

APPENDIX A: ASSESSMENT OF THE INFORMATION NEED OF THE LOCAL AUTHORITIES

Following are the results of the application of the most important features from Phase 2 and Phase 3 to the different departments of the four local authorities in Dar es Salaam.

The methodology has been to obtain information from the head of each departments through single appointments and through the usage of a questionnaire. A selection of the most significant questionnaires has been published. The interviewee is always being encouraged to describe the one service offered to the customer which is most suitable to implementation in electronic form or for which he/she expects the most advantages.

Given the position of the interviewee as Head of Department, this gave him/her the best outlook. Since the available funds for implementation of e-Government projects is very limited, this is intended to give an overview of which are the needs for next e-Government projects, together with a basic evaluation of the impact of the implementation of the service in the electronic form. (how many times is offered the service, how many customers, who are the customers and expected advantages from this implementation.

This assessment has been the basis for the decision of one single service, for which the Phase 4 of the Phase plan had been applied, indeed the Education Management Information System.

Table 16: Assessment of information need - Finance, Administration and Personnel, City Council

Department	Finance, Administration and Personnel	City Council
Service Name	Management of salaries for the personnel	
Brief description of the service	Payroll management: Each month the employee will be payed according to his salary. Advance in career and salary level should be considered	
Input from the customer	Output from the public agency	
- Data on the employee: Name, Check No., Salary, Family Status - Track of record for the last month (Illness, Bonuses, Unpaid vacation, ...)	- Monthly payroll is calculated - The calculated sum is sent to the Accounting Department	
Who are the customers of the service?	Employees of the City Council	
How many customers currently use this service?	All employees once a month	
Is it necessary to stick to the written form?	Yes	
Does the technical manager exercise any judgement?	Can make judgement	
Are any other internal services necessary?	Human Resources, Accounting, Administration and Civil Service Section	
Are any other external services necessary?	None	
How should the service be implemented in the electronic form?		
Human Resources Management System		
Are any parts of the service already provided in electronic form?		
Epicor, the service is fast and reliable		
Which additional parts of the service could also be implemented in electronic form?		
Personnel database		
What would be the main objective to develop this service in electronic form?		
Payment done in a timely, reliable and traceable manner		
What are the main advantages that you expect from the implementation?		
- Increase efficiency / - Reduce redundancy / - Rationalisation		
Any problem expected if the service is provided in electronically?	- Securing date / - Confidentiality of informations	

Table 17: Assessment of information need - Health Dept., City Council

Department	Health Dept.	City Council
Service Name	Tracking of curative health services provided at health facilities.	
Brief description of the service	Each patient receive a personal file where his pathological as well the therapeutical history are reported. It is possible for personal of the health facility to track the records for each patient	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Data on the patient (Name, Age, Sex, Familiar State) - Diagnosis and therapy from the doctor - Remarks from the personnel of the health facility 	- Updated and accurate file on the health services received by the patient	
Who are the customers of the service?	Citizens, companies, NGOs, public agencies, public servants	
How many customers currently use this service?	Over 50000 a day	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	No	
Are any other internal services necessary?	None	
Are any other external services necessary?	None	
How should the service be implemented in the electronic form?		
Health Management Information System		
Are any parts of the service already provided in electronic form?		
Not systematic, sporadic trac from regional medical officers		
Which additional parts of the service could also be implemented in electronic form?		
The inventory of the capacity (bed-places), of the personal and tracks of the needed supplios (medicines, bendages ...) of the health facility should be kept		
What would be the main objective to develop this service in electronic form?		
Accuracy, facility to recover the track of each single patient		
What are the main advantages that you expect from the implementation?		
Better service to the patients, who can get a better health services, thanks the knowledge of his/her personal pathological history		
Any problem expected if the service is provided in electronically?	No	

Table 18: Assessment of information need - Planning, Monitoring and Statistic Unit, City Council

