Project Title	Citizen-Centric Digital Transformation in the Western Cape
Organisation	Department of the Premier, Western Cape Province
Innovation	The Digital Transformation Plan (DTP) presents an innovative fusion of IT strategies across 13 departments into one united plan. This approach not only optimises the use of human and financial resources but also aims to provide impactful digital services for the Western Cape citizens practically solidifying the one government philosophy. The centralisation of digital services from various departments converges into a “one touch, one government, one citizen” philosophy. This not just about technical integration, but realising a citizen-centric model, enhancing service standards while ensuring efficiency. The unique nature of this method has enabled the e-Innovation Branch to implement the digital government strategy successfully. This success was validated through an assessment that compared it with standards like the United Nations Online Service and the e-Government Index. Against global benchmarks like Estonia, Kenya and Brazil, the strategy stood out a leader in certain areas. This was not just due to quantitative achievements, but also the qualitative transformation seen among the Western Cape’s citizens.
Impact	A deeper dive into the data showcases the plan’s multi-faceted impact. health and safety digital services registered a 12.21% usage, while housing and related services drew attention from 10.265%. Services linked to the economic sector constituted 13%. In the realm of education, the Western Cape Government’s Online Admissions Digital Service has positive impact. With education-related digital services usage soaring at 34.65%, it affirms the widespread embrace of these digital tools across departments.