

FOR PSA MEMBERS: SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)

17/10/2019

## Feedback: Special SNBF meeting

### Information and Communication Technology's (ICT) Infrastructure Rollout

The PSA raised a concern with SASSA regarding the capacity of its ICT Infrastructure to carry and sustain the introduction of the various digitalisation initiatives and projects. Members have previously been informed of the introduction and intended introduction of the User Biometric System, Beneficiary Identity and Access Management System, Beneficiary Biometric Verification and Enrolment System, Queue Management System, Customer Care Application System, Disability Management System, Beneficiary Records Management System, and a few other systems that the employer still intends to consult labour on. The PSA noticed that whenever the employer pilots any of the new systems, there is a common challenge of the network. The employer was asked to provide a plan on how it intends to improve the ICT infrastructure in order to address the network challenges. These network challenges have contributed to the frustration of members in the sites where there are pilots owing to members not being able to meet their normal performance standards. However, the PSA raised the issue of the performance assessment of such employees and the employer agreed to not prejudice them for failure to meet targets.

A presentation was made to the SNBF and the employer submitted that SASSA has contracted Telkom and MTN to upgrade the network from Diginet (512 KBPS) to Fibre (2 MBPS). MTN is also responsible for the upgrade of Very-Small-Aperture-Terminal (VSAT) offices. A total of 336 sites are targeted for migration from Diginet to Fibre. So far, 329 sites have been upgraded and seven were to be completed by the end of September 2019. The 27 VSAT sites will be migrated to microwave and upgraded to 2 MBPS. Five (VSAT) sites have been migrated already and the rest will be completed in the next quarter.

Members will be updated on developments.

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