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## REPORT ON THE EVALUATION OF THE ENTERPRISE CONTENT MANAGEMENT (ECM)

### 1. PURPOSE

The purpose of this report is to provide feedback on the findings from the evaluation conducted on the implementation of the Enterprise Content Management (ECM) System. The report also provides recommendations that can be considered to improve the implementation of the system.

### 2. BACKGROUND

- a. An evaluation was undertaken to determine whether the implementation of the Enterprise Content Management (ECM) System is achieving its intended objectives i.e.
  - to increase efficiency;
  - improve the control of information;
  - provide a secure repository for records;
  - capture, manage, store, preserve data related to organizational processes; and
  - easy access to information electronically with the aim of minimizing paper records.
- b. To date, an amount of twenty-one million and nineteen thousand rand (R 21, 019 000) has been paid to the service provider for the development and implementation of the ECM system.

### 3. METHODOLOGY

- a. A process/implementation evaluation was conducted where both quantitative and qualitative methods were used.
- b. A questionnaire, circulated to Departmental MANCO, was utilized to gather data.

### 4. FINDINGS

The evaluation revealed the following:

- a. Training was rolled out to officials that were available, however, those who were not available were not capacitated on the use of the system.
- b. The majority of Senior Management have indicated that they do not use ECM and that Personal Assistants are allocated the responsibility to upload documentation onto the system.
- c. The system is mainly used as a back-up mechanism.
- d. Respondents to the questionnaire felt that the system is not easily accessible and furthermore has not been functional.
- e. The system is not user-friendly and is slow.
- f. The opinion of respondents was that ECM falls short in comparison to other network drives. It was stated that other drives are easier to utilize.

## REPORT ON THE EVALUATION OF THE ENTERPRISE CONTENT MANAGEMENT (ECM) continued

### 4. FINDINGS continued

- g. The manual registry system is still being utilized for documents that could have been sent electronically.
- h. There has been no improvement in Data Storage as most data is stored on the network drive.
- i. The implementation of ECM has not improved information sharing within the Department.
- j. Information safety has not improved with the implementation of ECM.

### 5. RECOMMENDATIONS

- a. The implementation of the system needs to be reviewed in order to ensure that the Department receives value for the investment made into the system.
- b. All staff who have not been trained need to be capacitated on the use of the system.
- c. Senior Management need to “*take ownership*” of the system as well as utilize it.
- d. Access to the system needs to be simplified and be more user-friendly.
- e. Awareness needs to be created in respect of the system, and information security and information sharing benefits needs to be emphasized.
- f. Usage of the system needs to be compulsory for levels of staff.
- g. ICT to monitor usage of the system to ensure that all business units are utilizing the system.

### 6. CONCLUSION

The Department has spent significant financial resources on the Enterprise Content Management System to increase efficiency, minimize paper records, improve security of data and ensure information sharing of organizational data, however, the implementation of the system is not yielding the desired results and this can be considered as fruitless expenditure. The recommendations contained in this report will assist the Accounting Officer to make decisions to improve the implementation of the system.

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Date