

SDM Generic Toolkit

The one powerpoint presentation (SDM generic toolkit final feb 2009.ppt) is what you use when facilitating a session on the SDM.

The second (SDM generic toolkit guide feb 2009.ppt) is a guide on how to use the toolkit.

The MS word documents are those that you hyperlink to the toolkit.

You use the powerpoint toolkit to facilitate and as you facilitate, you populate the hyperlinked documents to have a complete SDM at the end. (first draft as it will still need cleaning up and editing)

- The toolkit is developed to be used by an informed user.
- The toolkit guides the user through the process and generates the documented SDM (Service Delivery Model).
- This is a generic toolkit aimed at facilitating the development of a SDM (Service Delivery Model). It does not provide specific answers to an entity and the users are required to formulate their own model based on their knowledge and experience.
- Not all the activities may be relevant to all entities. The user must decide which steps are appropriate for the entity. It is recommended that the user record the reasons why a specific activity is not relevant for the entity. This will give perspective to the documented SDM (Service Delivery Model).
- As this is a generic toolkit, it may arise that some users identify additional activities that are required. This is encouraged and it is also requested that such steps, ideas and suggestions be forwarded to the DPSA (Department of Public Service and Administration) for enhancement of the toolkit.
- This toolkit provides an opportunity for all levels of government to participate and it is hoped to stimulate innovation and unlock unused intellectual capacity within the government service.