



THE KWAZULU NATAL DEPARTMENT OF ARTS, CULTURE AND TOURISM (DACT) SERVICE DELIVERY IMPROVEMENT PLAN (SDIP) – MARCH 2008

MESSAGE BY THE MEC FOR ARTS, CULTURE AND TOURISM - THE HONOURABLE MRS.W.G.THUSI

It gives me great pleasure to forward a message for inclusion in the Departments of Arts, Culture and Tourism Service Delivery Improvement Plan. The SDIP for the period 2008- 09 aspires towards improving the quality of the public sector service delivery. It highlights to the citizens , the departments established objectives for improving our client s satisfaction with key services that will be rolled out and what services they can expect.

The SDIP sets the road map upon which my Department aims to tackle the infinite number of priorities that are needed within the arts, culture and tourism. It must be noted that our services are the dictates of the needs of the community and our services aim to address the transformation agenda and the imbalances of the past but simultaneously ensuring the growth of the economy through effective, efficient and economical services. The SDIP guidelines us and also ensures that we continuously strive towards improving the quality of services and in the process, we bring about and improvement in the quality of lives of all our citizens. This is in keeping with governments promise of a better life for all.

In each year, we set targets and through the expertise and competency as well as the capacity of the entire team, we will make a genuine attempt at elevating the manner and the approach as well as the methodology of the business processes to render services that address the needs of the people of the Province. While we make a firm commitment to deliver upon our mandate, we also take into account the core imperative that is associated with a developmental state which is to accelerate the pace upon with services are required by the people of the Province.

The service delivery Improvement plan will really become the information tool for the citizen's to be sensitized about the journey that will be embarking upon by the Department and the standard of measurement upon which we as a Department can be measured.

*THE HONOURABLE MEC FOR ARTS, CULTURE AND TOURISM
MRS.W.G.THUSI*

MESSAGE BY THE HOD : MRS.C.N.KHUMALO SERVICE DELIVERY IMPROVEMENT PLAN

The Public service regulations of 2001 and more especially part 3, paragraph c promotes the implementation of Batho Pele principles through which the regulations compel our department like others to develop the service delivery improvement programmes. The service standards are clearly outlined to ensure that the citizens and the stakeholders are enlightened about what they can expect and it also etches as well as specifies how the department will meet each standard.

As a department, we are committing ourselves to providing the most effective, efficient, economical and equitable services with the best value for money. The Service Delivery improvement plan sets the measurable objects for which the department will optimally use its resources such as the human and other resources and in the process ensure that we apply fair labour practice. We aim to sharpen our approach to the manner that we deliver our services to the citizen's.

The Department is primarily concern with the delivery of services that threads the highest degree of excellence to the various sectors under its mandate. Our SDIP carries the strategic direction emphasized in its strategic plan and annual performance plans to build a stronger and more knowledge driven society. The plan supports the moral regeneration and social cohesion imperatives as we head into the second decade of our democracy.

The SDIP is part of the Department's armoury to ensure that its employees are aware of their responsibilities and the citizens are aware of the path that is to be championed by the department to attain the best quality of services. As we attempt to ensure that there is a better quality of services for the citizens of the province, the sdip is the blueprint upon which we are committed and my officials to attain the desired outcomes.

MRS. C. N. KEFUMALO
HEAD OF DEPARTMENT

Vision:

A unified citizenry that embraces its cultural diversity and contributes to the social and economic upliftment of all the people of KwaZulu-Natal through arts, culture and tourism.

Mission

To **create an environment** conducive to the delivery of effective, efficient and sustainable and world class services in the arts, culture library and archival services and tourism fields for the people of KwaZulu-Natal.

