

# **Ministry of the Public Service, Information and Broadcasting: Vision Statement**

- An exemplary and results-oriented Ministry dedicated to leading change in the management and delivery of excellent public services**

# **Ministry of the Public Service, Information and Broadcasting: Mission Statement**

- **To lead change and manage human resources and ICT, to deliver exceptional public services to our customers**

# **Division of Public Sector Modernisation (DPSM)**

- **Goal 1: Improve management of information and knowledge.**
  - **1.1: Increase the use of information and knowledge for informed decision-making.**
  - **1.2: Increase the use and interoperability of ICTs in the public service to enable and deliver change.**

# DPSM Goals

**Goal 2: Lead change towards a modernized public service capable of enabling and facilitating the achievement of national goals and aspirations**

**2.1 Support Ministries and Departments in driving public service modernization on a continuous basis.**

**2.2 Inspire, drive and coordinate innovation in service delivery across the public service to make services more responsive**

# DPSM Programme Areas

**1. ICT and E-Government**

**2. Information and Knowledge  
Management**

**3. Process Analysis and  
Reengineering**

# DPSM Strategic Objectives

1. Better public service delivery through the improved management of *data, information and communications*
2. Better management of *critical resources* in the public sector
3. Increased levels of *connectivity* and *use of ICT*