

# THE CENTRE FOR PUBLIC SERVICE INNOVATION (CPSI) 2011 Public Sector Innovation Awards

## ENTRY FORM



- Have you innovatively decreased waiting times for citizens?
- Has your department innovatively improved turn-around times for services rendered to citizens?
- Have you innovatively reduced the number of steps needed to receive a service?
- Have you used available capacity innovatively?
- Have you introduced innovative technological solutions that have improved service delivery?
- Have you implemented innovative back-office systems in support of quality and efficient service delivery?
- Have you innovatively partnered with private and other sectors to improve service delivery?

If you said **YES** to one or more of these questions, **ENTER** your department or team for the 2011 CPSI Public Sector Innovation Awards. (Note the general information on the back page.)

### Categories:

- Innovative partnerships in service delivery (government with government, private sector with government, CBO/NGO with government).
- Innovative use of Information and Communication Technology (ICT) for effective service delivery.
- Innovative service delivery institutions (e.g. schools, hospitals, clinics, courts, police stations).
- Innovative enhancements of internal systems of government.

After assessing the category winners, the adjudicators will, at their discretion, select the Public Sector Innovator/s of the Year.

**Closing date: 29 July 2011**

# GENERAL INFORMATION

## Who is the CPSI?

The CPSI is a Government Component of the Minister for Public Service and Administration, established to identify, support and nurture innovation in the public service, with a view to improving service delivery. The CPSI seeks to celebrate the successes of individuals, teams and departments in the quest for a more effective, efficient and accountable government.

## Purpose

The purpose of the 9<sup>th</sup> Annual CPSI Public Sector Innovation Awards is to promote and encourage best practice in public sector innovation and service delivery. The Awards recognise successful and effective service delivery projects and initiatives that have been achieved through the application of innovative approaches, methodologies and tools.

The Awards provide opportunities for information sharing, learning, partnerships and the replication of successful initiatives.

## Eligibility

- The Awards are open to government departments at national, provincial and local levels, the private, academic or CBO/NGO sectors in partnership with government.
- The project must have originated or have been adapted in South Africa.
- The project must be fully implemented and operational.
- The project must demonstrate direct benefits to South Africans.

## Categories

Awards will be presented in the following categories:

- Innovative partnerships in service delivery (government with government, private sector with government; CBO/NGO with government).
- Innovative use of Information and Communication Technology (ICT) for effective service delivery.
- Innovative service delivery institutions (e.g. schools, hospitals, clinics, courts, police stations).
- Innovative enhancements of internal systems of government.

After assessing the category winners, the adjudicators will, at their own discretion, select the *Public Sector Innovator of the Year*.

## Criteria for selection

### Innovation:

- The CPSI defines INNOVATION as: "The process of transforming an idea into a new or improved product, service, process or approach which fulfills the mandate of government and enhances service delivery"
- Demonstrates newness of the solution in a specific environment (including adaptations).

### Impact:

- Demonstrates tangible improvements in the quality of the delivered services, including citizens' satisfaction with the services.
- Demonstrated significant improvements in internal efficiencies within the organisation or the sector.

### Sustainability:

- Has been fully implemented and is operational.

- Demonstrates its ability to survive into the future.

## Benefits of entering the CPSI Public Sector Innovation Awards

- Training on Innovation Management for all the finalists.
- The *Innovator of the Year* receives a cash benefit towards the project.
- Finalists receive certificates and the winners trophies.
- Eligible finalists are supported in entering for other prestigious international awards.
- Finalists are invited to the awards ceremony.

## Entry guidelines and rules

- A project may only be entered for one category.
- Entries should be stapled rather than bound.
- Entry forms must be filled in correctly, in full and in sequence and with as much information as possible.
- Electronic forms are available online.
- Hand written entries are not encouraged; in cases where this is unavoidable please write legibly.
- Only emailed, posted and hand delivered submissions will be accepted. Faxed entries will not be accepted.
- Evidence on the innovation can be submitted to support the entry e.g. videos, publications, brochures, CD/DVD, newspaper clippings (which will not be returned).
- The prizes are not transferable.
- The information provided in the entry form and during the verification process is legally binding.
- The CPSI shall not bear any costs relating to the entry, including postage.

## Verification

- Where necessary, project managers and referees will be contacted for verification through email, telephone, and / or site visits.

