event.



Building e-astuteness for service delivery capacity... through collaboration [continued]

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Northern Cape/Southern Gauteng e-Skills CoLab meets with SALGA Free State e-Enablement is critical for improved service delivery – targeting provincial needs

The Northern Cape/Southern Gauteng e-Skills CoLab, based at Vaal University of Technology, met with SALGA Free State at their Bloemfontein offices on 15 October 2014. There were 19 attendees, including the chair and other representatives from SALGA Free State, as well as representatives from various local municipalities.

While iNeSI has a Memorandum of Understanding with SALGA at a national level, the meeting focused on developing provincial collaborations and increasing awareness of iNeSI and its offerings. It also started the process of ascertaining exact needs at this level.

Through the use of the Skype application, the KZN e-Skills CoLab: e-Enablement for Effective Service Delivery presented on the various courses available through its CoLabs.

The Northern Cape/Southern Gauteng e-Skills CoLab presented the e-literacy training, including the need for collaboration around customising the course for local needs and developing smart community knowledge centres. It is essential that local partnerships guide the context for the creation of courses, to ensure e-skills are developed for the

local environment and support improvements towards a better quality of life for the beneficiaries.

There was clear interest in both the e-literacy programme and the e-enablement of service delivery offering. SALGA Free State is now communicating to all its municipalities for further feedback. SALGA Free State is also moving forward to find sponsorship for the courses.



Northern Cape/Southern Gauteng e-Skills CoLab met with SALGA Free State to build e-astuteness for service delivery capacity in the province.

e-Literacy courses for Limpopo

e-Skills to further build capability in education and health

From 8 September 2014 to the 23 October 2014, the Limpopo e-Skills CoLab: Connected Health ran the e-literacy course at the University of Limpopo. Delegates comprised 13

teachers from St Bede High School and two nurses from the University of Limpopo Health Centre. The CoLab is currently busy with the outcomes/evaluation report. 

iNeSI provincial CoLab thematic areas
Western Cape e-Skills CoLab: e-Inclusion and Social Innovation
KZN e-Skills CoLab: e-Enablement for Effective Service Delivery
Eastern Cape e-Skills CoLab: ICT for Rural Development
Gauteng e-Skills CoLab: Creative New Media Industries
Limpopo CoLab: Connected Health
Southern Gauteng/Northern Cape CoLab: e-Literacy and e-Business (knowledge economy and e-social astuteness)

NDP Priority Areas supported by NeSPA 2013
Pillar 1: Unite around a common pillar to fight poverty and inequality
Pillar 2: Active citizenry
Pillar 3: Inclusive economy
Pillar 4: Build capabilities
Pillar 5: A capable developmental state
Pillar 6: Leadership throughout society to work together to solve problems



We have come a long way – celebrating 20 years of freedom
On 27 April 2014, South Africa celebrated the 20 year anniversary of the country’s first democratic elections which included South Africans of all races. Initiatives have included events, celebrations and reports from all sectors on how far South Africa has come as a country since 1994.



Unite around a common pillar to fight poverty and inequality, active citizenry, an inclusive economy, building capabilities, a capable developmental state, and leadership throughout society to work together to solve problems

From the start, the National e-Skills Plan of Action (NeSPA) identified research (knowledge for innovation) as a core component, in particular, evidence-based and multi-disciplinary research.

iNeSI creating a cutting-edge knowledge base

The CoLabs are the provincial presence for the Ikamva National e-Skills (iNeSI). One of their missions is to ensure a relevant and cutting-edge knowledge base that supports each national thematic area of the CoLab. This is achieved through:

- Linking into the best research
- Doing research
- Coordinating research
- Spreading the message of the importance of research

Knowledge for innovation (research) to inform national policy

Knowledge for innovation (research) is essential in order to achieve the objectives of the national programme against NeSPA and the National Development Plan 2030. It is part of the process of understanding:

- The nature of the development and the unfolding of the information society and knowledge economy
- The need for building e-astuteness (using technology and e-skills in a smart way as part of life, for your benefit and for the benefit of your community) in order to make the most effective use of the opportunities offered by these developments
- The best way to develop e-astuteness for people in various work settings or social contexts

Towards a framework for e-skills research

The iNeSI model contains the national Research Network for e-Skills (ReSNeS). The iNeSI guideline paper, 'Towards

“Knowledge for innovation (research) is essential in order to achieve the objectives of the national programme against NeSPA and the National Development Plan 2030.”

