

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

07-01-2020

## Feedback: Special SNBF meeting

### Automation of Back Office processes

It was previously reported that the employer presented its intention to introduce a new Beneficiary Records Management (BMR) system, focusing on people, processes, and technology. The employer presented a project plan, which addresses the assessment of the BMR system at selected testing sites, planned rollout at local offices, system maintenance and support, system infrastructure as well as the review of norms and standards and Standardised Performance Contracts. The employer has requested a go-ahead from labour at the SNBF to proceed with implementing a pilot for the automation of Back Office processes. The PSA previously invited members' inputs and concerns regarding the project through an *Informus* but inputs were not received. In the absence of any objection and concerns from members, the PSA gave the employer a go-ahead to start with the implementation of the pilot. However, labour emphasised that the employer should concede that the automation, which introduces the scanning of batch files, adds to the duties of the Grant Administrators and should be taken into consideration when job evaluation is conducted. The employer conceded to this.

### High-level review and strategic direction of SASSA and Operating Model

The PSA had a bilateral meeting with SASSA's Chief Executive Officer where the employer presented a plan on the state of SASSA operations and vision for the next five years. The plan prioritises working towards a clean state-owned entity, improvement of governance of SASSA and improving the management of the SASSA-SAPO/Postbank agreement, as well as the business transformation agenda and organisational renewal. The PSA is aware of members' concerns regarding the intended merging of some units that may impact on district offices. The employer has not yet tabled anything on this topic and the PSA urged the employer to bring the matter to the SNBF for consultation as soon as plans have been finalised. It was agreed that it will remain on the agenda of the SNBF for labour's regular updates on any intention or plan to introduce a new operating model.

Members will be updated on developments.

Ivan Fredericks  
GENERAL MANAGER