Province of the EASTERN CAPE
SOCIAL DEVELOPMENT

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STANDARD OPERATING PROCEDURE: DATA ACQUISITION AND MANAGEMENT PROCESS

Approval Date	26 October 2017
Commencement Date	26 October 2017
Review Date	26 October 2018
Periodical Review	Annual
Resources	Staff, Budget, ICT Equipment and Software
Intent of SOP	To document the standard operating procedure (SOP) for the sourcing and management of internal and external data to assist the relevant MIS officials in rendering the Data Warehousing service.
Scope	The SOP applies to all officials involved in the process of rendering data acquisition and management 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.
Desired Performance	Availability of data to assist the Department in decision making and performance of operations throughout the Department.
Definitions	Terms and Acronyms:

	ICT: means Information Communication Technology
	DW/k means Data Warehouse
	D.D: means Deputy Director
Key Performance Indicator	Number of Strategic Business Intelligence Reports Produced.
Principles	The following principles must be central in all the interventions with children in alternative care:
	a) Confidentiality: means ensuring that information is protected and only accessed and viewed by those who are authorized.
	b) Integrity: means ensuring the quality and completeness of data and information by only allowing those that are authorized to amend it.
	c) Availability: means ensuring that the information is available to those authorized to access it whenever they need it.
Compliance Measures	Relevant data must be requested and hosted in the DW Server.

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Request Data for report production	• Write an e-mail to Financial Information Systems to get BAS information dump • Remind the responsible people if they delay to submit the information until received.	• Deputy Director – Data Warehouse	• Data request e-mail • Data request form	20 Minutes

2	Receive and convert the document to MS excel	• Receive data in Notepad format and save the document into a specific folder.
		• Convert the information to excel as follow:
		  ➤ Open the saved document with Excel.
		  ➤ Select Fixed Width on the Text Import Wizard Box and click next.
		  ➤ Align and correct the column names accordingly on Text Import Wizard Box and click next.
		  ➤ Set the data format for each column on Text Import Wizard Box and click finish.
			• Deputy Director – Data Warehouse	• Monthly BAS data dump
				• Converted Excel document
					30 Minutes

3	Clean the data	• Add indexing
		• Remove unrequired data by filtering using the Captured Id Column
		• Delete all rows where contains the following:
		  ➤ Blanks
		  ➤ ....
		  ➤ BRA
		  ➤ Captured date
		  ➤ Captured Id
		  ➤ Cut and paste data on the Micro No. column and Amount column from row 2 to row 1
		  ➤ Change the column heading Micro No to Supplier No
		  ➤ Remove other unrequired data by filtering using Disb.No Column
		  ➤ Delete all rows where there are blanks.
			• Deputy Director – Data Warehouse	• Cleaned Excel document	3 hours

4	Complete Persal Information request form	If Persal Request • Request the Persal Information request form from HR. • Complete the Persal Information request form. • Submit the form to HR.	• Deputy Director – Data Warehouse	• Completed Persal Information request form	30 minutes

DATA ACQUISITION PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
		• Receive the Information on Excel by e-mail.		• Personal information dump	
5	Load the information dumps on Data warehouse data base	• Open SQL Database engine and login. • Right click the database to be used for loading. • Select data, click import data and click next. • Select the Data source and click next. • Select Destination and click Next up until you click finish.	• Deputy Director – Data Warehouse	• Loaded Information on Database tables	30 minutes
6	Write the letter Submit data request letter to SG's Office for approval	• Place the file as is to avoid data loss. If it is external • For external data sourcing • Write the letter requesting information to a specific department or Stakeholder. • Submit the letter to Director. MIS for quality checking. • Submit the letter to Superintendent General office for signature	• Deputy Director – Data Warehouse	• Written data request letter	1 day
7	Sign the letter	• Sign the letter	• SG	• Signed data request letter	2 days
8	Receive and submit the signed data request letter	• Receive the signed data request letter from SG's office. • Send the signed letter to the specific stakeholder via the Departmental Registry section or • Hand deliver the signed letter to the relevant stakeholder. • Make a follow up of the requested data telephonically and e-mail up until the data is received	• Deputy Director – Data Warehouse	• Submitted letter	3 months
9	Receive the information	• Receive the information in Word or Excel format. • Load the data in a Folder on FTP server.	• Deputy Director – Data Warehouse	• Received data	1 day

Process Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System/ Manual
Delay	Delay in receiving the information leading to delay in assisting the client that requires the information	H	H	Identifying user data requirements at the beginning of the year.	Manual
Shortage of staff	The unit is only having one official in the cases of unavailability of the official, no one is taking the responsibility of monitoring the data backups and data warehousing duties.	H	H	To motivate for funds to advertise the Post in assistance of the current official.	Manual

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

Document Name	Section Description or Document Description	Effective Date (if applicable)
Constitution of the Republic of South Africa (1996)	Constitution of the Republic of South Africa Section 32(1)(a) of the Constitution of the Republic of South Africa, 1996 provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights.	1996
The Promotion of Access to Information Act, 2000 (PAIA) (Act No. 2 of 2000)	Manual for the Department of Public Service and Administration in terms of section 14 of the Promotion of Access to Information (Act No.2 of 2000). The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (hereinafter referred to as "PAIA") is the national legislation which was enacted to give effect to the constitutional right of access to information. PAIA gives all South Africans the right to have access to records held by the state, government institutions and private bodies.	2000
Protection of Personal Information Act (No 4 of 2013)	Section 19. (1) states that a responsible party must ensure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent – a) loss of, damage to or unauthorised destruction of personal information;	2013
Draft Information Management Policy	Section 1.1 (a) states that the Data Warehouse Deputy Director shall perform cleansing of all data sourced internally and externally before it is stored in the data warehouse.	2017

AUTHORISATIONS

Authorization:	Name:	Comments:	Signature:	Date:
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Recommended By Chief Information Officer	P.N Cheriyan	Recommended	*[signature]*	23/10/17
Approve By Acting Head of the Department	N.Beart		*[signature]*	26/10/17
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors.			