

THE JOGIS NEWS

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ACHIEVEMENT AWARDS

Corporate GIS is committed to six values, namely customer focus, accessible information, quality, efficiency, innovation and professional, skilled staff. In recognition of these values, they were used as the basis for the directorate's annual awards in August 2005.

The Projects section won the award for **customer focus**. Customers rate each task or project request upon completion, 95% of the customers rated the service as excellent. The increasing demand for customised maps and data requests is proof of an increasing amount of internal and external customers using spatial information to support decision-making.

The team at the Information Counter achieved their target for turnaround times. Notwithstanding the increased number of clients and requests, they remained positive and dedicated during the financial year. They received the **efficiency** award.

The Zoning Capture project captured zoning information for more than 600 000 of the City's stands over a period of two years. The project included system development according to unique user requirements, management of consultants, training of staff as well as close monitoring of progress to achieve the set targets in the limited time frame. The information is now **accessible** through the IMS (Online mapping service) to internal and external clients.

The IMS website was recently redeveloped, focussing on ease of use and improved response times. It includes added functionality and information, which is now grouped into themes for easy access. This globally competitive website received the **innovation** award and was presented at the AfricaGIS2005 conference on 31 October 2005, refer to article on page 7.

The project team responsible for our conversion to ArcGIS 9.0 ensured a smooth transition with minimum disruption to the department and its customers by working outside of office hours and applying project management. They proved their **professionalism** by extensive planning, co-ordination of role players, pre-testing, research and investigation as well as consulting with external experts to seek for the best solution.

Although never in the limelight, financial support for the department is a prerequisite for smooth operations and customer support. In spite of a complicated and limited budget, a budget expenditure variance of less than five percent was achieved due to the **quality** of the support provided.

Well done - Corporate GIS is making a difference! Thank you to all our customers for the loyal support and encouragement to provide an even better service to you, our valued customers.

Contact Corporate GIS

We value your comments and suggestions.

Please e-mail comments and suggestions to cgis@joburg.org.za



ACHIEVEMENT AWARDS

ACCESSIBILITY – ZONING INFORMATION

Role Player: Data Administration and Mapping – Systems Section

Zoning information has always been very high in demand. Up to July 2005 zoning information was only available at our Information Counter and through the fax service. All requests were processed manually by making copies from the zoning map sheets and amendment scheme documents filed behind the Counter.

Although the decision to capture all zoning information on GIS was already made in 2002, it was expected to take up to 3 years to develop a capturing system and to capture zoning information for approximately 600 000 stands within the City of Johannesburg.

Challenges:

- Interim measures had to be put in place to make zoning information more accessible to the Information Counter and external clients while the capturing process was taking place.
- All the A0 zoning maps were scanned and indexed according to the map sheet numbers. It was made available in an Alchemy Document Management System at the Counter and sold on CD to external clients.
- Bulk of the Amendment Scheme documents were also scanned and made available on Jozinet.
- Between June 2002 and June 2003, the capturing tool was developed on Map Objects. This was a particular difficult and time consuming process of explaining town planning principles to a consultant in Durban mostly via e-mail and the telephone. Errors occurring on site were difficult to replicate at the offices of the consultant and sometimes weeks passed before it was solved.

By July 2003 the capturing process started. Approximately 12 Town Planning Schemes, each with its own definitions, were applicable and files were often difficult to find. Software errors still occurred but the capturing team was creative enough to find 'work-arounds' to solve some of the problems. The dedicated team worked overtime during the week and weekends to meet the monthly targets. By May 2005 the target of 600 000 was reached and by September 2005 the zoning information went live on the new website making it accessible to internal and external clients of the Department.

Capturing continues to address the remaining 30 000 properties and the corrections reported by users.

INNOVATION – DEVELOPMENT OF THE NEW IMS WEBSITE

Role Player: Systems Administration and Development – Paul De Jesus

Due to the increase in demand of zoning data, dxf files, census data and ownership info from the public, UAC's and internal departments, it was decided to create a new website to meet the needs of our clients. At the same time, we aimed to simplify the new website by giving the users various reports e.g. zoning and ownership information without even looking at a map.

Challenges:

- To complete certain tasks which were dependant on other role players. The three major players were IBM, BCX and Corporate GIS.
- Designing the website in a VB .NET programming language which was a new platform from the previous websites, therefore resulting in a long debugging stage.

A lot of overtime was put in to prevent downtime on the current websites. Finally a new website was launched on the 29th June 05 and an updated version was launched on the 1st August 05 resulting in the old external viewer to be switched off.