The Department of Arts, Culture & Tourism is responsible for the development, promotion and transformation of arts, culture, language services, sustainable libraries and information, archives and tourism in the Province, in order to contribute to:

- Sustainable economic growth and opportunities
- Nation building
- Good governance, and
- Social and human capital development

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Oversee the	Public entities	Quantity:	100%	Quantity:	100%

functioning of the Tourism Public entities	municipalities, portfolio committees, citizens of the province	Quality:	Compliance of Public Entities prescriptions of relevant legislation and their impact on citizens and focus on national and provincial apex priorities	Quality:	Ensure adherence of public entities to Apex priorities
		• Consultation	Regular meetings; one-on ones; Visits, imbizos , conferences, workshops	• Consultation	Regular Meetings; one-on-ones; Visits, imbizos, conferences, workshops
		• Access	Development of web link between DACT and public entities. The public entities to participate in all imbizos	• Access	Intensify the media campaign
		• Service Standards	4 quarterly meetings to be hosted 2 strategic planning meetings	• Service Standards	4 quarterly meetings to be hosted 2 strategic planning meetings
		• Courtesy	Board and forum Meetings	• Courtesy	Board , forum Meetings and key strategic planning sessions bi-annually
		• Open & Transparency	Participation in the Provincial Tourism Conference, and arts and culture Indabas/ forums Engage with stakeholders at local, provincial and national fora. All annual reports to be presented through the web based system. 100% compliance with PAIA	• Open & Transparency	Participation in the Provincial Tourism Conference, Engage with stakeholders at local, provincial and national fora. All annual reports to be presented through the web based system. 100% compliance with PAIA
		• Information	Annual Report, imbizos, portfolio committees, stakeholder engagements, roadshows, interviews on radio and printed media. All information to be presented in official languages	• Information	To broaden the electronic media domain. Support the web based technology, through websites. Annual reports, citizens forums.

		<ul style="list-style-type: none"> • Redress 	<p>Board and Forum Meetings. A customer care electronic link through website will be available.</p>	<ul style="list-style-type: none"> • Redress 	<p>A customer care electronic link through website will be available. All complaints will be analysed and addressed within 1month.</p>
		<ul style="list-style-type: none"> • Value for Money 	<p>Within Budget</p>	<ul style="list-style-type: none"> • Value for Money 	<p>Within Budget</p>
		<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	<p>Good performance is managed through the PMDS. Excellent performance for innovation and commitment will be rewarded through awards</p>	<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	<p>The best practices will be documented and recognition provided in respect to excellent performance.</p>
		<ul style="list-style-type: none"> • Service Delivery Impact 	<p>A survey questionnaire will be used to address level of service beneficiary satisfaction</p>	<ul style="list-style-type: none"> • Service Delivery Impact 	<p>A survey questionnaire will be used to address level of service beneficiary satisfaction</p>
		<ul style="list-style-type: none"> • Leadership and direction 	<p>Partnerships will be created to support core values and organisational ethics amongst internal, and external clientele</p>	<ul style="list-style-type: none"> • Leadership and direction 	<p>Partnerships will be created to support core values and organisational ethics amongst internal, and external clientele</p>
		Time:	<p>End March 2008</p>	Time:	<p>End March 2009</p>
		Cost:	<p>Within budget</p>	Cost:	<p>Within budget</p>
		Human Resources:	<p>5</p>	Human Resources:	<p>5</p>

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Promote Tourism Development in Province	Improve the quality of service providers in the Tourism sector : practitioners, emerging entrepreneurs	Quantity:	No. of registered HDI tour guides 30 No. of graded establishments 75 No. of registered HDI service providers 40	Quantity:	No. of registered HDI tour guides 30 No. of graded establishments 70 No. of registered HDI service providers 50
		Quality:	Adherence to SAQA accreditation, register for tour guides , Grading Council database, establishment of technical departmental team to accelerate grading	Quality:	Adherence to SAQA accreditation, register for tour guides , Grading Council database
		• Consultation	Regular Meetings; one-on-ones; Visits, workshops, PTC and PTF, FETs,TEP, SEDA, TKZN	• Consultation	Regular Meetings; one-on-ones; Visits, Workshops, PTC and PTF FETs,TEP, SEDA, TKZN
		• Access	website, imbizos, workshops, roadshows ,printed and electronic media	• Access	website, imbizos, workshops, roadshows, printed and electronic media, establishment of service delivery sites at clusters
		• Service standard	Candidates in tour guiding, grading and tourism service providers will be selected from all district municipalities across the province.	• Service standard	A 10% increase in the number of candidates in tour guiding, grading and tourism service providers will be selected from all district municipalities across the province.
		• Courtesy	The Department will roll out a series of workshops of services. The cluster officials to be capacitated on key programmes	• Courtesy	Address all complaints within seven days