Department	Planning, Monitoring and Statistic Unit	City Council
Service Name	Operation of Ubungo Bus Terminal	
Brief description of the service	Facilitate bus-customers' business environment / Ensure security / Ensure city residents and passengers are safe and satisfied with the service provided / Facilitate private sector to run business at the terminal	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Data from bus companies (timetables, serviced routes...) - Data from other business stakeholders (hotels, commercial companies, car workstations, fuel stations...) - Statistical amount of passengers on a daily, month - Statistical reports from police on crimes 	<ul style="list-style-type: none"> - Ensure comfortable transportation, safety, harmony, health - Fix the fees for different services (usage of slots, offices, advertisement spaces...) and conclude contracts - Immigration Services 	
Who are the customers of the service?	Passengers, informal and formal business sector operators, workers, police, information-workers and journalists	
How many customers currently use this service?	Over 30000 a day	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	Yes, very few is automated	
Are any other internal services necessary?	Urban Planning	
Are any other external services necessary?	Private sector and DCC collaborate	
How should the service be implemented in the electronic form?		
Tracking of the contracts for renting the areas for small business, for offices and for advertisement		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
Increase efficiency, improve the discussion of fees		
What are the main advantages that you expect from the implementation?		
Efficient possibility to followup contracts, to apply the right fees, saving time in the public administration and assuring the discussion of the fee on a timely manner		
Any problem expected if the service is provided in electronically?	No	

Table 19: Assessment of information need - Urban Planning Dept., City Council

Department	Urban Planning Dept.	City Council
Service Name	Urban Management - Coordination of mapping activities	
Brief description of the service	Geodetical data should be collected and used to produce maps	
Input from the customer	Output from the public agency	
- Geodetical measures - Satellite pictures	- Maps	
Who are the customers of the service?	Local authorities, Central government, Citizens, NGOs	
How many customers currently use this service?	About 10 per day	
Is it necessary to stick to the written form?	-	
Does the technical manager exercise any judgement?	Yes but to a certain extent it can be automated	
Are any other internal services necessary?	Land Survey and Mapping Unit, Town Planning Unit	
Are any other external services necessary?	No	
How should the service be implemented in the electronic form?		
GIS		
Are any parts of the service already provided in electronic form?		
Land information (plot information) is in CDs and in juke box		
Which additional parts of the service could also be implemented in electronic form?		
- Digitalised and scanned maps/plans / - Data		
What would be the main objective to develop this service in electronic form?		
Reducing redundancy, increase efficiency and quick decision-making and rationalisation		
What are the main advantages that you expect from the implementation?		
fast and reliable mapping, retrieval of information of geographical data, of plot information, clear track of plot ownership, better planning of urban activities		
Any problem expected if the service is provided in electronically?	Security of data	

Table 20: Assessment of information need - Waste Management Dept., City Council

Department	Waste Management Dept.	City Council
Service Name	Management of operations of waste collection	
Brief description of the service	Urban solid waste have to be collected and trasferred o disposal centres	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Statistical data on the quantity of waste disposed in a day - Reccomendation of health department - Requests from the citizens - Data on the available capacity of disposal centres - Availability of personnel, funds, machinery, truck 	- The waste collection is organised in a reliable way	
Who are the customers of the service?	Citizens, companies, NGOs and CBOs	
How many customers currently use this service?	The 3 municipal councils of about 3 million people	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	Yes	
Are any other internal services necessary?	Department of Finance for purchasing requirements of the departments	
Are any other external services necessary?	From the ministry qhich is involved in tendering the documents	
How should the service be implemented in the electronic form?		
Tracking of the capacities of disposal centres and of the availability of waste collection personal		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
Efficiency		
What are the main advantages that you expect from the implementation?		
Optimal utilisation of the available resources		
Any problem expected if the service is provided in electronically?	Insufficient computer knowledge	

