

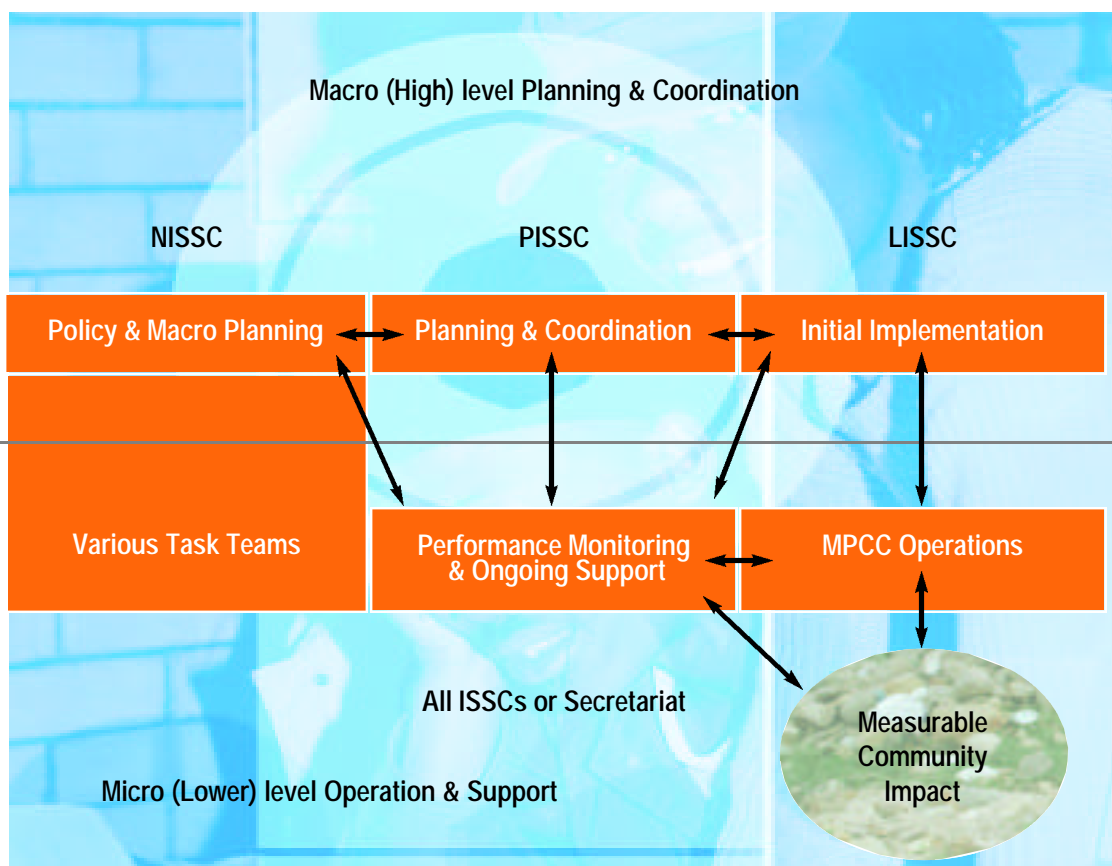
technological revolution in the field of information and communication. While much progress has been made, South Africa needs to improve service delivery and further widen access to information technology. South Africa needs to focus intensively on the development of suitable infrastructure that will cover the country and link all areas, particularly those that are most informationally deprived, into one national network. MPCCs will contribute to addressing this need in a sustainable manner.

