



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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STANDARD OPERATING PROCEDURE: MAP PRODUCTION PROCESS

Approval Date	26 October 2017
Commencement Date	26 October 2017
Review Date	26 October 2018
Periodical Review	Annually
Resources	Staff, ICT Equipment
Intent of SOP	To document the standard operating procedure (SOP) for the Map Production Process to assist the relevant MIS 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 Map production services within the Eastern Cape Department of Social Development.
Objective(s)	Provide integrated services and secured relevant information through sound ICT Governance to all customers
Definitions	GIS – Geographic Information Systems GPS – Global Positioning Systems

	SDE – Spatial Data Engine
Key Performance Indicator	Number of Strategic Business Intelligence Reports Produced
Principles	<p>The following Department-specific core values apply in the MIS Section:</p> <p>Integrity - Our actions in producing Maps must be performed with Data Integrity and high levels of accuracy.</p> <p>Empowerment - We aim to empower and assist the department management to make informed decision using relevant information.</p> <p>Accountability - Data owners to take responsibility on data accuracy and relevancy.</p>
Compliance Measures	Quality Assured Spatial (Geo-referenced) data must be available to the Department of Social Development and suitable for use by officials.

**STEP BY STEP GUIDE
MAP PRODUCTION PROCESS**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Receive map request from client	<ul style="list-style-type: none"> Submit the map request by e-mail or user request form. 	<ul style="list-style-type: none"> Client Data Analyst GIS Technician 	<ul style="list-style-type: none"> Submitted map request 	1 hour
2	Analyse the user requirements	<ul style="list-style-type: none"> Analyze the user requirement. Analyze the type of map to be produced 	<ul style="list-style-type: none"> Client Data Analyst GIS Technician 	<ul style="list-style-type: none"> Analyzed user requirements 	2 hours
3	Source relevant data	<ul style="list-style-type: none"> Identify if it is Internal data or external data. If it is Internal Extract the data from SDE to your local Machine. If it is external Request the spatial data from external data owner by writing a request letter. Sign the request letter. 	<ul style="list-style-type: none"> Data Analyst GIS Technician Deputy Director - Data Technologist SG 	<ul style="list-style-type: none"> Spatial Data Signed request letter Extracted data 	1 day
4	Perform data manipulation and Integration	<ul style="list-style-type: none"> Clean the data Convert the data to GEO database format. Overlay the spatial data. Link the GEO Database information with the shape file. 	<ul style="list-style-type: none"> Data Analyst GIS Technician Deputy Director - Data Technologist 	<ul style="list-style-type: none"> Extracted data Query builder 	1 day

		<ul style="list-style-type: none"> Query the linked geodatabase according to the client requirements. Create symbology and insert labels. 			
5	Populate the Map template	<ul style="list-style-type: none"> Import the query results to the Map Template Insert Map elements (Title, Legend, Scale, North Arrow, data and Projections). Export according to the user specification (PDF or JPEG). 	<ul style="list-style-type: none"> Data Analyst GIS Technician Deputy Director - Data Technologist 	<ul style="list-style-type: none"> Map 	1 day
6	Disseminate the Map	<ul style="list-style-type: none"> Discuss the Map results with the client Submit the produced Map to the client by e-mail Or print the map and hand deliver the hard copy to the client. 	<ul style="list-style-type: none"> Data Analyst GIS Technician Deputy Director - Data Technologist 	<ul style="list-style-type: none"> Delivered Map 	1 day
7	Receive client Feedback	<ul style="list-style-type: none"> Client acknowledgement or feedback. 	<ul style="list-style-type: none"> Client Data Analyst GIS Technician Deputy Director - Data Technologist 	<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)
Spatial Data Infrastructure Act 54	The aim of the Spatial Data Infrastructure Act, 2003 (Act No.54 of 2003) is to provide for the establishment of the South African Spatial Data Infrastructure (SASDI) in order to regulate the collection, management, maintenance, integration, distribution and use of spatial/geographic information	2003
Geomatics Profession Act	To provide for the transformation of the geomatics profession	2013

MAP 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"> Quality of data with different projections. 	L	M	<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 GIS software license maintenance. 	L	M	<ul style="list-style-type: none"> Timely payment of Software license maintenance 	Manual
Network	<ul style="list-style-type: none"> Unavailability of network leading to non-accessibility of GIS software for production of maps. 	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. Mezzi			11/10/2011
Recommended by Chief Information Officer -	P.M. Chertyan	Recommended		23/10/17
Approved by Acting Head of the Department	N. Beart	APPROVED		26/10/2011
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors, All CIO Administration support staff, All CIO Personal Assistants			