Table 21: Assessment of information need - Works and Fire Dept., City Council

Department	Works and Fire Dept.	City Council
Service Name	Design and planning of the new roads	
Brief description of the service	The street infrastructure must be planned, according to the need and the projections of future development. Street lights, traffic signs and bridges should be considered.	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Existing plans of the street system - Statistical data of traffic - Statical data on population growth in a certain ar - Allocated funds 	- Planification of new roads	
Who are the customers of the service?	Citizens and companies	
How many customers currently use this service?	almost 3 million people, needed more times a month	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	Yes	
Are any other internal services necessary?	Department of Finance, Transport Section, Urban Planning Section,	
Are any other external services necessary?	UDSM (involved in tender documents for building constructions and evaluation of various costs), UCLAS	
How should the service be implemented in the electronic form?		
GIS		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
Precision		
What are the main advantages that you expect from the implementation?		
Exact pianification		
Any problem expected if the service is provided in electronically?	Very costly	

Table 22: Assessment of information need - Personnel and Administration Unit, Ilala

Department	Personnel and Administration Unit	Ilala
Service Name	Personnel emoluments estimates annually	
Brief description of the service	According to the contract and to the salary grade the emoluments are estimated	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Data on the employee: Name, Check No., Salary, Family Status - Kind of work done - Has the employee become eligible for a salary upgr 	- Annual emolument calculated annually	
Who are the customers of the service?	Employees of the public agency	
How many customers currently use this service?	All employees of the public agency, once a year	
Is it necessary to stick to the written form?	Not necessary, sometime just verbally	
Does the technical manager exercise any judgement?	-	
Are any other internal services necessary?	Finance Department	
Are any other external services necessary?	No	
How should the service be implemented in the electronic form?		
Human Resources Information System		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
To have timely and accurate information for decision-making purposes		
What are the main advantages that you expect from the implementation?		
The data will be immediately retrievable and the calculation will be efficient		
Any problem expected if the service is provided in electronically?	No	

Table 23: Assessment of information need - Trade and Informal Sector Dept., Ilala

Department	Trade and Informal Sector Dept.	Ilala
Service Name	Licencing, registration and allocation of specific areas for petty traders	
Brief description of the service	To provide business/liquor licences to various businesses / Taxycabs registration / Identification and allocation of specific areas for petty traders	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Licence application procedures - Statistical economical data on business - Requests from business operators - Information on available areas in market places or dedicated slots - advices to business operators 	<ul style="list-style-type: none"> - Issue of licences - Proper information of business operators - Revenue collection - Assure that traders comply with business rules and regulations - Monitoring of hotel, taxi and market operators 	
Who are the customers of the service?	Various business operators	
How many customers currently use this service?	More than 25000 per year	
Is it necessary to stick to the written form?	The forms can be automated, but output (licence) can be signed by hand	
Does the technical manager exercise any judgement?	Some of the decisions require the exercise of judgement	
Are any other internal services necessary?	Finance Department is involved in performance of the service (e.g. issuing receipts)	
Are any other external services necessary?	Yes, financial institutions which provide loan for traders especially for small and medium enterprises, NGOs, ministries (Central Government) to provide conducive business environment	
How should the service be implemented in the electronic form?		
Database with informations on the trade activities, better is linked to a portal		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
Business licence application forms /Liquor licence application forms / Hotel assesment forms / registration forms for taxycabs		
What would be the main objective to develop this service in electronic form?		
To eradicate unnecessary bureaucracy procedures issuing licences / To speedup the procedure of issuing licences, registration of taxycabs issuing of demand notice to market and hotel and land operators--		
What are the main advantages that you expect from the implementation?		
Speed up the processes, encourage the private initiative, reduce bureaucracy		
Any problem expected if the service is provided in electronically?	No	

Table 24: Assessment of information need - Waste Management Dept., Ilala

Department	Waste Management Dept.	Ilala
Service Name	Solid waste collection	
Brief description of the service	The estimated figure is 650 -750 tons of solid waste per day.The collection rate is around 300 - 420 tons of solid waste per day	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Feedback from contractor companies - Intensive awareness on waste management matters - Information from Health Department - Informations on possible pollution sources - Information on availability of disposal centres 	<ul style="list-style-type: none"> - Assure the waste contractors have enough equipment and enough funds to run services 	
Who are the customers of the service?	Citizens, NGOs, companies, public agencies	
How many customers currently use this service?	Estimated population of 637.573, daily	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?		
Are any other internal services necessary?	Health Department, Finance Department	
Are any other external services necessary?	Waste collection contracting companies	
How should the service be implemented in the electronic form?		
Information system on the collecting schema		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
Have a clear overview of the existing capacities as compared to the needs		
What are the main advantages that you expect from the implementation?		
Increased efficiency		
Any problem expected if the service is provided in electronically?	High overhead, the responsible employee might deem too high efforts in entering data in the computer system	