		<ul style="list-style-type: none"> • Open & Transparency 	<p>The annual report will provide data on the service.</p> <p>The mid term reviews will provide data.</p> <p>Report on quarterly performance</p> <p>The data will be in official languages</p> <p>All relevant information provide on website</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>Guideline documents posted on website.</p> <p>Publish material in annual report.</p> <p>Report on quarterly performance</p>
		<ul style="list-style-type: none"> • Information 	<p>Website, Annual Report, Tourism Indaba, Provincial Tourism Conference</p>	<ul style="list-style-type: none"> • Information 	<p>Website, Annual Report, Tourism Indaba, Provincial Tourism Conference, Brochure and newsletter.</p>
		<ul style="list-style-type: none"> • Redress 	<p>Complaints procedure can be followed on web site</p>	<ul style="list-style-type: none"> • Redress 	<p>Complaints procedure can be followed on web site</p>
		<ul style="list-style-type: none"> • Value for Money 	<p>Within Budget</p> <p>Audit of programmes</p>	<ul style="list-style-type: none"> • Value for Money 	<p>Within Budget</p> <p>Audit of programmes</p>
		<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	<p>Tour guides placed in selected tourist sites under KZN Wildlife.</p> <p>Graded B&Bs invited to Tourism Indaba Tourism Awards</p>	<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	<p>Tour guides placed in selected tourist sites under KZN Wildlife.</p> <p>Graded B&Bs invited to Tourism Indaba Tourism Awards</p>
		<ul style="list-style-type: none"> • Service delivery Impact 	<p>A survey questionnaire is conducted with beneficiaries.</p> <p>Monitor turnovers from graded establishment</p>	<ul style="list-style-type: none"> • Service delivery Impact 	<p>Annual reports to project 10% growth</p>
		<ul style="list-style-type: none"> • Leadership and strategic direction 	<p>The Department to establish stronger partnership between private sector and emerging tourism practitioners.</p>	<ul style="list-style-type: none"> • Leadership and strategic direction 	<p>M&E to conduct economic and social impact on the destinations.</p>
		Time:	End March 2008	Time:	End March 2009
		Cost:	R650 000	Cost:	Within budget
		Human Resources:	5	Human Resources:	6

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
To improve access to public libraries while striving for equitable distribution and access by all communities.	Municipalities, communities in rural and urban geographical location around the province	Quantity:	To provide services to 169 affiliated services	Quantity:	To provide services to 174 affiliated libraries
		Quality:	Provision of appropriate material and collection development in libraries	Quality:	Provision of appropriate material and collection development in libraries
		<ul style="list-style-type: none"> • Consultation 	Organise regular meetings , workshops, promotional campaigns, NGO and stakeholder forums and interest group meetings, conference, imbizo's stakeholder meetings	<ul style="list-style-type: none"> • Consultation 	Organise regular meetings , workshops, promotional campaigns, NGO and stakeholder forums and interest group meetings, conference, imbizo's stakeholder meetings
		<ul style="list-style-type: none"> • Access 	Library infrastructure programme to improve access to library facilities. Disable access in all libraries	<ul style="list-style-type: none"> • Access 	Library infrastructure programme to improve access to library facilities. Improve access to all libraries for disabled persons. Internet access provided in libraries for the public. Mobile library services to remote rural areas

