

Presidential Frontline Service Delivery

FSD Mini-Case Study¹

Document Author	Author Name Author Designation Organisation Telephone: Email:	Creation Date	
Document Owner	DPME: FSD	Version Date	

- Case Study Title:** Give a descriptive title of the case study topic / subject
- Purpose:** Describe the case study's primary objective and strategic goals in 1-2 sentences – i.e. Rationale for sharing this case study
- Target Audience:** Who would most benefit from reading this case?
- Glossary:** FSD Frontline Service Delivery Monitoring

1 Basic Information

Fill all relevant fields:

Service Point name	
Town	
Municipality	
Province	
Service Point Manager/ Contact	Name: Designation: Dept / Org: Tel. Email.
Key words	
Key Themes	

2 The Case Study Story

Background / Context:	Briefly describe the strategic or contextual conditions that led up to the choice of the specific issue or solution. This might include profiling the community (its specific challenge, needs, actors, funding, etc), the organisation, the policy environment, etc. Highlight the goals which the specific project aimed to achieve. <i>Length guide: up to 5 sentences</i>
Project Summary:	Outline the situation, intervention, the main results / implications, current situation, and any analysis / conclusions / recommendations. <i>Length guide: 5-10 sentences</i>

¹ This template has been prepared to serve as a guide for the development of thumbnail case studies or story sketches from projects of the FSDM Programme. The purpose of these “mini-case studies” is to document, in a standardized and accessible format, cases that highlight key innovations and practices in development programmes/ projects which offer relevant lessons for FSD practice. These mini-case studies are meant to provide readers with an easy-to-grasp-and-understand snapshot of a project, or components of a project, focusing on key learning points that contribute to future practice. Where possible, the mini-case studies should provide references to more detailed reports on the projects covered and to relevant resources for interested readers.

Requirements:	Outline the circumstances – positive or negative – required for this problem or solution to replicate. E.g. context, funding, stakeholders, partnerships, strategy, other resources, etc. This should serve to define the enablers or warning signs. <i>Length guide: Bullet list of 1 – 5 key requirements</i>
Lessons:	List the key lessons that you feel could be learned from the case. Be as specific as possible. <i>Length guide: Bullet list of 1 – 5 key lessons</i>

*Insert illustrative images(s) e.g. of infrastructure developed via the project, the issue being explored, spatial location, etc.....
<1-3 images>*

3 References

Project Contacts:	
Further Reading:	

END

Contact