Table 25: Assessment of information need - Works Dept., Ilala

Department	Works Dept.	Ilala
Service Name	Road services	
Brief description of the service	It involves repair, rehabilitation, spot improvement, routine maintenance and construction of new gravel and tarmac roads. Strategies are to construct at least 1 km of tarmac and 5 km of gravel roads annually, 1 km of srom water drain, regular replacements, adding of road sing facilities	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Existing maps - Information on traffic and viability - Statistical information on population 	<ul style="list-style-type: none"> - Good maintenance of streets and planning of new streets 	
Who are the customers of the service?	The whole public in general	
How many customers currently use this service?	150 customers several times a months	
Is it necessary to stick to the written form?	Partly as some application forms need hand signature	
Does the technical manager exercise any judgement?	No, only technical judgements some of which can be automated	
Are any other internal services necessary?	Finance department, Procurement sections, Economical planning	
Are any other external services necessary?	TANROAS, NCC, Regional Secretariat DAUASA, DAWASCO, Ministry of works, UDSM, UCLAS, DIT, ERB, CRB,	
How should the service be implemented in the electronic form?		
Database with project managent of the next construction projects		
Are any parts of the service already provided in electronic form?		
Not yet		
Which additional parts of the service could also be implemented in electronic form?		
Contract forms for public works		
What would be the main objective to develop this service in electronic form?		
To reach maximal number of the needy members of the public with much ease and convenient time		
What are the main advantages that you expect from the implementation?		
Efficient administration of the road construction and maintenance projects		
Any problem expected if the service is provided in electronically?	Mostly technical faculty of the electronic system itself	

Table 26: Assessment of information need - Community Development Sect., Kinondoni

Department	Community Development Sect.	Kinondoni
Service Name	Implement national policies which fall under the department obligation: women development. policies, child development policies, gender policies etc.	
Brief description of the service	Community dev. Services facilitates community sensitisation, mobilisation, organisation, training for local capacity building on problem identification, analysis, prioritation, decision making, implementation and monitor in as far as financial and project managemt is concerned. Data collection and analysis at community level for effective local grassroots participation	
Input from the customer		Output from the public agency
<ul style="list-style-type: none"> - Feedback from citizens and NGOs on needs and problems - Statistical data about poverty, situation of women, children, other impaired groups - Existing laws 		<ul style="list-style-type: none"> - Implementation of policies who assist in the capacity building, incresed awareness of own problems, improve economic status, self-dependancy, project sustainability - Training on project identification, prioritation etc. - Mobilitation and organisation of community activities
Who are the customers of the service?		Members of the public (particularly specifi groups such as women, children and youth)
How many customers currently use this service?		500 per year
Is it necessary to stick to the written form?		No
Does the technical manager exercise any judgement?		Yes
Are any other internal services necessary?		Cooperatives Unit, Finance Department, Social Welfare Unit,
Are any other external services necessary?		NGOs, CBOs
How should the service be implemented in the electronic form?		
Computer assisted collection of indicators for effectiveness of the policies		
Are any parts of the service already provided in electronic form?		
Yes: Statistic data concerning economic groups provided with loans between 1998 and 2004. By Laws program is going to be rolled out		
Which additional parts of the service could also be implemented in electronic form?		
Not sure		
What would be the main objective to develop this service in electronic form?		
To have proper records of raw data of econmic / community groups		
What are the main advantages that you expect from the implementation?		
With clear statistica data it is possible to analyse how the introduction of a certain national policy is impacting a certain group		
Any problem expected if the service is provided in electronically?		It will only be usable to those with access to computers

