



# INFORMATION MANAGEMENT UNIT CORPORATE GIS DEPARTMENT

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## CORPORATE GIS SERVICE CATALOGUE

### 1. Introduction

This is a structured document with information about all live Corporate GIS services, including those available for deployment.

#### 1.1. Purpose

This document contains the updated Service Catalogue for Corporate GIS services.

#### 1.2. Scope

This document applies to all the services currently been provided by Corporate GIS.

#### 1.3. Definitions, Acronyms and Abbreviations

Term	Definition
GIS	Geographic Information Systems
ITRUMP	Inner City Thekwini Regeneration and Urban Management Programme
IT	Information Technology

SLA	Service Level Agreement
CI	Configuration Items

Table1. Definitions, Acronyms and Abbreviations

## 1.4. Overview

Geographic Information Systems (GIS) are powerful tools for improving the quality, accuracy, efficiency and responsiveness of local government services. Corporate GIS has expertise to support Business Units of GIS. This document defines Corporate GIS services to ensure that Business Units understand the scope of services available to them.

## 2. Basic Information

### 2.1. Business Units

The Business Units that are receiving or about to receive our services are shown in Table 2. Business Units. In addition to this, the eThekweni Municipality has rights and duties with regard to the rate payers and the general public.

<b>Business Units</b>
Business Support Unit
Cleansing and Solid Waste Unit
Development Management and Planning Unit
Economic Development and Investment Unit
Electricity Unit
Engineering Unit
Finance Unit
Fire and Emergency Unit
Health Unit
Human Settlements Unit
Information Management Unit

Mayoral Parlour Unit
Metro Police Unit
Office of Strategic Management Unit
Occupational Health and Safety Unit
Parks Recreation and Culture Unit
Real Estate Unit
Revenue Management Unit
Safer Cities/ITRUMP Unit
Water and Sanitation Unit

Table 2. Business Units

## 2.2. Categorization of Services

Categories to organize services are shown in Table 3. Services Categories.

Service Categories	Service Manager
Applications Development Services	Mr Onke Mconi
Database Management Services	Mr Denis Bodeker
Spatial Data Services	Mr Niran Ramchunder
Photogrammetric Services	Mr Petri Swart
Projects Management Services	Vacant

Table 3. Services Categories

## 2.3. List of Services

The services that are currently provided are listed in Table 4. List of services provided.

<b>Category</b>	<b>Services</b>	<b>Type</b>
Applications Development Services	Applications Coaching Services	Customer-facing Service
	Applications Professional Services	
	Applications Technical Support Services	
	Desktop GIS Services	
	Licensing Services	
	Web-based GIS Services	
Spatial Database Services	Database Management Services	Customer-facing Service
	Database Technical Support Services	
	Vector Data Dissemination Services	
Spatial Data Services	Property Management Services	Customer-facing Service
Photogrammetric Services	Raster-to-Vector Conversion Services	Customer-facing Service
	Raster Data Services	
	Map Production Services	
Projects Management Services	Council-wide GIS Projects Management Services	Customer-facing Service

Table 4. List of services provided

### 3. Service Template

In order to add new services to the catalogue, a template must be defined to ensure a uniform view of the services. The template for doing so is shown in Table 5. Service Template.

<b>Service Name</b>	The agreed name for the service.
<b>Service Description</b>	A brief description of what the service does and the expected outcomes.
<b>Features</b>	Briefly outline the main features and functionalities of the service.
<b>Service Category</b>	Classify the service into one of the categories previously agreed. Categories  are important to provides the Service Catalogue with a hierarchical view of Services.
<b>Service Type</b>	Customer-facing service or supporting service.  A customer-facing service is an IT service that is visible to the customer.  Typical data to be recorded are those connecting to the business, although information from the supporting layer can be recorded as well for internal use by the IT service provider.  A supporting service is an IT service that is not directly used by the business, but is required by the IT service provider to deliver customer facing services (for example, a directory service or a backup service). Supporting services may also include IT services only used by the IT service provider. Typical information to be recorded are those from the supporting layer.

<b>Service Owner(s)</b>	Name and contact information of the person(s) with this role.
<b>Business Service Catalogue</b>	
<b>Business Owner(s)</b>	Name and contact information of the person(s) with this role.
<b>Business Unit(s)</b>	Business unit(s) to which the service is provided.
<b>Business Impact</b>	Describe the positive impact of having the service available and/or the negative impact of the opposite. The impact can be quantified by the number of users affected, the impact on each user, and the cost to the business.
<b>Business Priority</b>	Select from a previously agreed scale like Critical/None-critical or High/Medium/Low.
<b>Business Contacts</b>	Name and contact information of the key business person(s) to be contacted.
<b>Service Level Agreement (SLA)</b>	It is usually better to provide a link to the document with the SLA encompassing the IT service.
<b>Service Hours</b>	Write here the agreed time period when the IT service should be available.
<b>Escalation Contacts</b>	Name and contact information of the person(s) to be contacted when an escalation procedure is triggered.
<b>Service Reports</b>	A list of the operational reports available for the IT service.
<b>Service Reviews</b>	Frequency of the service level review meetings.
<b>Security Rating</b>	Classify according to the security level of the IT service.
<b>Request Procedures</b>	Describe how the service should be requested.
<b>Pricing and Chargeback</b>	Establish how customers are charged.

<b>Policies</b>	Describe any policies governing the use of the service.
<b>Technical Service Catalogue</b>	
<b>Supporting Services</b>	List any supporting services on which the IT service depends.
<b>Services Supported</b>	List any service this service is supporting.
<b>Configuration Items (CI)</b>	List of other CI supporting the IT service, including hardware, software, application and data.

Table 5. Service Template

#### 4. List of Tables

Table 1. Definitions, Acronyms and Abbreviations

Table 2. Business Units

Table 3. Services Categories

Table 4. List of services provided

Table 5. Service Template