



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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V.001

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Chief Information Officer

STANDARD OPERATING PROCEDURE: REPORT PRODUCTION PROCESS

Approval Date	26 October 2017
Commencement Date	26 October 2017
Review Date	26 October 2018
Periodical Review	Annually
Resources	Staff, ICT Equipment, Software, Data
Intent of SOP	To document the standard operating procedure (SOP) for the Report Production Process to assist the relevant MIS Data Analysis officials in rendering the service in a standardized, effective and efficient manner.
Scope	The SOP applies to all officials involved in the process of rendering report production services within the Eastern Cape Department of Social Development.
Objective(s)	To provide integrated services and secured relevant information through sound ICT Governance to all customers.
Definitions	ICT – Information and Communications Technology BI (U) – Business Intelligence (Unit) MIS – Management Information Services DBA – Data Base Administrator

	SQL – Structured Query Language DW – Data Warehouse
Key Performance Indicator	Number of Strategic Business Intelligence Reports Produced
Principles	The following Department-specific core values apply in the MIS Section: Integrity - Our actions in producing BI reports must be performed with Data Integrity and high levels of accuracy. Empowerment - We aim to empower and assist the department management to make informed decision using relevant information. Accountability - Data owners to take responsibility on data accuracy and relevancy.
Compliance Measures	Relevant, accurate and up-to-date data must be provided by MIS officials in a timely and professional manner

**STEP BY STEP GUIDE
REPORT PRODUCTION PROCESS**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Receive report request from user	<ul style="list-style-type: none"> Submit the request by e-mail or user request form. 	<ul style="list-style-type: none"> Client Data Analyst 	<ul style="list-style-type: none"> Submitted user request form or email 	1 hour
2	Analyse user requirements	<ul style="list-style-type: none"> Analyze the user requirements. 	<ul style="list-style-type: none"> Client Data Analyst 	<ul style="list-style-type: none"> Analyzed user requirements 	1 hour
3	Source relevant data	<ul style="list-style-type: none"> Confirm if the data exist within the Data Warehouse If yes Extract the data from the data warehouse. If no Request DW unit to source data from the relevant data owner / unit/ external stakeholders 	<ul style="list-style-type: none"> Data Analyst Deputy Director: Data Technologist 	<ul style="list-style-type: none"> Internal and external Statistical Data 	1 day
4	Manage Statistical Data	<ul style="list-style-type: none"> Clean the data sets Integrate with other statistical data sets Query the linked data according to the client requirements. Manipulate and extract data 	<ul style="list-style-type: none"> Data Analyst 	<ul style="list-style-type: none"> SQL Script Excel spreadsheet data 	1 day

5	Produce Requested Report	<ul style="list-style-type: none"> Export information to Excel Structure data according to user specification Clean information for gaps and duplications 	<ul style="list-style-type: none"> Data Analyst 	<ul style="list-style-type: none"> Data and Information 	1 day
6	Disseminate and publish reports/dashboards	<ul style="list-style-type: none"> Export report according to the user specification Send report to user via email and/ or external hard ware Make the report available on the intranet 	<ul style="list-style-type: none"> Data Analyst 	<ul style="list-style-type: none"> Excel Report doc Word Report doc PowerPoint Presentation PDF / JPEG BI Dashboard 	1 hour
7	Receive Client Feedback	<ul style="list-style-type: none"> Client acknowledgement or feedback. 	<ul style="list-style-type: none"> Client Data analyst 	<ul style="list-style-type: none"> Email Formal word document 	1 hour




LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

Document Name	Document Description	Effective Date (if applicable)
i) The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)	The Promotion of Access to Information Act ("PAIA"), No 2 of 2000 gives effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.	2000
ii) The State Information Technology Act, 1998 (Act No. 88 of 1998)	To provide for the establishment of a company that will provide information technology, information systems and related services to, or on behalf of, participating departments and in regard to these services, act as an agent of the South African Government; and to provide for matters connected therewith.	1998
iii) SABS/ISO 17799	ISO/IEC 17799:2005 establishes guidelines and general principles for initiating, implementing, maintaining, and improving information security management in an organization.	2005
iv) Minimum Information Security Standards (MISS) 1996	MISS is a standard for the minimum information security measures that any institution must put in place for sensitive or classified information to protect national security	1996
v) Electronic Communications and Transaction Act, 2002 (Act no. 25 of 2002)	To provide for the facilitation and regulation of electronic communications and transactions ; to provide for the development of a national e-strategy for the Republic; to promote universal access to electronic communications and transactions and the use of electronic transactions by SMMEs; to provide for human resource	2002
vi) National Archives Act 43 of 1996	National Archives of South Africa Act (No. 43 of 1996) To provide for a National Archives ; the proper management and care of the records of governmental bodies; and the preservation and use of a national archival heritage ; and to provide for matters connected therewith.	1996
vii) Draft Information Management Policy	Indicate that i) The Department shall manage information requests effectively across the Department by providing timely, appropriate, accurate and up-to-date information at the point of need and in line with PAIA regulations.	2017

REPORT PRODUCTION PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Data	<ul style="list-style-type: none"> Poor quality of data result to improper planning 	H	H	<ul style="list-style-type: none"> Interact with the business data owner for data verification and correction. 	Manual
Software upgrade	<ul style="list-style-type: none"> Non-payment of annual licence will result in software redundancy Non-upgrading of hard ware result to compatibility issues 	L	M	<ul style="list-style-type: none"> Timeously payment of Software license maintenance 	Manual
Hard ware	<ul style="list-style-type: none"> Unavallability of network lead to non-accessibility of data and software for report production 	L	M	<ul style="list-style-type: none"> Timeous purchase of upgraded hard ware 	Manual
Network	<ul style="list-style-type: none"> Unavallability of network lead to non-accessibility of data and software for report production 	M	H	<ul style="list-style-type: none"> Interact with ICT Engineering in resolving the network problem. 	Manual

AUTHORIZATION

Authorization:	Name:	Comments:	Signature:	Date:
Quality Checked By Director : Management Information Services	N. A. Mazzi			11/10/2011
Recommended by Chief Information Officer -	P.M. Cheriyian	Recommended		23/10/12
Approved by Acting Head of the Department	N. Baart	Approved		26/10/2012
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors, All CIO Administration support staff, All CIO Personal Assistance			