Table 27: Assessment of information need - Education Dept., Kinondoni

Department	Education Dept.	Kinondoni
Service Name	Enrollment and registration of new students	
Brief description of the service	Pupils should be enrolled in their school. Information about the pupils should be collected by the school and recorded in it file	
Input from the customer	Output from the public agency	
- Data about the student - Data about the available stream	- Enrollment of students in the school	
Who are the customers of the service?	Citizens	
How many customers currently use this service?	200.000 twice a year	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	No	
Are any other internal services necessary?	No	
Are any other external services necessary?	No	
How should the service be implemented in the electronic form?		
Education Management Information System		
Are any parts of the service already provided in electronic form?		
A database is available which is being populated with data eg: number of schools, no. of teachers, their salary, no. of pupils etc, but this solution is no longer available.		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
The main objective will be to collect and store data from schools, pupils, teachers so you can easily deal with it.		
What are the main advantages that you expect from the implementation?		
Efficient availability of information on students		
Any problem expected if the service is provided in electronically?	There will be some problems due to the lack of computer knowledge, which have to be taught in the community	

Table 28: Assessment of information need - Legal Unit, Kinondoni

Department	Legal Unit	Kinondoni
Service Name	Legal & Security Services	
Brief description of the service	To provide legl services to comunal staff and the public. To provide security services to municipal properties	
Input from the customer	Output from the public agency	
- Detailed inforamtion about cases to be solved - Information about laws	- Legal advice and services provided	
Who are the customers of the service?	Council staff, members of the public, NGOs and local leaders	
How many customers currently use this service?	4 per day	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	Yes	
Are any other internal services necessary?	Land, Valuation, Engineering, Procurement,	
Are any other external services necessary?	No external services	
How should the service be implemented in the electronic form?		
Portal accessible through internet with egal documents such: by-laws, rules and regulation in the electronic form		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
A virtual mail box, which the public could submit ist problem and receive advise		
What would be the main objective to develop this service in electronic form?		
Increase the information of the public, enhance the relationship public-private, shorten the time for the citizen to receive legal advise		
What are the main advantages that you expect from the implementation?		
More information for the public directly without consulting the public agency, more efficient work of employees of the Legal Unit		
Any problem expected if the service is provided in electronically?	No, but rather the service would be accesible to the public	

Table 29: Assessment of information need - Supplies Section, Kinondoni

Department	Supplies Section	Kinondoni
Service Name	Procurements	
Brief description of the service	Buying of goods, services and supplies	
Input from the customer	Output from the public agency	
- Request from the different departments	- Procurement of the needed assets	
Who are the customers of the service?	Companies, citizens and heads of department	
How many customers currently use this service?	about 15 per day	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	Yes	
Are any other internal services necessary?	All internal departments	
Are any other external services necessary?	Suppliers, Logistic companies	
How should the service be implemented in the electronic form?		
Database		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
Information about the suppliers		
What would be the main objective to develop this service in electronic form?		
Being able to track the orders,		
What are the main advantages that you expect from the implementation?		
Efficient track of movements		
Any problem expected if the service is provided in electronically?	Yes, most of the people have no devices therefore the service will reach only those with computers	

Table 30: Assessment of information need - Trade and Industries Dept., Kinondoni

Department	Trade and Industries Dept.	Kinondoni
Service Name	Development of small scale industries	
Brief description of the service	Collaborate with stakeholders in order to identify and develop suitable areas for small scale industrial operators. Assist the small-scale industrial operators to secure loans/grants from financial institutions and donors	
Input from the customer	Output from the public agency	
- Information on economical conditions - Consideration of Tanzanian laws	- Create conditions to favorite small scale industries	
Who are the customers of the service?	Members of the public, NGOs and special target groups	
How many customers currently use this service?	Many, difficult to estimate	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	Only some of the decisions can be automated	
Are any other internal services necessary?	Legal Dept., Financial Dept., Social Development, Welfare and Cooperatives Dept.	
Are any other external services necessary?	Companies	
How should the service be implemented in the electronic form?		
Database with economical informations		
Are any parts of the service already provided in electronic form?		
Yes, at present we can now offer ready information on business licences for decision making. In addition we can easily identify/locate licensed business		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
Customer orientation and efficiency		
What are the main advantages that you expect from the implementation?		
It will be easy to provide some services to the customer/public and necessary information for decision-making		
Any problem expected if the service is provided in electronically?	No	