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Try our website: <http://services.joburg.org.za/joburg/eservices> and click on IMS Online Maps

ACHIEVEMENT AWARDS

PROFESSIONALISM – ROLLOUT OF ARCGIS 9

Role Player: Systems Administration and Development – Deena Naidoo

The project involved upgrading and testing of capture tool, street address, proposed township, dxf export and zoning applications from version 8.3. to 9.0. All computers had to be upgraded prior to 29 April 2005 because GIMS were to upgrade the SQL server on 30 April 2005.

Benefits of the upgrade included additional functionality in Geoprocessing, Geodatabase, Annotation, Labelling, Arccatalog, Arctoolbox and Arcmap.

Challenges:

- Preventing downtime on the GIS systems, to ensure there was no interruption of workflow.
- Sufficient time for testing was ensured, in order to allow developers to complete individual applications by the scheduled dates.
All applications were tested on a standalone PC and thereafter rolled out across the various sections within the department.

Overall all tasks went off smoothly with the scheduled completion date met. The most important aspect of this project was that there was no downtime and users were thus not affected. Like all projects there were many deviations and milestones which needed to be managed successfully making use of forward planning.

EFFICIENCY – for the period July 2004 to June 2005

Role Player: Projects and Customer Services – Public Information Counter

Baseline from 2003/2004 was 76.1% turnaround time for projects completed within 20 minutes. Target for 2004/2005 was 78% turnaround time within 20 minutes.

The Information Counter reached the target of 78.1% turnaround time within 20 minutes.

Excellent rating: baseline = 82%, target = 83%, achieved 86% excellent ratings.

CUSTOMER FOCUS – for the period July 2004 to June 2005

Role Player: Projects and Customer Services – Projects

Baseline from 2003/2004 was 96% turnaround time for projects completed within 9, working days.

Target for 2004/2005 was 96% turnaround time within 8.93 working days.

The Projects reached the target of 100% turnaround time within 8 working days.

Excellent rating: baseline = 91%, target = 92%, achieved 95% excellent ratings.

The Projects and Customer Services teams:

- Demonstrated Batho Pele (“people first”) practices –
- Providing good customer service to the public within reasonable time.
- Set out the level and quality of service standards that customers can realistically expect.
- Ensured the levels of courtesy by setting and sticking to standards of behavior for the treatment of customers. Not only have they been polite to customers, but they have given a warm, helpful, friendly service to customers.

CUSTOMER SURVEY RESULTS

Corporate GIS would like to thank all those who took the time to participate in the May 2005 customer survey. The aim of the survey was to measure the current services and to establish possible new directions in services and information requirements. It was also used to measure the overall improvement or decline in service delivery.

GENERAL FINDINGS:

1. Response:

The survey was received positively. In total 69 questionnaires were returned, namely 12 from internal departments, 6 from the regions, 44 from external customers and 7 from the UAC's.

2. Preferred mediums of communication in order of preference are:

Personal 83%, e-mail 83%, telephone 67% and fax 67%.

The questionnaire revealed that internal departments preferred to communicate in person and telephonically, external customers preferred in person, fax and e-mail, the regions preferred telephone, in person and email and the UAC's preferred in person and e-mail.

Contact reception at (011) 407-6190, website helpdesk at (011) 407-6200/6094 or ims@joburg.org.za, GIS projects at (011)407-6095/6134/6130 or cgisprojects@joburg.org.za.

3. Awareness of service and frequency of used:

The awareness of individual services were as follows: IMS 93%, Counter 93%, Fax service 77% and Projects 83%. Services frequently used were as follows: IMS 70%, Counter 50%, Fax service 40% and Projects 50%.

SERVICE QUALITY, DELIVERY AND EXPERIENCE:-

The overall quality of service was rated at 84%, the global evaluation of service delivery at 81% and the average service experience at 86%.

The survey has shown an overall improvement within the department, including a considerably increase in the awareness of services. The Corporate GIS team is committed to delivering an efficient, customer focused service to its clients. The turnaround times and service ratings will continue to be monitored for all functions within the department, to ensure operational effectiveness and efficiency and to maximise client satisfaction.

THE PULSE OF CORPORATE GIS

PROJECTS SECTION

During the financial year July 2004 to July 2005, a total of 774 clients were dealt with, of which 425 were new clients. A total of 769 task requests (customized maps and electronic data) were within 8 working days, with an average of 64 requests per month.

PUBLIC INFORMATION COUNTER

Being the only information counter that provides property information in the Metro Centre, a total of 26170 clients were dealt with during the financial year July 2004 to June 2005, with an average of 2181 clients per month. The public will soon be able to obtain basic site information as well as other related information from the People's Centres. This should assist in relieving the pressure experienced at the Metro counter.

