



## **INNOVATION PROJECT 2: DECISION-SUPPORT TOOLS**

### **Viability and Validation of Innovation for Service Delivery Programme**

#### **1. Introduction**

South Africa faces significant socio-economic challenges. It needs equitable access to basic services; equitable participation in the economy and equitable access to appropriate infrastructure to support economic activities. The 2019 White Paper on Science, Technology and Innovation sets the long-term policy direction for the South African government to ensure a growing role for science, technology and innovation (STI) in a more prosperous and inclusive society. It focuses on using STI to accelerate inclusive economic growth, make the economy more competitive, and improve people's daily lives. In order to achieve this, the NSI itself has to be more inclusive and focus on more active participation and collaboration with a wider set of actors including municipalities.

The endemic nature of poverty and inequality in South Africa demands that government constantly seek innovative approaches to respond to service delivery challenges and do things differently. There is a prominent role for science, technology and innovation to generate novel solutions; whether they involve technologies that can directly and significantly improve the quality of people's lives, or new innovative methodologies for examining and planning policies and delivery of basic services. Most significantly, value-adding interventions based on science, technology and innovation (STI) can open new economic opportunities, create jobs, develop skills, improve local government capacity and decision-making, and help realise the vision of a capable state and local governments through innovation.

#### **2. Context and background**

Decision-support interventions help people think about choices they face; they describe where and why there is a choice, and provide information about options, including, where reasonable, the option of taking no action. These interventions aim to help people to deliberate about options, independently or in collaboration with others, by considering relevant attributes to help them consider short, intermediate and long-term outcomes with relevant consequences. Decision-support interventions assist the process of constructing preferences and eventual decision making in a particular situation."

### **3. Project objective**

The objective of Project 2 is to introduce new decision-support tools for the functioning and performance of municipalities and government departments or to enhance existing decision-support interventions in the areas of energy, sanitation, procurement, spatial planning, human settlements, service delivery, infrastructure, risk and disaster management, health, climate change, education and crime prevention. If successful these tools may be adopted at provincial or national level.

### **4. Typical project activities related to Project 2**

The successful municipalities working together with selected technology developers will complete the following project activities:

- Activity 1: Collate information on existing decision-support tools used by municipalities and identify gaps.
- Activity 2: Identify new decision-support tools to be piloted in consultation with affected or potential user departments/municipalities.
- Activity 3: Pilot key strategic decision-support tools in the areas identified above.
- Activity 4: Monitor and disseminate the impact of decision-support tools for improved service delivery.

### **5. Expected project outputs**

Municipalities interested in participating in this project will be required to indicate in their response to the call for expressions of interest challenges related to their functioning and performance in the areas of energy, sanitation procurement, spatial planning, human settlements, service delivery, infrastructure, risk and disaster management, health and crime prevention. As a response to the call for this project, municipalities could identify and describe a list of technologies and innovations required to respond to the challenges experienced by the municipality in respect to decision-support tools in the areas outlined above. The municipalities will be expected to participate in a workshop with technology developers to present challenges that could be resolved using decision-support tools. The municipalities will have to derive a municipal challenge – technology requirements workshop report. These reports will be used by the selected industry technology developers to select the appropriate decision-support tools for the selected. A business plan will be compiled and an implementation and partnership agreement entered into with the selected municipalities. A monitoring and evaluation framework for the assessment of this project in partnership with the successful municipality and the technology developer will be another important output of the project initiation process. The municipality will also be expected to work with the technology developer to outline project sustainability, as well as operational and maintenance arrangements for the selected technology.

### **6. Output indicators**

An important success indicator for this project will be defined as part of the project success criteria to be co-developed between the municipality and the technology/innovation (decision-support tool) developer. Should the municipality be selected for participation, the Department of Science and Innovation (DSI) will require the municipality to provide evidence and data indicating the number of decision-support

tools currently available for use by the municipality at the beginning of the project and when the project is completed.

The following are typical project output indicators:

- An inventory of decision-support tools used in municipalities.
- List of prioritised decision-support tools for municipalities.
- Report on piloted decision-support tools.
- Decision-support tools impact report.

## **7. Expected project outcomes**

The intended outcome for the project is improved functioning and performance of municipalities in evidence-based decision support and policy making.

## **8. Key result areas**

The DSI will be working with the selected municipalities, technology developers and the implementing agency to track and report on the following programme key result areas:

- Number of additions to the DSI portfolio of STI-based methodologies, models or tools available for use by municipal governments for planning and/or service delivery.
- Number of use cases by municipalities of STI-based methodologies, models or tools developed to support planning and/or service delivery.