		<ul style="list-style-type: none"> • Service standards 	<p>Each library to have an increase of 10% to its annual book collection and provision of library facilities to increase annually</p>	<ul style="list-style-type: none"> • Service standards 	<p>ICT facilities established in public libraries. Access to tertiary texts supporting distance learners. Permanent collections supporting school curriculum. Each library to have an increase of 10% to its annual book collection and the affiliated libraries to increase by 4 new facilities.</p>
		<ul style="list-style-type: none"> • Courtesy 	<p>All correspondence to be acknowledged within seven days. All staff trained in the principles of Batho Pele. Maintain all courtesy standards</p>	<ul style="list-style-type: none"> • Courtesy 	<p>All correspondence to be acknowledged within seven days. All staff to be provided material on the citizens charter.</p>
		<ul style="list-style-type: none"> • Open & Transparency 	<p>Maintain the info on the website. Publication of an annual report for the library services.</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>Publication of annual report and enhance electronic access to information</p>
		<ul style="list-style-type: none"> • Information 	<p>Preparation of centre spread in printed media on the library services, an annual report, KZN librarian quarterly magazine.</p>	<ul style="list-style-type: none"> • Information 	<p>Annual report, KZN librarian quarterly magazine. Produce pamphlet on services for the public. Departmental website. Posters advertising services displayed in clinics.</p>
		<ul style="list-style-type: none"> • Redress 	<p>The department will respond within 14 days to the specific complaint.</p>	<ul style="list-style-type: none"> • Redress 	<p>Complaints register in directorate offices. Suggestion boxes in all affiliated libraries.</p>
		<ul style="list-style-type: none"> • Value for Money 	<p>To maintain reports that would lead to a quarterly and annual report.</p>	<ul style="list-style-type: none"> • Value for Money 	<p>The best practices will be shared at the annual conference. Stock assessment surveys to be conducted in libraries.</p>

		<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	Sharing of best practices at provincial library conference. Publish best innovations in KZN librarian.	<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	Sharing of best practices at provincial library and archives conference. Publish best innovations in KZN librarian.
		<ul style="list-style-type: none"> • Service Delivery Impact 	The projects will be monitored and developed within the context of the Department's literacy strategy.	<ul style="list-style-type: none"> • Service Delivery Impact 	The projects will be monitored and developed within the context of the Department's literacy strategy. Evaluation committee established for conditional grant funding outcomes.
		<ul style="list-style-type: none"> • Leadership and strategic direction 	All programmes will be aligned to the apex priorities and strategic plans to be aligned. Departmental awards scheme will honour service excellence	<ul style="list-style-type: none"> • Leadership and strategic direction 	Formalise inter departmental relationship with Dept of Education. Implement Literacy Strategy. Prioritise implementation of Constitutional mandate.
		Time:	March 2008	Time:	March 2008
		Cost:	R3,7994 000	Cost:	Within budget
		Human Resources:	All Personnel in library services	Human Resources:	All Personnel in library services

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Provide arts and culture training programmes and facilities for development of youth, women and physical challenged persons	Arts and culture practitioners, administrators, HDIs, youth, children, people with disabilities etc	Quantity:	Targeting 110 000 beneficiaries of the services rendered to arts and culture community of the province	Quantity:	Targeting 150 000 beneficiaries of the services rendered to arts and culture community of the province.
		Quality:	To ensure an increase percentage of participants to the arts and culture programme	Quality:	To ensure an increase percentage of participants to the arts and culture programme
		• Consultation	Meetings; one-on ones; NGO's, arts and culture based organisations, municipalities, imbizos, stakeholder forums, art and culture indabas, interest group meetings,	• Consultation	Meetings; one-on ones; NGO's, arts and culture based organisations, municipalities imbizos, stakeholder forums, art and culture indabas
		• Access	Email, telephone, fax, website. All cluster offices and arts and culture infrastructure to have access ramp and designated parking facilities Programmes to include the cultural diversity	• Access	All clusters to have to decentralise services within district offices.
		• Service standards	The four clusters will accelerate various training programmes to women, youth and person with disabilities in the performing and non performing arts over this financial year.	• Service standards	The four clusters will accelerate various training programmes to women, youth and person with disabilities in the performing and non performing arts over this financial year
		• Courtesy	All training programmes to be conducted in language of preference. Translation services to be provided at programmes. Induction of frontline staff to the needs of the arts and culture sector.	• Courtesy	All training programmes to be conducted in language of preference. Translation services to be provided at key programmes. Induction of frontline staff to the needs of the arts and culture sector.