THE PULSE OF CORPORATE GIS Continued

City of Johannesburg:

IMS Online MAPS



<http://eservices.joburg.org.za/joburg/>

and click on
ONLINE MAPS

User Type	Monthly Cost	Annual Cost	Number of concurrent
Individual	R 100	R 1,000	Single user
Company	R 500	R 5,000	Unlimited users

Free or Subscription Access?

FREE ACCESS:

Basic Information including:

- Stand Numbers, with basic zoning and valuation data
- Street Addresses
- Township Names
- 1:16 Low resolution Aerial Photography (4 metre pixels viewable)
- Informal Settlements
- Points of Interest

Basic functionality including:

- Zooming
- Panning
- Reduced Printing facilities

SUBSCRIPTION ACCESS:

All information available through free access, **PLUS:**

- Full resolution Aerial Photography (0.25 metre pixels viewable)
 - Detailed Zoning
 - Proposed Townships and images
 - 5 metre contours
- Full functionality, incorporating all available through free access, **PLUS:**
- Customised mapmaking tools
 - Feature selection
 - Area and distance measuring
 - DXF/Shapefile downloads (at an additional cost)
 - Enhanced printing to A4 or A3 print sizes

INTERNET MAPPING SITE

The internet website received an average of 41 000 hits per month for the financial year July 2004 to June 2005.

Free training on the IMS Online Maps is offered monthly. Training is held every second Friday of each month, from 10:00am to 11:30am at the Metro Centre in Braamfontein, 8th Floor, A-Block, Indaba Room. For more information, or to book for the next training session, please contact us at (011) 407-6190 or send an email to ims@joburg.org.za.

FAX SERVICE

The Fax Information Service has approximately 469 clients and the client base is still increasing monthly.

STREET ADDRESSES

Approximately 56 866 addresses were captured including Ivory Park. Outstanding areas still to be captured include Orange Farm (80 000) and Soweto (120 000).

STAND DATA CAPTURED

The total stands captured to date is 59523 and the total townships captured to date is 400. Proposed townships captured to date is 180.

WHATS NEW

Corporate GIS is continually striving to address the needs of our clients. A number of products have been developed to improve service and easy access to spatial data.

MAPBOOKS ON CD per region at a scale of 1:5000 are available:

- Acrobat Reader format—pdf files
- Color A3 sheet size when printed
- Cadastral data such as stand boundaries, township boundaries, farm and agricultural boundaries and street names
- Index Cover sheet
- Cost of R350.00 per CD

These CD's have become extremely popular among the estate agents or anyone who needs a compact map.

POPULATION ATLAS ON CD:

A set of Population Atlas maps and statistics of the regional 1996 & 2001 census data for the City of Johannesburg (Regions 1-11) Depicts demographic and socio-eco trends.

- Acrobat Reader format—pdf files
- Cost of R20.00 per CD

INTERACTIVE MAPS ON CD:

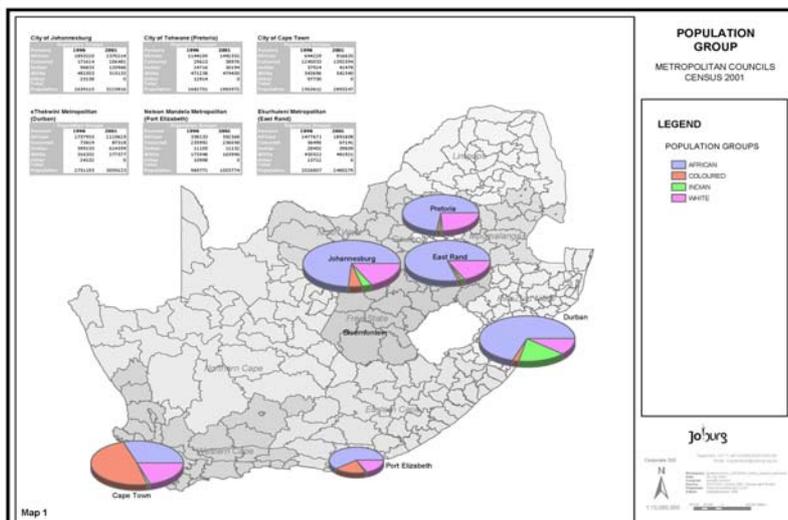
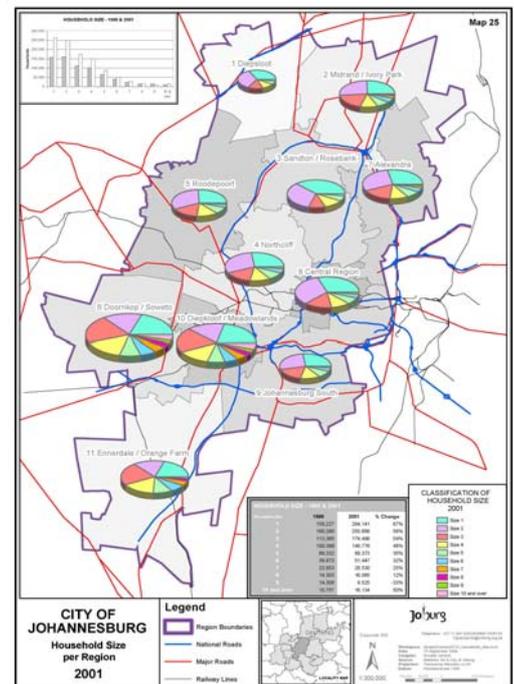
An interactive map of cadastral data within each region, giving a feel of a GIS environment with basic functionality including search, query and print facilities.

