

15th ANNUAL CPSI PUBLIC SECTOR INNOVATION AWARDS

INNOVATIVE SOLUTIONS

SAVING GOVERNMENT MONEY

EFFECTIVE SERVICE DELIVERY

ENHANCEMENT OF GOVERNMENT SERVICES

INTERNAL SYSTEMS OF GOVERNMENT

PUBLIC SECTOR INNOVATION

FACING CHALLENGES

IMPROVE SYSTEMS

BETTER HEALTHCARE

SOLUTIONS

TRANSFORMING IDEAS

CITIZEN SATISFACTION

REPLICATION

BEST PRACTICE

INFORMATION SHARING

CONTINUOUS LEARNING



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Government Component:
Centre for Public Service Innovation
REPUBLIC OF SOUTH AFRICA



CPSI
Creating tomorrow

15th ANNUAL PUBLIC SECTOR **INNOVATION AWARDS**

The Centre for Public Service Innovation invites innovators in government departments, public entities, municipalities, public institutions and partners to enter service delivery innovations.

CATEGORIES:

Innovative Solutions Saving Government Money
Innovative use of ICTs for Effective Service Delivery
Innovative Service Delivery Institutions
Innovative Enhancements of Internal Systems of Government

Category winners compete for the coveted Public Sector Innovator of the Year Award.

Qualifying finalists are also entered into prestigious international Awards such as the United Nations Public Service Awards.

DEADLINE FOR SUBMISSIONS: 12 AUGUST 2017

Awards will be presented in the following categories

- 1. Innovative Solutions Reducing the Cost of Delivering Services**
The emphasis of this category is to identify innovations that save government money without compromising service delivery.
- 2. Innovative use of Information and Communication Technology (ICT) for effective service delivery**
This category celebrates the innovative use of ICTs to improve the efficiency and effectiveness of service delivery. The emphasis is on the interface with citizens.
- 3. Innovative Service Delivery Institutions**
This category celebrates service delivery institutions and teams who find innovative solutions to persistent challenges in schools, hospitals, clinics, courts, police stations and similar institutions.
- 4. Innovative Enhancements of Internal Systems of Government.**
This category awards internal institutional innovations that improve back-office systems and processes, both ICT and non-ICT.

From the category winners, the adjudicators will select the Public Sector Innovator of the Year.

Category winners receive trophies, certificates and a prize each to the value of R10 000 and the Innovator of the Year receives a prize to the value of R60 000. All finalists receive a two-day training course on public sector innovation. Finalists will be invited to the Awards Ceremony.

VERIFICATION AND ADJUDICATION

- All entries received before or on the closing date of 11 August 2017 will be acknowledged and allocated a reference number. All entrants should verify with the CPSI that their entries have been received. Entrants not allocated a reference number by 30 September 2017 should contact the CPSI.
- Short-listed entries will be verified. Verification may include email and telephonic interviews with project managers and referees, and/or site visits. Should there be material differences between the verification findings and information in a submission, adjudicators retain the right to disqualify or re-rank such an entry.
- Verified projects will be judged by an external panel of adjudicators.
- The adjudicators retain the right to move an entry to a category they deem more appropriate.
- The adjudicators' decisions are final and no correspondence will be entered into.



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Remember to date and sign the submission with the following 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.

The Annual CPSI Public Sector Innovation Awards programme encourages best practice in public sector innovation and service delivery. It recognises successful and effective service delivery initiatives that have been achieved through the application of innovative approaches, methodologies and tools.

The Awards also 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 may also enter if the innovation is implemented in the public sector.
- The project must have originated in South Africa or have been adapted from another sector, province or country.

- The project must be fully implemented and operational for at least ONE (1) Year.
- The project must demonstrate direct benefits to South African citizens.

Entry guidelines and rules

- A project may only be entered for one category.
- All questions should be completed in full, in sequence and with as much information as possible, in line with the prescribed maximum words.
- Hand written entries are not encouraged. In cases where this is unavoidable, please write legibly.
- Hard copy entries should be stapled rather than bound.
- Faxed entries will not be accepted.
- Supporting evidence can be submitted e.g. videos, publications, brochures, CD/ DVD, newspaper clippings (unfortunately not returnable).
- The information provided in the entry form and during the verification process is legally binding

Criteria for selection

Innovation:

- The project has to demonstrate the newness of the solution in a specific environment.

- Adaptations of innovations are also allowed.
- The adjudicators will base their assessment of entries on the CPSI's definition of INNOVATION: *"The process of transforming an idea into a new or improved product, service, process or approach which fulfils the mandate of government and enhances service delivery."*

Sustainability:

- The project must be operational for at least a year and fully implemented.
- Steps taken towards ensuring long term sustainability should be indicated.

Impact:

- The project should demonstrate tangible improvements in the quality and/or quantity of the delivered service(s).
- Where possible, indicate improvement in citizens' satisfaction with the services.
- In the case of Category 4, the project should demonstrate significant improvements in internal efficiencies within the organisation.

Notes:

The CPSI shall not bear any costs relating to the entry, including postage.

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Your submission form must include the following:

(Note: Download a soft copy of these questions from www.cpsi.co.za/awards/)

1. Project Name
2. Name of Project Manager
3. Contact details:
Postal and physical addresses
Two telephone numbers, including a mobile number
E-mail
4. Name of organisation and type of entity (Department, municipality, institution, NGO, private, etc.)

If NGO or private sector, clearly indicate the name of the public sector entity you are in partnership with.

5. Indicate if it is a national project or the province(s) where the project is based.
6. Award category in which project is being entered (see previous page)
7. Indicate if the project has previously been entered into the CPSI Awards and if so, in which year(s)?

8. **Project Overview:**

- a. Provide the reasons for starting the project. What challenge was identified? (Max 100 words)
- b. Goals and objectives of the project (Max 100 words)
- c. Explain how the project is solving the identified service delivery challenges. (Max 100 words)
- d. State how many years the project has been operational? (Should at least be 1 year)

9. **The Innovation:**

- a. What is innovative about the project? (Max 300 words)
- b. Is the project original (your initiative) or an adaptation? Explain. (Max 50 words)

10. **Impact of the project:**

- a. What service delivery improvements have been achieved? (Max 500 words)
- b. What evidence of these improvements can you provide? Where possible, quantify, e.g. increased number of beneficiaries, reduction in queues, etc. (Max 500 words)

11. **Sustainability:**

How is the project currently being sustained? What has been put in place to ensure long-term sustainability? (Max 200 words)

12. **Replication:**

Can the project be replicated? Have other entities copied it to improve service delivery in their organisations? Explain. (Max 300 words)

13. **Challenges and Lessons:**

What problems were experienced and what did you learn during the implementation of the project? (Max 300 words)

14. **Recognition:**

What other awards programmes has this project won?

15. **References:**

Provide the names and contact details of three (3) references that could verify the project.

SUBMIT ENTRIES VIA:

E-mail: cpsiawards@cpsi.co.za
Post: Postnet Highveld, Suite 404,
Private bag X111, Centurion, 0046

Hand delivery: Floor 1, Block A
Corporate 66 Office Park
Corner Lenchen Ave and
Von Willich Street
Centurion

For more information, contact
Mmabatho Mashaba or
Khaliphile Zwane on
012 683 2800/2814/2841



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