		<ul style="list-style-type: none"> • Open & Transparency 	<p>All programme information to be carried on website. Provision of annual report Quarterly report will be developed Arts and culture district forums to monitor programmes</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>Enhance support to arts and culture forums.</p>
		<ul style="list-style-type: none"> • Information 	<p>Provision of full reports Annual Report, Intensify media campaigns, all information to be in official languages. Website to have continuous updates</p>	<ul style="list-style-type: none"> • Information 	<p>Annual report, data presentation at indaba and stakeholder engagements.</p>
		<ul style="list-style-type: none"> • Redress 	<p>Complaints register to be regularly monitored, customer survey questionnaire Website complaints systems to be implemented</p>	<ul style="list-style-type: none"> • Redress 	<p>Complaints register, customer survey questionnaire</p>
		<ul style="list-style-type: none"> • Value for Money 	<p>All programmes to be aligned to strategic, annual performance and operational plans and audits will be conducted of programmes.</p>	<ul style="list-style-type: none"> • Value for Money 	<p>All programmes to be aligned to strategic, annual performance and operational plans and audits will be conducted of programmes.</p>
		<ul style="list-style-type: none"> • Encourage innovation and rewarding excellence 	<p>A comprehensive register of best practices will be introduced.</p>	<ul style="list-style-type: none"> • Encourage innovation and rewarding excellence 	<p>A comprehensive register of best practices will be introduced.</p>
		<ul style="list-style-type: none"> • Service delivery impact 	<p>A impact assessment will be conducted to analyse its value to the social cohesion and moral regeneration</p>	<ul style="list-style-type: none"> • Service delivery impact 	<p>A impact assessment will be conducted to analyse its value to the social cohesion and moral regeneration</p>
		<ul style="list-style-type: none"> • Leadership and strategic direction 	<p>All programmes will be aligned to the apex priorities and strategic plans to be aligned</p>	<ul style="list-style-type: none"> • Leadership and strategic direction 	<p>All programmes will be aligned to the apex priorities</p>
		Time:	End March 2008	Time:	End March 2009
		Cost:	Within budget	Cost:	Within budget
		Human Resources:	All personnel within the four clusters	Human Resources:	All personnel within the four clusters

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDAR		DESIRED STANDARD	
Providing translation, editing, interpreting, literary development services to provincial government departments and municipalities.	Government departments and municipal authorities as well as the provincial linguistic community.	Quantity:	To translate 360 documents and edit 50 with 15 interpretations	Quantity:	To translate 400 documents and edit 150 with 25 interpretations
		Quality:	Produce work with no errors, conforming to orthographical rules of the target language. Work which conveys the same meaning to target language as it is found from the source of language .	Quality:	Enhance the Kwazulu natal intergovernmental language forum(KWANILAF0) so that all stakeholders are aware of the services and the development within sector.
		<ul style="list-style-type: none"> • Consultation 	Facilitation of language awareness campaigns. To negotiate the deadlines in terms of will sector departments and municipalities in terms services within (TEI)	<ul style="list-style-type: none"> • Consultation 	Enhance the Kwazulu natal intergovernmental language forum(KWANILAF0) so that all stakeholders are aware of the services and the development within sector.
		<ul style="list-style-type: none"> • Access 	To increase the linguistic rights campaign.	<ul style="list-style-type: none"> • Access 	Intensify the linguistic rights campaigns
		<ul style="list-style-type: none"> • Service standards 	The editing and translation of documents will be within seven days and interpreting service in three official languages and	<ul style="list-style-type: none"> • Service standards 	The editing and translation of documents will be within six days and interpreting service in three official languages.
		<ul style="list-style-type: none"> • Courtesy 	Continue to consult with clientele in a polite manner to address language needs. Acknowledge all requests	<ul style="list-style-type: none"> • Courtesy 	Turn around time within one week .
		<ul style="list-style-type: none"> • Open & Transparency 	Increase awareness of services	<ul style="list-style-type: none"> • Open & Transparency 	Increase awareness to 10 municipalities and 1 metro.
		<ul style="list-style-type: none"> • Information 	Available services placed on website and information pamphlets distributed to all municipalities	<ul style="list-style-type: none"> • Information 	Development of an online service for specific services such as editing.