Table 31: Assessment of information need - Valuation Unit, Kinondoni

Department	Valuation Unit	Kinondoni
Service Name	Valuation of land properties	
Brief description of the service	Valuation for compensation, transfer and sales, property taxes, matrimonial cases, insurance, mortgage, liquidation	
Input from the customer	Output from the public agency	
- Application requests from the Citizens or other public agencies	- Valuation report	
Who are the customers of the service?	Members of the public, companies, NGOs, government	
How many customers currently use this service?	40 customers per day	
Is it necessary to stick to the written form?	Currently the report must be signed	
Does the technical manager exercise any judgement?	Yes,	
Are any other internal services necessary?	Urban Planning Unit, Geomatic and Survey unit	
Are any other external services necessary?	Yes, suppliers of required working materials	
How should the service be implemented in the electronic form?		
Application for the valuation procedure		
Are any parts of the service already provided in electronic form?		
Property tax data can be located through electronic form		
Which additional parts of the service could also be implemented in electronic form?		
Information regarding compensation of crops as to rates		
What would be the main objective to develop this service in electronic form?		
The main objective would be accuracy, efficiency and transparency		
What are the main advantages that you expect from the implementation?		
Given data as property tax, compensation rates to the public, information on the plot a draft valuation should be done		
Any problem expected if the service is provided in electronically?	No	

Table 32: Assessment of information need - Accounting Dept., Temeke

Department	Accounting Dept.	Temeke
Service Name	Auditing	
Brief description of the service	Municipal Auditing	
Input from the customer	Output from the public agency	
- budgets and reports from the various departments	- Auditing the income and expenditures - Advising of thefts and cheating	
Who are the customers of the service?	Municipality of Temeke	
How many customers currently use this service?	The municipality	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	Yes	
Are any other internal services necessary?	All departments	
Are any other external services necessary?	No	
How should the service be implemented in the electronic form?		
Integrated computer application with the expenditures from all departments in the municipality		
Are any parts of the service already provided in electronic form?		
Yes, clerk and balance		
Which additional parts of the service could also be implemented in electronic form?		
All services to be provided in electronic form		
What would be the main objective to develop this service in electronic form?		
Easies accountability, more transparency of the public agency		
What are the main advantages that you expect from the implementation?		
Remove cheatings / Forgering is stopped / Ensure proper calculations		
Any problem expected if the service is provided in electronically?	Yes: Expenses / Electricity problems / Need to train workers	

Table 33: Assessment of information need - Education Dept., Temeke

Department	Education Dept.	Temeke
Service Name	Construction of more schools	
Brief description of the service	Construction of secondary and primary is done by the Municipality of Temeke	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Education supervision - Construction of more schools - Employing more teacher 	<ul style="list-style-type: none"> - Ensure better education to students - Increase the number of enrollment - Provision of good education 	
Who are the customers of the service?	Member of the public	
How many customers currently use this service?	More than 200 per day	
Is it necessary to stick to the written form?	Yes	
Does the technical manager exercise any judgement?	No	
Are any other internal services necessary?	Constructions Department	
Are any other external services necessary?	Yes	
How should the service be implemented in the electronic form?		
Are any parts of the service already provided in electronic form?		
Not yet		
Which additional parts of the service could also be implemented in electronic form?		
Better all services are put in electronic form		
What would be the main objective to develop this service in electronic form?		
Bureaucracy will be reduced / Easy to get the exact number of students and teachers / Easy to supervise		
What are the main advantages that you expect from the implementation?		
Any problem expected if the service is provided in electronically?	Many teachers lack this knowledge / Costly / No generators in most schools whenever the electricity goes off	