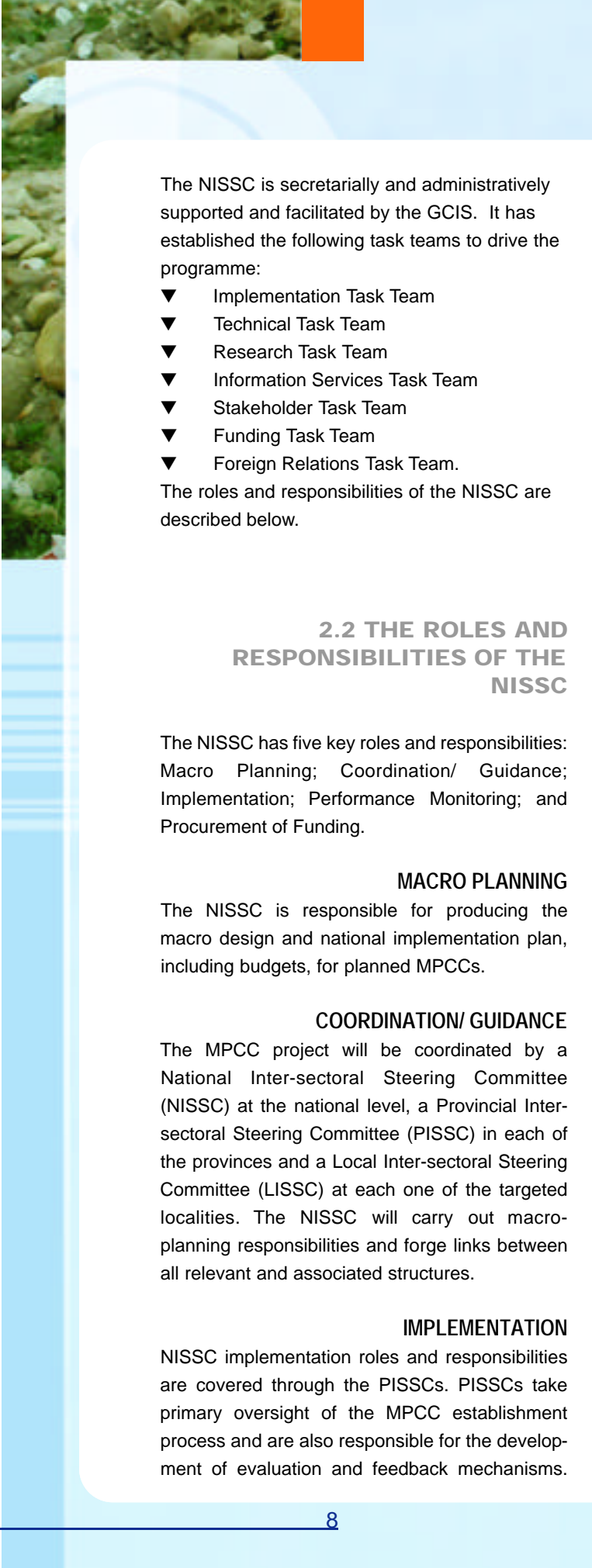
## THE ROLE OF THE NISSC

### 2.1 THE BUSINESS MODEL

The NISSC, together with similar committees at provincial and local level, forms a cohesive team, working closely with other key stakeholders, to establish MPCCs as is outlined below. The NISSC, along with the said committees and stakeholders, plays an integral part in ensuring that resources are directed to the MPCC network and that, ultimately, a measurable impact on communities is achieved.

Diagram 2.1: A Draft Business Model





The NISSC is secretarily and administratively supported and facilitated by the GCIS. It has established the following task teams to drive the programme:

- ▼ Implementation Task Team
- ▼ Technical Task Team
- ▼ Research Task Team
- ▼ Information Services Task Team
- ▼ Stakeholder Task Team
- ▼ Funding Task Team
- ▼ Foreign Relations Task Team.

The roles and responsibilities of the NISSC are described below.

## 2.2 THE ROLES AND RESPONSIBILITIES OF THE NISSC

The NISSC has five key roles and responsibilities: Macro Planning; Coordination/ Guidance; Implementation; Performance Monitoring; and Procurement of Funding.

### MACRO PLANNING

The NISSC is responsible for producing the macro design and national implementation plan, including budgets, for planned MPCCs.

### COORDINATION/ GUIDANCE

The MPCC project will be coordinated by a National Inter-sectoral Steering Committee (NISSC) at the national level, a Provincial Inter-sectoral Steering Committee (PISSC) in each of the provinces and a Local Inter-sectoral Steering Committee (LISSC) at each one of the targeted localities. The NISSC will carry out macro-planning responsibilities and forge links between all relevant and associated structures.

### IMPLEMENTATION

NISSC implementation roles and responsibilities are covered through the PISSCs. PISSCs take primary oversight of the MPCC establishment process and are also responsible for the development of evaluation and feedback mechanisms.

These actions are taken to ensure the sustainability and effective maintenance of the MPCCs. PISSCs are also tasked to investigate the advantage of setting up permanent structures and manpower to support the network of MPCCs within each province.

In each of the communities where the establishment of an MPCC has been proposed, a LISSC has been established or is in the process of being established. This is often in close partnership with the local authority where the centre is to be developed and, in many cases, built around an existing popular committee, possibly a youth group, women's committee, civic group, local government, local business, a traditional authority, religious institution, NGO, etc. The LISSC is in most cases chaired by a member of the local community or local government.

### PERFORMANCE MONITORING

The NISSC will monitor service delivery and sustainability through the tracking of each MPCC's performance against key performance indicators aligned with measurable community impact. These key indicators are to be modified where necessary to ensure that they encourage the right behaviour and performance at MPCC level.

### PROCUREMENT OF FUNDING

The NISSC ensures a coordinated effort at finding and mobilising funding, both nationally and internationally.