## Adjudication Process

- Entries will be judged by a panel of nominated adjudicators.
- The adjudicators decision is final and no correspondence will be entered into.
- The adjudicators retain the right to move an entry to a category they deem appropriate.

## Administration

- All entries will be acknowledged and allocated a reference number by the CPSI.
- The closing date for submission is **29 July 2011**.
- Submissions not allocated a reference number within seven(07) working days should contact the CPSI on [cpsiawards@cpsi.co.za](mailto:cpsiawards@cpsi.co.za)

## Contact details

To enter complete the entry form and send to CPSI by email or post:

Postal Address:

Postnet Highveld, Suite 404,  
Private Bag X 111,  
Centurion,  
0046

Tel: 012 683 2800

Email: [cpsiawards@cpsi.co.za](mailto:cpsiawards@cpsi.co.za)

Website: [www.cpsi.co.za](http://www.cpsi.co.za)

## SECTION 1

Name of Project Manager/ Contact Person: \_\_\_\_\_

Postal address:

Physical address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

## SECTION 2

1. Name of organisation: \_\_\_\_\_

2. Type of entity (Department, NGO, etc.): \_\_\_\_\_

3. Sphere of government:

- National
- Provincial
- Local

Other (please specify) \_\_\_\_\_

4. Province (where the project is based):

- |  |   |
|--|---|
| <input type="checkbox"/> Eastern Cape  | <input type="checkbox"/> Western Cape                 |
| <input type="checkbox"/> North West    | <input type="checkbox"/> KZN                          |
| <input type="checkbox"/> Free State    | <input type="checkbox"/> Limpopo                      |
| <input type="checkbox"/> Northern Cape | <input type="checkbox"/> Mpumalanga                   |
| <input type="checkbox"/> Gauteng       | <input type="checkbox"/> Other (please specify) _____ |

5. Name of project being entered: \_\_\_\_\_

6. Award category in which project is being entered (PLEASE ENTER YOUR PROJECT FOR ONE CATEGORY ONLY)

- Innovative partnership in service delivery (private sector and government, CBO / NGO and government, government and government)
- Innovative use of Information and Communication Technology (ICT) for effective service delivery
- Innovative service delivery institutions (e.g. schools, hospitals, clinics, courts or police stations)
- Innovative enhancements of internal systems of government

### SECTION 3 ( ANSWER ON A SEPARATE SHEET)

1. Has this project been entered into the CPSI Awards previously? If yes, in which year(s)?
2. Project Overview:
  - A. Why was the project started? (Maximum 100 words)
  - B. What does the project aim to achieve? (Maximum 100 words)
  - C. What service delivery problems does the project solve? (Maximum 100 words)
  - D. For how long has the project been in operation? \_\_\_\_\_years \_\_\_\_\_months.
3. Innovation:
  - A. What is the innovation or what is innovative about the project? (Maximum 300 words).
  - B. Is this original or an adaptation? Explain. (Maximum 200 words)
4. Impact:
  - A. What are the highlights / achievements of the project in reference to service delivery? (Maximum 500 words)
  - B. Provide evidence of improvements in the quality of services delivered through this project. Quantify where possible, e.g. increased number of beneficiaries, reduction in queues, etc. (Maximum 500 words)
5. Sustainability:
  - A. How is the project currently being sustained? (Maximum 200 words)
  - B. How do you ensure the continued existence of the project? (Maximum 300 words)
6. Replicability:
  - A. Describe how your initiative can be or is being replicated / adapted elsewhere. (Maximum 300 words)
7. Challenges and Lessons:
  - A. What challenges were experienced during the implementation of the project and how were they overcome? (Maximum 300 words)
  - B. What are the key lessons learnt that can be shared with others? (Maximum 500 words)
8. What other awards programmes has the project been entered into?
9. How did you hear about the CPSI Awards?
10. Please provide a summary of this project (as you would like it to appear in the finalist publication for the Awards ceremony):
  - A. Project Overview (Maximum 100 words)
  - B. What is the Innovation? (Maximum 150 words)
11. Please provide the names and contact details of three (3) referees that can verify the existence of the project (e.g. a community leader, pastor, beneficiary of the service, partners on the project, etc.)
12. Legally binding declaration:

I, \_\_\_\_\_ (full name and surname) agree that the information provided in this document is accurate and legally binding. I / We agree to abide by the rules of the CPSI Public Sector Innovation Awards.

Signature: \_\_\_\_\_