ReSNeS

a framework for e-skills research' (www.inesi.org.za/research-and-policy/upload/inesi-framework-for-e-skills-research.pdf) defines ReSNeS' role as ensuring:

- That a relevant framework and taxonomy is developed and followed
- That alignment takes place between national priorities and thrusts, business priorities and thrusts, and the capacity that is developed in the network
- That a highly qualified international network of research leaders, funders and bodies is established, developed and engaged in the process of building local research capacity, longitudinal collaborative research projects and a programme of exchanges/sabbaticals
- That results from international research are taken into account in order that local research will be moving at the cutting edge – this involves both data collection and dissemination
- That global best practice informs the intensive policy engagement within which iNeSI is involved, contributing to a dynamically transforming society
- That policies, strategies and action plans regarding active research are developed
- That an appropriate model for aggregation of relevant data (existing and on-going) is developed and implemented aligned to a broad-based national approach within South Africa's developmental needs.

This section looks at some of the research outputs during October 2014, including paper presentation and seminars. The iNeSI interventions involve: multi-stakeholder collaboration, advocacy and awareness, partnership development, e-astuteness and e-competence development, knowledge for innovation (research), and alignment with national goals – in particular the NDP and Broadband Connect.

iNeSI e-skills research wins best paper at IEEE International Conference

Knowledge for innovation (research) positions South Africa as part of the global platform for technology and e-skills advancement

On 30 October 2014, the KZN e-Skills CoLab: e-Enablement for Effective Service Delivery presented a paper at the 6th IEEE International Conference on Adaptive Science and Technology (ICAST 2014). This conference took place at Covenant University, Ota, Nigeria. 'Transforming the

voting paradigm – the shift from inline, to online to mobile voting' deals with mobile voting and outlines the shift from mainstream voting to mobile voting.

The research is part of iNeSI's knowledge for innovation component and falls under ReSNeS (iNeSI's national






Knowledge for innovation (research) fundamental to the e-skills agenda [continued]

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Research Network for e-Skills.) The paper was authored by S Thakur, OO Olugbara, R Millham, HW Wesso, M Sharif and P Singh. It won best paper at the conference.

The research can be accessed at www.inesi.org.za/research-and-policy/upload/transforming-the-voting-paradigm.pdf. 



About the IEEE ICAST 2014 conference
 IEEE is the global Institute of Electrical and Electronics Engineers, the largest professional association for the advancement of technology. The 6th International Conference on Adaptive Science and Technology (ICAST 2014) was run from 29 - 31 October 2014. It included members of the African and international information and communications scientific community. It is a fully-refereed, international conference which uses a double-blind peer-review process.

Digital city seminar

The KZN e-Skills CoLab: e-Enablement for Effective Service Delivery – based at the Durban University of Technology (DUT) – also presented the research information in a seminar on digital cities on 2 October 2014. It looked at the move from mainstream voting to mobile voting. There was a comparison between India and Philippines, with possible ideas for adaptation in South Africa. The audience comprised town planners, DUT staff, research students and staff.

Some of the audience at the Digital City seminar.



Broadband, Digital Opportunity and iNeSI: building the knowledge and information society through e-astuteness

Unite around a common pillar to fight poverty and inequality, active citizenry, an inclusive economy, building capabilities, a capable developmental state, and leadership throughout society to work together to solve problems

The last decade has seen ICTs dramatically transforming the world by enabling innovation, increasing productivity, connecting people and communities, and improving standards of living and opportunities across the globe. ICT has changed the way individuals live, interact, and work.

ICT has also proven to be a precondition for enhanced competitiveness and economic and societal modernisation, as well as an important instrument for bridging economic and social divides and reducing poverty (WEF, 2011).

The Ikamva National e-Skills Institute (iNeSI) is a collaborative platform that focuses on harnessing human potential through ICT using methodologies that meet the complexity challenges. It is a state-owned enterprise that reports to the Department of Telecommunications and Postal Services.

National integrated approach

It is essential that there is a national integrated approach to e-skilling South Africa.

The country has already fallen from position 47 (2007) to that of 70 in the global e-readiness ranking. In particular, South Africa needs to focus on affordability, skills, government usage and social impact. A concerted and collaborative effort is the way forward to improve South Africa's e-readiness.

To address the challenges, numerous government

What is e-readiness?

e-Readiness is a concept that includes infrastructural, business, human resources and societal conditions and capabilities:

- Developing a supportive political and regulatory environment
- A supportive business and innovation environment
- Developing suitable infrastructure
- Establishing appropriate affordability
- Skills development
- Increasing individual, business and government usage
- Establishing pathways for economic and social impacts.

initiatives are being rolled-out – such as the SIP 15 Presidential Infrastructure Project and the broadband policy, South Africa Connect. SA Connect recognises that while infrastructure and services are essential, there needs to be a demand for these. Hence one of the SA Connect pillars is called Digital Opportunity.