		<ul style="list-style-type: none"> • Redress 	Monitoring systems to be put in place to derive customer feedback	<ul style="list-style-type: none"> • Redress 	Electronic customer survey
		<ul style="list-style-type: none"> • Value for Money 	Programmes to be audited on quarterly basis to ensure alignment to operational plan	<ul style="list-style-type: none"> • Value for Money 	Client satisfaction surveys to be conducted
		<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	To recognise staff for commitment through PMDS.	<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	Acceleration in the training of freelance translators, interpreters from two tertiary institutions.
		<ul style="list-style-type: none"> • Service Delivery impact 	The public to receive information in the three official languages they could understand.	<ul style="list-style-type: none"> • Service Delivery impact 	The public to receive information in the four official languages they could understand in the province
		<ul style="list-style-type: none"> • Leadership and strategic direction 	To improve the existing partnerships with two tertiary institutions.	<ul style="list-style-type: none"> • Leadership and strategic direction 	To improve the existing partnerships with three tertiary institutions
		Time:	March 2008	Time:	March 2009
		Cost:	R 286 000	Cost:	With budget
		Human Resources:	11	Human Resources:	11

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Provision of access to archival records and other holdings at three repository	The citizens, municipalities and government departments	Quantity:	3 repositories	Quantity:	3 repositories
		Quality:		Quality:	
		<ul style="list-style-type: none"> • Consultation 	Meetings with municipalities, Government Departments, imbizos, stakeholder forums	<ul style="list-style-type: none"> • Consultation 	Meetings with municipalities, Government Departments, imbizos, stakeholder forums and two universities
		<ul style="list-style-type: none"> • Access 	Email, telephone, fax Reading rooms open from Monday to Friday 9H00 to 15H00 and second Saturday of every new month	<ul style="list-style-type: none"> • Access 	Email, telephone, fax Reading rooms open from Monday to Friday 8H30 to 15H30 and second Saturday of every new month
		<ul style="list-style-type: none"> • Service Standard 	Increase access to repositories by 2000 visits. and linear meter of collection by 20.1. within financial year	<ul style="list-style-type: none"> • Service Standard 	Increase access to repositories by 2000 visits. and linear meter of collection by 22 within financial year
		<ul style="list-style-type: none"> • Courtesy 	Complaints register, Questionnaire surveys and respond to queries within 10 working days	<ul style="list-style-type: none"> • Courtesy 	Complaints register, Questionnaire surveys and respond to queries within 8 working days
		<ul style="list-style-type: none"> • Open & Transparency 	The archives are affiliated to the NARS website for availing information on provincial holdings. Annual reports will be made available	<ul style="list-style-type: none"> • Open & Transparency 	Link archive material to website to increase access
		<ul style="list-style-type: none"> • Information 	Provision of full reports Annual Report. Promotion material will be distributed to a municipal office	<ul style="list-style-type: none"> • Information 	Annual Report Promotional material to be placed in all MPCCs

		<ul style="list-style-type: none"> • Redress 	Complaints register, customer survey questionnaire will be in place annually. All queries to addressed within 7 working days	<ul style="list-style-type: none"> • Redress 	Improve turnaround time for queries by 5 working days
		<ul style="list-style-type: none"> • Value for Money 	Reports will be presented in annual report.	<ul style="list-style-type: none"> • Value for Money 	Reports will be presented in annual report
		<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	A register of best practices will be document in repository management. Departmental awards scheme will honour service excellence.	<ul style="list-style-type: none"> • Encouraging innovation and rewarding excellence 	Best practices will be printed into departmental newsletter
		<ul style="list-style-type: none"> • Service delivery Impact 	An annual survey questionnaire will be developed and introduced to measure collection utilisation	<ul style="list-style-type: none"> • Service delivery Impact 	An external audit on visitor needs will be conducted at the three repositories
		<ul style="list-style-type: none"> • Leadership and strategic Direction 	The archives will increase participation of personnel to information sharing programmes on repository management	<ul style="list-style-type: none"> • Leadership and strategic Direction 	A core technical team develop a futuristic repository model
		Time:	End March 2008	Time:	End March 2009
		Cost:	R300 000	Cost:	Within budget
		Human Resources:	All personnel within repositories : Ulundi, Durban and Pietermaritzburg	Human Resources:	All personnel within repositories : Ulundi, Durban and Pietermaritzburg

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Mrs.C.N.Khumalo
Head of Department
Arts, Culture and Tourism

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Date

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Mrs.W.G.Thusi
MEC Arts, Culture and Tourism

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Date