KWAZULU-NATAL PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

DIRECTORATE: IT SERVICES

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TO : DEPUTY DIRECTORS GENERAL
CHIEF DIRECTORS
DIRECTORS
CIRCUIT MANAGERS
PRINCIPALS OF SCHOOLS
SCHOOL GOVERNING BODIES

KZN CIRCULAR NO. 110 OF 2026

PR DIGITAL TRANSFORMATION STRATEGY SURVEY

1. The The KZN Department of Education is engaged in a Digital Transformation initiative to improve the quality-of-service delivery throughout the education ecosystem within the department. As part of this initiative, it is necessary to engage all relevant stakeholders to cover as many gaps as possible.

2. The purpose of this circular is to alert the system of such an initiative and to request inputs and suggestions that may address the key strategic pillars of the proposed Digital Transformation Strategy for the department.

3. This survey is particularly targeted at school-based educators, SGB's and Principals of mainstream and special-needs public schools.

4. Some of the digital challenges faced by KZN Education include and are not limited to:

4.1 Disparities in digital infrastructure and connectivity between urban, rural and underserved communities
4.2 Varying levels of digital maturity across the department
4.3 Fragmented information systems with limited interoperability and data sharing
4.4 Gaps in digital and emerging technology skills and;
4.5 Inadequate institutional capacity to implement and sustain large-scale digital transformation initiatives.

5. Survey participants are encouraged to consider these challenges with their personal experiences at the school level as suggestions are made during the survey.

6. The department aims to achieve the following goals when implementing the final Digital Transformation Strategy:

6.1 Improve organizational efficiency and learner outcomes.
6.2 Improve service delivery and servicing models.
6.3 Strengthen accountability and governance.
6.4 Unlock the value of data, data, information and knowledge and AI.
6.5 Integrate AI into service offering.

6.6 Build and preserve institutional knowledge.
6.7 Support strategic objectives and interventions (i.e., Audit Improvement Plan, Financial Recovery Plan).

7. Every response contributes towards the department achieving these goals.

8. The survey is accessible via the **provided link:** https://forms.cloud.microsoft/r/h2G6ZtmXFD or the **QR code below**:



9. The department believes that finalization of its Digital Transformation Strategy is a significant step towards the ultimate evolution of Education at all levels.

10. Stakeholders are encouraged to support this initiative as we collaboratively work towards improved service delivery, teaching and learning opportunities.

11. Feedback should be provided before or by the **19th of October 2026.**

12. The contents of this circular must be circulated to all those affected.

MR GN NGCOBO
HEAD OF DEPARTMENT
KZN EDUCATION
DATE: 12/10/2026