Digital Opportunity focuses on creating the demand →



through developing a nation of people that are e-skilled and e-astute, in addition to providing services that support the use of broadband such as applications and content development, innovation and R&D.

iNeSI ideally positioned as a catalyst and support for Digital Opportunity

iNeSI and its CoLabs are ideally positioned to play a catalytic and supporting role within this Digital Opportunity Framework. (The role and work of the institute is referred to in the ICT Policy Green Paper which was gazetted earlier this year).

iNeSI believes that e-skills are the foundation of an e-literate society – but for the new society to be sustainable, inclusive and developmental, citizens also need to be e-astute.

e-Astuteness is about being able to use technology and skills in smart ways in personal, work, education, business, social and other contexts for strategic personal and collective benefit).

e-Social astuteness is a smart way to apply acquired e-skills for everyday socio-economic development and better life opportunities for all.

Embedding e-astuteness is about empowerment where the individual and the community is at the centre. It is not about handing out opportunities but providing citizens with the knowledge and e-skills to develop their own opportunities. This is the core of iNeSI's approach to promoting the Digital Opportunity offered by SA Connect.

This section looks at the advocacy and awareness created through iNeSI's provincial e-skills CoLabs at events such as the Eastern Cape ICT Summit.

The iNeSI interventions involve: multi-stakeholder collaboration, advocacy and awareness, partnership development, e-astuteness and e-competence development, knowledge for innovation (research), and alignment with

Levels of skills

iNeSI defines four main levels of e-skills:

- e-Literacy skills (targeting the unemployed, unskilled youth and rural and peri-urban communities): The ability of individuals to use digital tools and facilities to perform tasks, to solve problems, to communicate, to manage information, to collaborate, to create and share content and to build relevance, in all areas of everyday life and for work.
- Sector user e-skills: The e-skills needed for work in a specific sector or type of organisation. These skills can be general (such as business) or specific to a particular sector (such as graphic design).
- ICT practitioner skills: The skills/capabilities required for research, development, sales, maintenance, support, administration, etc of ICT systems.
- e-Leadership skills: A portfolio of skills, representing expertise in both using ICT systems and in leading organisations (or divisions/ functions in an organisation).

Combined with Research and Innovation (as shown in the Digital Opportunity pillar), these skills evolve into the types of e-skills needed in a knowledge and information society, such as e-business, e-community, e-health, e-media and e-governance skills.

national goals – in particular the NDP and Broadband Connect.

iNeSI presents at the Eastern Cape ICT Summit

Partnerships and multi-stakeholder collaboration are essential for significant impact on the e-skills agenda

To improve awareness around the Ikamva National e-Skills Institute (iNeSI) and its agenda (particularly within the broadband pillar of Digital opportunity), the Eastern Cape e-Skills CoLab: ICT for Rural Development had an exhibition stand and presented at a plenary session along with Mr Freeman Nomvalo, CEO: SITA, Prof André Calitz from Nelson Mandela Metropolitan University (NMMU) and Mr Mlibo Qoboshiyane, Eastern Cape MEC for Rural Development and Agrarian Reform. The programme director of the plenary session was Mr Isaac Petlane, Divisional Head Provincial Management Eastern Cape: SITA.

The Eastern Cape e-Skills CoLab presented on 'Broadband, Digital Opportunity and iNeSI: Building the Knowledge and Information Society through e-Astuteness'. The Summit's theme was 'Technology breaking boundaries' (www.ictsummit.co.za).

iNeSI's focus of e-skilling South Africa and embedding

e-astuteness was defined, as was the organisational positioning (ie how this is to be done):

- With six provincial e-Skills Knowledge Production and Coordination CoLabs established in association with local universities, programme execution is chiefly at the provincial level through the CoLabs. Each CoLab has a thematic area. This allows for a coordinated effort across all stakeholder groups within each province.
- iNeSI and its CoLabs provide an operational platform to engage organised business, education, government, civil society and organised labour. This distributed network of course works together for national effort.
- At a local level, the roll-out of smart community knowledge centres (smart centres) will address communities and individuals. These will provide a space for the community to leverage the



Broadband, Digital Opportunity and iNeSI: building the knowledge and information society... [continued]

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online environment and the e-skills cloud, build entrepreneurial skills and receive training, among other actions.

