

MEDIA RELEASE	PSA concerned about Department of Home Affairs' planned outsourcing of IT services
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The Public Servants Association (PSA), the majority Union at the Department of Home Affairs (DHA), is concerned about the intention by Minister Aaron Motsoaledi to enlist private information technology services rather than the State Information Technology Agency (Sita), which is a national public entity.

It is reported that Sita is currently failing to provide adequate IT support to the DHA. Sita is mandated to render an efficient, value-added information and communication technology service to the public sector to secure a cost-effective service to citizens. The Minister is supposed to hold Sita accountable through parliamentary processes rather than outsourcing the function to a private service provider. Government cannot afford to incur more expenses in this regard. Sita's capacity must be improved to provide the required support to the DHA to ensure service delivery to citizens. This challenge requires Government's urgent attention.

The PSA has previously raised concerns about the DHA's constant offline system in various offices, resulting in employees being intimidated and harassed by irate members of the public. Government should intervene to resolve the matter and ensure that citizens receive better services. The PSA therefore urges the DHA to engage the Department of Telecommunication and Postal Services to seek a speedy solution to the problem as a matter of urgency.

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