Project Title	Demand Management Dashboard
Institution/Department	Department of the Premier, Western Cape
Innovation	The Demand Management Dashboard project represents a groundbreaking innovation by leveraging existing Microsoft tools to enhance procurement efficiency and cost-effectiveness. By integrating Excel Online, Power BI, Power Apps, MS Forms, Power Automate, and an MS Copilot chatbot, the solution automates data capture, reporting, compliance checks, and provides real-time support for demand management queries. This novel approach stands out for its real-time data updates, dynamic dashboards, and automated workflows, which significantly streamline procurement activities and improve user experience. What makes this innovation particularly unique is its use of familiar, widely-used Microsoft tools to achieve high efficiency and data integrity while eliminating additional costs. The system's ability to deliver real-time insights and automate repetitive tasks transforms traditional procurement methods, enhancing both transparency and compliance. The integration of the MS Copilot chatbot further adds value by offering on-demand assistance to staff, thus addressing queries promptly and reducing administrative burdens. The Demand Management Dashboard is highly adaptable and replicable, suitable for scaling across various departments and governmental bodies without incurring additional expenses. Its recent enhancements, such as improved automation processes and chatbot integration, reflect a commitment to continuous improvement driven by user feedback. This innovation not only ensures a standardized and error-reduced process but also enhances data-driven decision-making through detailed visualizations. Ultimately, the project fulfills the mandate of government by optimizing procurement processes, supporting service delivery, and maintaining compliance. The Demand Management Dashboard exemplifies how leveraging existing technologies can lead to transformative improvements in public sector procurement, setting a benchmark for future innovations.
Impact	The project saw high adoption rates due to the use of familiar Microsoft tools. This led to smoother transitions, minimal disruption, and reduced training requirements. The demand management section reported substantial time savings in data capture, reporting, and compliance checks. The automation of these processes allowed staff to focus on more strategic tasks. The MS Copilot chatbot has provided real-time assistance, addressing staff queries quickly and effectively. This support has been instrumental in maintaining the system's efficiency and ensuring that staff can easily navigate and utilize the dashboard. Overall, the Demand Management Dashboard project has led to significant improvements in service delivery, cost efficiency, and compliance within the Department of Infrastructure. The automation and integration of various Microsoft tools have streamlined procurement activities, enhanced data

	integrity, and provided real-time support, ultimately contributing to better service delivery and governance.
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