The Eastern Cape e-Skills CoLab also defined the five thematic programmes areas (aligned to national priorities) that are executed by each CoLab:

- **Multi-stakeholder collaboration** (which includes partnership development and advocacy and awareness)
- **e-Astuteness** concentrates on developing/acquiring courses and curricula ranging from short programmes to degrees or postgraduate diplomas. It is also concerned with creating the ecosystems for e-skilling South Africa. This includes sourcing facilities, maintaining central student registration records, providing learning pathways, etc. Courses will need to migrate to an online environment (including mobile platforms).
- The **knowledge for innovation (research)**

component operates in a continual feedback loop to address gaps, ensure decisions are evidence based and to increase knowledge around interventions and the development of e-astuteness.

- It also includes an **innovation component** which addresses the creative industries and apps development but also works across the model. It is about finding new ways of doing things.
- All interventions are **aggregated through a monitoring and evaluation framework** to assess impact and produce strategic guiding documents.

The Eastern Cape e-Skills CoLab was able to position its specific work in the province. The presentation was very well received and has begun the impetus for further discussions between interested provincial organisations, including the provincial Department of Rural Development and Agrarian Reform, SITA and the Department of Education. 



The iNeSI Eastern Cape e-Skills CoLab: ICT for Rural Development engaging with stakeholders at the Eastern Cape ICT Summit

Events calendar

The Ikamva National e-Skills Institute (iNeSI) will be participating in **eStrategies Africa** – ‘social and economic transformation’. The round table event runs from 27 - 28 November 2014 in Cape Town, South Africa. iNeSI will be part of the discussion on ‘e-Astuteness/e-readiness – e-Skilling of healthcare workers from pilot to national implementation’ on the first day. Other round tables include:

- Connectivity - A Vision for Africa
- e-Government

- e-Health South Africa
- m-Health Africa
- e-Health in East Africa

The event focuses on setting the agenda for development through collaboration between public and private sectors – across policy, industry, practitioner, academic and citizen. The eStrategies events started in 2005 and the high-level forums occur across the African continent.

For more information about the Ikamva National e-Skills Institute, contact:

- Mymoena Sharif, msharif@dtps.gov.za
- Follow us on Twitter @iNeSI_
- Website: www.inesi.org.za

Developing e-skills for entrepreneurs to grow the SA economy

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Unite around a common pillar to fight poverty and inequality, active citizenry, an inclusive economy, building capabilities, a capable developmental state, and leadership throughout society to work together to solve problems

According to the National Planning Commission, SMMEs contribute more than 40% of South Africa's total GDP and account for more than 60% of all employment (www.npconline.co.za/pebble.asp?relid=107). However, TIPS research notes that finding accurate information on SMMEs is difficult, particularly within the informal sector which is said to represent a large proportion of the SMME population (www.tips.org.za/files/506.pdf). (While the research was completed in 2002, the information still stands due to the difficulty of accessing the informal sector.) TIPS is an independent, non-profit economic research institution.

What we do know is that SMMEs account for a large percentage of all privately-owned enterprise in South Africa. Government policies define the SMME sector as a key area of development to improve the economy – SMMEs are also referred to in the national Development plan.

SMMEs key focal area for iNeSI

The Ikamva National e-Skills Institute (iNeSI) aims to help:

- Grow the human resource e-skills base for SA
- Embed technology into people's lives
- Provide the base for increasing equitable prosperity in SA society
- Position SA to increase its global competitiveness

In this context, SMMEs are a key focal area for iNeSI as there are significant opportunities to increase SMME efficiency by

“SMMEs account for a large percentage of all privately-owned enterprise in South Africa. Government policies also define the SMME sector as a key area of development to improve the economy.”

“According to the National Planning Commission, SMMEs contribute more than 40% of South Africa's total GDP and account for more than 60% of all employment y.”

leveraging ICT e-skills for SMME development.

The immediate task is to significantly increase the limited e-literacy across the country, which will increase SMME efficiency and profitability. However, iNeSI understands that it is a complex challenge to e-skill South Africa. Part of this means tackling the various issues and levels of e-skills and e-astuteness within the country with innovative solutions.

Each of the provincial iNeSI CoLabs has a thematic focus area that reflects national policy in the drive to improve South Africa's e-readiness rankings and embed e-astuteness. The Gauteng e-Skills CoLab: Creative New Media Industries not only focuses on creative new media industries but entrepreneur capacity development through e-skills.

This section looks at the some of the current courses being run by the CoLab around e-skills for entrepreneurs.

The iNeSI interventions involve: multi-stakeholder collaboration, advocacy and awareness, partnership development, e-astuteness and e-competence development, knowledge for innovation (research), and alignment with national goals – in particular the NDP and Broadband Connect.

