



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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Review date	22/08/2023

STANDARD OPERATING PROCEDURE: MANAGE DATA REQUEST

Title of SOP	Manage Data request management
SOP Number	CIO-MIS-DW-01
Purpose of SOP	To document the standard operating procedure (SOP) for the sourcing and management of internal and external data to assist the Department in planning for decision making
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.
Definitions	Terms and Acronyms: ICT: means Information and Communications Technology DW: means Data Warehouse BIGIS: HOD: Head of the Department
Key Performance Indicator	Number of Information Management rendered

STEP BY STEP GUIDE						
DATA REQUEST MANAGEMENT						
Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
1	Submit data request	<ul style="list-style-type: none"> Submit completed data request form through e-mail to Data warehousing or by hand deliver the completed the data request form. 	<ul style="list-style-type: none"> Deputy Director: BIGIS 	1 day	<ul style="list-style-type: none"> E-mail request Completed data request form 	Request all the required data for the Department decision making as requested within 5 days
2	Receive and the data request	<ul style="list-style-type: none"> Ensure that the request define the purpose of the data request. Ensure that that requested data columns are indicates Ensure that the data request frequency is indicated whether is once off, monthly, quarterly or annually. Ensure that the completed data request form is signed-off by the requester. Confirm if the requested data is already available in the Data Warehouse. If not <ul style="list-style-type: none"> ➤ for internal data follow task 3-5 then ➤ if External follow task 6- 11 Acknowledge the receipt of request and inform the client about the process to be taken with approximate waiting period. Record the data request form in the request register. 	<ul style="list-style-type: none"> Assistant Director: DW 	1 day	<ul style="list-style-type: none"> Completed data request form Recorded data request 	
3	Request the data	<ul style="list-style-type: none"> Write an e-mail to the relevant data owner to request the information. Remind the responsible people if they delay submitting the information and escalate if no response. Deputy Director: Data Warehousing intervene in the case of data owner nonresponsive by following necessary steps until the data is available. 	<ul style="list-style-type: none"> Assistant Director: DW 	1 day	<ul style="list-style-type: none"> Recorded data request Data request e-mail 	
4	Receive the data	<ul style="list-style-type: none"> Receive data in different formats by e-mail / DB dumps Ensure that the received data is according to the request if is not MIS daily dump. 	<ul style="list-style-type: none"> Assistant Director: DW 	1 day	<ul style="list-style-type: none"> Data request e-mail Received data 	

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STEP BY STEP GUIDE
DATA REQUEST MANAGEMENT

Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
5	Clean the data	<ul style="list-style-type: none"> Follow necessary steps for removing unnecessary columns or data. Confirm if the data is according to the request by referring to the completed data request form. Monitor the DB dumps and highlight area of verification for corrections. 	<ul style="list-style-type: none"> Data Scientist 	1 day	<ul style="list-style-type: none"> Received data Cleaned received data 	
6	Draft and submit data request letter	<ul style="list-style-type: none"> Write data request letter and draft the letter covering memo requesting data to a specific data source owner for external data request. Director: MIS quality check the drafted data request letter and covering letter. Add or effect inputs if required and submit the completed letter from Director: MIS Circulate the document for the recommendation of CIO and approval of HOD Make follow ups to the circulated documents up until they are approved and received. 	<ul style="list-style-type: none"> Deputy Director: DW 	1 day	<ul style="list-style-type: none"> Completed data request form Data request letter Data request covering memo 	
7	Recommend the memo	<ul style="list-style-type: none"> Recommend the Data request memo. Chief Information Officer recommend after the recommendations of Director: MIS 	<ul style="list-style-type: none"> Director: MIS 	1 day	<ul style="list-style-type: none"> Data request letter Covering memo Recommended Data request memo 	
8	Approve memo and sign the Data request letter	<ul style="list-style-type: none"> Approve the data request covering memo and sign the request letter 	<ul style="list-style-type: none"> HOD 	1 day	<ul style="list-style-type: none"> Approved data request covering memo Signed data request letter 	