- Arc Publisher format
- Cadastral data such as stand boundaries, township boundaries, farm and agricultural boundaries and street names Cost of R1000.00 per CD per region

Other products and data available in electronic or paper format:

Informal Settlements, Ward boundaries, Regional boundaries, Proposed townships and a number of standard maps to mention a few.

For more information on the available products and services contact: Lesleya@joburg.org.za



EVENTS

Corporate GIS hosts GISSA Gauteng General Meeting:

On the 19th August 2005, Corporate GIS hosted the quarterly General Meeting for the Gauteng branch of GISSA (Geo-information Society of South Africa). The theme for the day was "GIS in Local Government" which was obviously a popular topic with an attendance of over 130 people.

The meeting was opened by Werner Sarvari, CoJ Director: Strategic Support, who expressed the City of Johannesburg's dependency on GIS data and applications to adequately ensure the City's Integrated Development Plan is successfully implemented.

The IDP focuses on 15 strategic agenda thrusts which include:

1. Deepening democracy and promoting good governance
2. Ensuring Basic service delivery
3. Enhancing Batho Pele and Customer Care
4. Addressing job creation and accelerating economic development
5. Targeting poverty and advancing human development
6. Consolidating inner city regeneration
7. Consolidating HIV/Aids initiatives
8. Creating sustainable human settlements
9. Enhancing Integrated transportation
10. Ensuring Financial sustainability
11. Improving community safety
12. Promoting strategic planning and management
13. Developing and implementing strategic projects
14. Preparing for the 2010 Soccer World Cup

He emphasized that GIS has a vital role to play in achieving each of these thrusts.

The second presentation by Marcelle Hattingh, Director: Corporate GIS, described the use of GIS in the City of Johannesburg, with the main focus on the newly redeveloped and relaunched IMS online maps Internet site.

The benefits of the new website and development process were described and a live web demo displayed the availability of Valuations, Census and Zoning data for the City of Johannesburg. Mike Trenor from Astrata gave a presentation of "Developments in GPS for Local Government GIS" which was followed by a discussion hosted by Ruedi Wagner about whether the new ESRI image server is the missing link or just another product for the pile.

Following a short tea break Rob Anderson from the Knowledge Factory described how GIS and statistical data/analysis can be used to understand your residents, while Martiens Pelser presented an OpenGIS solution implementation within a local Municipality that resulted in improved productivity. The final presentation was given by Professional Mobile Mapping which described the GIS data capture Informal Settlement shacks within Gauteng.

However, before a buffet lunch and a bit of GIS networking could be enjoyed, the GISSA Gauteng chairman Gaby van Wyk discussed some GISSA Gauteng's activities and presented prizes for the best GISSA slogan. Three of the four local authorities surrounding CoJ, i.e. Tshwane, Ekurhuleni, and Sedibeng met after lunch to discuss closer spatial co-operation and quarterly workshops to create common standards and a spatial data inventory for the Municipalities of Gauteng.

The future looks bright for GIS in local government!!

GIS DAY 2005: 16 November, 2005

GIS DAY is an international annual event to promote geographic literacy in schools, general public and organizations. Corporate GIS will be participating in the GIS Day event and officially launching the new online maps website with website presentations every hour from 09h00—15h00.

For more information or to book: Contact Johannes (011) 407-6190

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GIS WEEK: 9 to 3 May, 2005

The Theme for this years GIS week was "GIS awareness in education". This was chosen because GIS will be included in the school curriculum from next year 2006. GISSA joined the NSIF in their effort to make teachers and students more aware of what GIS is.

AFRICAGIS 2005:

31 October to 4 November, 2005

DID YOU KNOW?

The AfricaGIS conference is held every second year. The seventh AfricaGIS conference was hosted by South Africa in 2005. More than 800 delegates attended AfricaGIS 2005. 44 countries from across the world were represented at the conference. The theme of the conference was "GIS – beyond talk" and emphasised GIS solutions in Africa for Africa.