Gauteng e-Skills CoLab – ‘e-Skills for entrepreneurs’ e-Skills required to develop SMMEs into professional digital citizens

The Gauteng e-Skills CoLab: Creative New Media Industries identified a gap within industry and, based on research (knowledge for innovation), facilitated and conducted an ‘e-Skills for entrepreneurs’ course from 23 – 24 October 2014. It is a registered short course in collaboration with the University of Pretoria where the CoLab is based. It runs over two days and is a face-to-face course at NQF level 5.


It targets entrepreneurs and unemployed people. The focus is on the ‘survivalist’ entrepreneur – this is defined as the business owner whose daily profit is used to put food on the table that evening. There is an expectation that the delegates have basic skills but these are assessed before the course. The course work takes delegates through intermediate to proficient e-skills.

Areas covered include:

- Understanding and using spreadsheets - in particular for creating budgets and managing

stock control specific to their business.

- Setting up a business plan using various applications
- Developing the online component for business, such as email accounts, using available applications for advertising and social networking and creating a business website
- Using search engines effectively and navigating online including online enquiries

Thirteen delegates attended with about half intending to start a business (with a business plan) and half of the delegates with an existing business. The composition included about 50% female delegates ranging from younger than 25 to older than 45. The current course is sponsored by iNeSI so it has a very low course fee but this could go up depending on available resources. 

An e-skills taxonomy is more than just definitions. The e-skills agenda requires a shift in thinking with outcomes such as changes in policy. The terms used are part of creating the environment for this shift. Following are definitions for some of the words that form part of the e-skills taxonomy.

<p>e-Astuteness</p>	<p>The capacity to continuously appropriate the technology into personal work, education, business, social and family contexts for both personal and collective benefit. e-Astuteness is defined as a knowledgeable capacity, based on personal and interpersonal skills, that involves:</p> <ul style="list-style-type: none"> • Understanding people and situations • Building alignment and alliances • An acute understanding of strategic direction • Applying strategic behaviour <p>e-Astuteness allows individuals to take personal advantage of ICT in social or economic situations, through the appropriate e-skills. (Building social connections is an example of a social situation and obtaining a job or starting a business is an example of an economic situation.)</p> <p>e-Astuteness does not necessarily depend on formal education or high levels of literacy.</p>
<p>e-Literacy</p>	<p>e-Literacy is the ability of individuals to use digital tools and facilities to perform tasks, to solve problems, to communicate, to manage information, to collaborate, to create and share content and to build knowledge, in all areas of everyday life and for work.</p>
<p>e-Skills</p>	<p>The ability to use and develop ICTs within the context of an emerging South African information society and global knowledge economy, and associated competencies that enable individuals to actively participate in a world in which ICT is a requirement for advancement in government, business, education and society in general.</p>
<p>e-Social astuteness</p>	<p>e-Social Astuteness is defined as the use of ICT and e-skills for more astute ways of people interacting with others, which include:</p> <ul style="list-style-type: none"> • Social interactions • A level of awareness and understanding of diverse social situations • The various alternatives open to them for response <p>e-Astuteness focuses on individual benefit whereas e-social astuteness focuses on interacting with others for group benefit.</p>



Official South African definition (from the National e-Skills Plan of Action)

The ability to use and develop ICTs within the context of an emerging South African information society and global knowledge economy, and associated competencies that enable individuals to actively participate in the world in which ICT is a requirement for advancement in government, business, education and society in general.

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Partners in the Ikamva National e-Skills Institute
multi-stakeholder collaboration

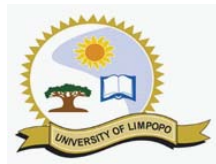
Education



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA



DUT DURBAN
UNIVERSITY OF
TECHNOLOGY



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT

Government/South Africa



Civil society



Business



Global developmental partners



Kenya



Rwanda

Please note that this list will be extended as there are Memorandums of Understanding in progress across all sectors.

The Ikamva National e-Skills Institute (iNeSI) is a national catalyst, facilitator and responsive change agent in the development of SA, within the globally evolving information and knowledge-based environment, by leading the creation of key e-skills development strategy, solutions, practices and implementation, to benefit the total population. iNeSI focuses primarily on five components: knowledge for innovation (research), e-astuteness (teaching and learning), multi-stakeholder collaboration, innovation and aggregation (monitoring and evaluation framework). iNeSI is a state-owned company and the result of a merger between three institutions: the e-Skills Institute, the National Electronic Media Institute of South Africa and the Institute for Satellite and Software Applications.