



Province of the  
**EASTERN CAPE**  
EDUCATION

**OFFICE OF THE SUPERINTENDENT-GENERAL**

Steve Vukile Tshwete Complex, Zone 6 Zwelitsha, 5608, Private Bag X0032, Bhisho, 5605 REPUBLIC OF SOUTH AFRICA: **Website:** [www.ecdoe.gov.za](http://www.ecdoe.gov.za) : Email: [nomandia.gobeni@ecdoe.gov.za](mailto:nomandia.gobeni@ecdoe.gov.za) **Tel 040 6084208**  
**Fax:040 6084574**

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**TO :**  
**DDGs**  
**CHIEF DIRECTORS**  
**DISTRICT DIRECTORS**  
**DIRECTORS (H/O)**  
**HR PRACTITIONERS**  
**ALL EMPLOYEES**  
**ORGANISED LABOUR**

**Migration from Paper to a Centralised Electronic Records Management System for effective record – keeping and quality education**

The Eastern Cape Department of Education is launching an Integrated Document Management and Human Resource Records Restoration Project that seeks to digitise human resource records; and the back scanning will take place in East London at the beginning of Juune 2016.

This project speaks to our core vision of ensuring good human resource management and career-development practices for all employees, to maximise human potential. We are constantly in pursuit of a public administration that promotes sustainable development.

The department is, at the moment, experiencing huge filing backlogs which make it difficult to have complete and credible records. This results in negative audit findings from the Auditor-General, and at times loss of important information.

The process of lifting approximately 2 000 tons of files started on Monday, 20 June. Records will be audited to meet compliance standards, scanned, and will then be made available electronically to all Education Offices in the province. All files will be centralised and digitised at a state of the art Document Management Centre in East London.

The warehouse is approximately 12 000 square metres, with all the necessary equipment for a fully functioning document management warehouse. A fit for purpose security system has been set-up for documents in transit, and at the processing warehouse.

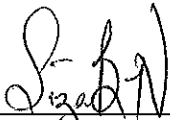
All districts will be able to view, print and import files, even as the Project progresses. A training and skills transfer programme will be implemented for users, including a 24-hour helpdesk and customer care toll free line (087 813 1158).

A team of professionals in Change Management have been brought in to sensitise employees. The team will do short workshops in each district for the next two months, ensuring that everyone understands and is comfortable with the process.

The expected benefits from this project include accessibility of documents in any office, at any time, subject to security and access protocols. This will see improved business processes as the Department will have authentic, reliable and complete documentation. Furthermore, this will lead to effective management of the Department's intellectual property.

Working together with the Department's stakeholders, the most critical being district office employees, the department will be able to change all negative attitudes about it, and perceptions of dysfunctionality. In order for the process to move smoother and faster, the cooperation and enthusiasm of all is critical to this project.

Accompanying this Circular is a brochure which details the Plan, and Timeframes for the full implementation of the Project. Please keep it as a reference point for any queries that you and all other stakeholders might need clarity on.



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SN Netshilaphala  
Acting Superintendent General