

Update: SASSA Automation Agenda

Implementation: Staff biometrics

The Biometric Identity and Access Management (BIAM) Solution is a security system that manages employees' access rights to systems. The BIAM is used to ensure that all employees can be identified and verified in order to execute transactions on the SOCPEN System and other critical business systems within SASSA.

A Task Team was established to formulate a project plan to implement, amongst others, the Staff Biometrics solution. The implementation involves staff engagement, training and Go Live. A pilot plan was drafted and after endorsement by the SASSA National Bargaining Forum (SNBF), it was implemented from 25 March 2019 and extended over time to a number of regions and offices. Challenges with the system were being resolved as and when encountered and consultation with labour has been continuous. The system has greatly assisted with addressing the challenge of unauthorised access to SOCPEN where employees' user IDs were being used maliciously to commit fraud. The employer confirmed that in offices where the Staff Biometrics solution has been rolled out, there has not been cases of malicious access to the system. The SOCPEN Task Team that was established by the SNBF to investigate the causes of fraudulent transactions in SOCPEN recommended the implementation of the Staff Biometrics solution as one of the measures to curb fraudulent activities on SOCPEN.

The employer tabled a project plan to implement the solution nationally in all regions and offices that have not been integrated into the system. Full implementation of the system will commence with training on 9 November 2020 and will be rolled-out across all regions. Members are urged to cooperate with the implementation and bring all matters of concern regarding this system to the PSA's attention through the respective shop stewards.

Automation of Back Office Processes

As previously reported, the employer introduced a Beneficiary Records Management (BMR) system focusing on people, processes and technology. Its key objective is to ensure management of beneficiary files. It seeks to automate file preparation, file ongoing scanning, file batching and file transportation from local office to Records Management Centre (RMC). A project plan that addresses assessment of the BMR system at selected testing sites, rollout at local offices, system maintenance and support, system infrastructure as well as the review of norms and standards and Standardised Performance Contracts was previously endorsed by the SNBF.

The system has so far been piloted in the North West and Mpumalanga regions and partially implemented in the Western Cape region. Challenges that were encountered during the pilot have been addressed and some are still being attended to. Some officials were trained in Free State in March 2020, but the solution could not be implemented owing to the national lockdown.

The PSA previously invited members' inputs and concerns regarding the project but none was received. In the absence of objections and concerns from members, the PSA gave the employer a go-ahead to start with implementation of the project in additional offices where it has not been implemented.

Members are urgently requested to bring any relevant information that relates to this project to the attention of the PSA through shop stewards and PSA Provincial Offices.

Members will be updated on this matter.

GENERAL MANAGER