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STEP BY STEP GUIDE
DATA REQUEST MANAGEMENT

Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
9	Receive and submit the signed data request letter	<ul style="list-style-type: none"> Receive the signed data request letter from HOD's office. Send the signed letter to the specific stakeholder via the Departmental Registry section. Make a follow up to the registry up until the confirmation receipt of delivery. Make a follow up to the relevant data source owner for the requested data telephonically and e-mail up until the data is received. 	<ul style="list-style-type: none"> Admin Clerk 	1 week	<ul style="list-style-type: none"> Signed data request letter Signed outgoing register 	
10	Clean and upload the data in the Data warehouse server	<ul style="list-style-type: none"> Clean and upload the received data to the Data Warehousing if needs required by doing the following: <ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> Data Scientist 	30 minutes	<ul style="list-style-type: none"> Received data Uploaded data 	
11	Communicate the availability of data	<ul style="list-style-type: none"> Inform the Deputy Director: BIGIS about the availability of data by e-mail and attached the screenshot if there is a need. 	<ul style="list-style-type: none"> Assistant Director: DW 	5 minutes	<ul style="list-style-type: none"> Uploaded data Submitted e-mail 	
12	Monitor and report on data request processing	<ul style="list-style-type: none"> Perform monthly and quarterly monitoring for received data requests to ensure that they are attended accordingly. Verify the response time to requested data. Intervene where there is a bottleneck. Refer challenges to the Director: MIS if it is above authority. Compile quarterly monitoring report and submit to Director: MIS Submit quarterly report of requested data to Director: Management information Services for Strategic planning reporting. 	<ul style="list-style-type: none"> Deputy Director: DW 	1 day	<ul style="list-style-type: none"> Completed data request form Data request Monitoring report 	

PROCESS RISKS

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 by Deputy Director: BIGIS to decrease the number of request within the financial year.	Manual
Shortage of staff	The unit is only having one official; in the case of unavailability of the official, no one to continue with the duties.	H	H	To motivate for the post of Assistant Director post by Director: MIS	Manual

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

Document Name	Section Description or Document Description
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.
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.
Protection of Personal Information Act (No 4 of 2013)	Section 10 states that Personal information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive. Section 11 (1) states that Personal information may only be processed if— <ul style="list-style-type: none"> a) the data subject or a competent person where the data subject is a child consents to the processing; b) processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is party; c) processing complies with an obligation imposed by law on the responsible party; d) processing protects a legitimate interest of the data subject; e) processing is necessary for the proper performance of a public law duty by a public body; or f) processing is necessary for pursuing the legitimate interests of the responsible party or of a third party to whom the information is supplied. Section 12 (1) states Personal information must be collected directly from the data subject, except as otherwise provided for in subsection (2). (2) It is not necessary to comply with subsection (1) if— <ul style="list-style-type: none"> a) the information is contained in or derived from a public record or has deliberately been made public by the data subject; b) the data subject or a competent person where the data subject is a child has consented to the collection of the information from another source; c) collection of the information from another source would not prejudice a legitimate interest of the data subject; d) collection of the information from another source is necessary— <ul style="list-style-type: none"> (l) to avoid prejudice to the maintenance of the law by any public body, including the prevention, detection, investigation, prosecution and punishment of offences;

Document Name	Section Description or Document Description
	<p>(II) to comply with an obligation imposed by law or to enforce legislation concerning the collection of revenue as defined in section 1 of the South African Revenue Service Act, 1997 (Act No. 34 of 1997);</p> <p>(III) for the conduct of proceedings in any court or tribunal that have commenced or are reasonably contemplated;</p> <p>(IV) in the interests of national security; or</p> <p>(V) to maintain the legitimate interests of the responsible party or of a third party to whom the information is supplied;</p> <p>e) compliance would prejudice a lawful purpose of the collection; or</p> <p>f) compliance is not reasonably practicable in the circumstances of the particular case</p> <p>Section 13 (1) states that Personal information must be collected for a specific, explicitly defined and lawful purpose related to a function or activity of the responsible party.</p> <p>(2) Steps must be taken in accordance with section 18(1) to ensure that the data subject is aware of the purpose of the collection of the information unless the provisions of section 18(4) are applicable.</p> <p>Section 14 (1) states that Subject to subsections (2) and (3), records of personal information must not be retained any longer than is necessary for achieving the purpose for which the information was collected or subsequently processed, unless—</p> <p>a) retention of the record is required or authorised by law;</p> <p>b) the responsible party reasonably requires the record for lawful purposes related to its functions or activities;</p> <p>c) retention of the record is required by a contract between the parties thereto; or</p> <p>d) the data subject or a competent person where the data subject is a child has consented to the retention of the record.</p> <p>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;</p>
Information and Knowledge Management Policy 2020	Section 10.8 (a) states that the Deputy Director- Data Warehouse shall perform cleansing of all data sourced internally and externally before it is stored in the data warehouse and (d) perform data quality checks on all master, transactional and other data captured and stored within the Departmental systems.

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AUTHORISATIONS

Authorization:	Name:	Comments:	Signature:	Date:
Recommended by: Acting Director: Management Information Services	L.L.Poti	Recommended		03/08/22
Recommended by: Acting: Chief Information Officer	M.E.Gazi	Recommended		08/08/2022
Deputy Director General – Developmental Social Services	N.Z.G Yokwana	Recommended		12 August 2022
Approve Head of the Department	M.MACHEMBA	Approved		22/08/2022
Distribution and Use of SOP	All the Departmental staff			

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