Table 34: Assessment of information need - Geomatic and Survey Dept., Temeke

Department	Geomatic and Survey Dept.	Temeke
Service Name	Surveying plot	
Brief description of the service	Surveying the plots and mark according to the required standards	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Application requests from the public or from the public administration - Measurement of survey engineers - Land regulations 	<ul style="list-style-type: none"> - Survey plots, demarc land, avoid land-usage conflicts 	
Who are the customers of the service?	Citizens and public agency	
How many customers currently use this service?	50 - 60 per day	
Is it necessary to stick to the written form?	No	
Does the technical manager exercise any judgement?	No	
Are any other internal services necessary?	Urban Planning Unit, Valuation Unit, Construction Department	
Are any other external services necessary?	UCLAS	
How should the service be implemented in the electronic form?		
Electronical availability of cataster files		
Are any parts of the service already provided in electronic form?		
No		
Which additional parts of the service could also be implemented in electronic form?		
Document Management Information System		
What would be the main objective to develop this service in electronic form?		
Easy to identify the plots / Save time / Easy to issue land certification		
What are the main advantages that you expect from the implementation?		
Land usage conflicts will be avoided, easier to solve legal issues, more accuracy		
Any problem expected if the service is provided in electronically?	No	

Table 35: Assessment of information need - Planning Dept, Temeke

Department	Planning Dept	Temeke
Service Name	Residential planning	
Brief description of the service	Planning of residential plots within the Municipality and other customers	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Residential planning - Building permit - Settling land conflict 	<ul style="list-style-type: none"> - Avoiding squatting and informal settlements - Ensure right of occupancy - Ensure peace and harmony within the neighbourhood 	
Who are the customers of the service?	Member of the public	
How many customers currently use this service?	Estimated number of 4000 per month	
Is it necessary to stick to the written form?	Yes	
Does the technical manager exercise any judgement?	Yes they require judgement and not to be automated	
Are any other internal services necessary?	Planning Department, Finance Department	
Are any other external services necessary?	UCLAS, Contracting companies	
How should the service be implemented in the electronic form?		
Are any parts of the service already provided in electronic form?		
Yes, drawing the plots by using the program Arc View		
Which additional parts of the service could also be implemented in electronic form?		
General services need electronic form knowledge		
What would be the main objective to develop this service in electronic form?		
Efficiency / Less time-consuming / Avoid bureaucracy		
What are the main advantages that you expect from the implementation?		
Any problem expected if the service is provided in electronically?	Sometimes is very expensive to implement electronic form services	

Table 36: Assessment of information need - Planning, Statistics and Coordination Unit, Temeke

Department	Planning, Statistics and Coordination Unit	Temeke
Service Name	Coordination of development activities	
Brief description of the service	MISSING	
Input from the customer	Output from the public agency	
<ul style="list-style-type: none"> - Budget preparation - Monitoring and supervision of development projects - Report writing (progress report physical/financial) - Data collection and analysis 	<ul style="list-style-type: none"> - Development projects are implemented - Projects are implemented as planned - Councillors, Heads of department and stakeholders to be aware in that particular time - Various reports are prepared based on the data available 	
Who are the customers of the service?	Members of the public, companies, NGOs, public agencies etc.	
How many customers currently use this service?	40 per day	
Is it necessary to stick to the written form?	MISSING	
Does the technical manager exercise any judgement?	MISSING	
Are any other internal services necessary?	Social Development, Social welfare and Cooperatives Department Finance Department	
Are any other external services necessary?	NGOs, CBOs, Civil groups	
How should the service be implemented in the electronic form?		
Are any parts of the service already provided in electronic form?		
Budget Preparation (Plan Rep) / Report writing / All payments are done in electronic form (Epicor)		
Which additional parts of the service could also be implemented in electronic form?		
-		
What would be the main objective to develop this service in electronic form?		
To supply delivery of services / To store data in the best possible way		
What are the main advantages that you expect from the implementation?		
Any problem expected if the service is provided in electronically?	No	