

KNOWLEDGE MANAGEMENT SERVICE STANDARDS



Department of Economic Development and Planning

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1. Objectives

To provide accurate quality economic information management services to assist in decision making processes and guide economic development and planning.

2. The need for information

2.1 Information as a tool for decision making

Why do we need information? We need it to take informed decisions on development. Information that is needed for these decisions to be formulated can be in various forms, e.g. statistics, research reports and policies.

2.2 Information as a tool for priority setting

The society faces many challenges simultaneously and there is a need to prioritize the activities as the resources in all societies are scarce. Information provides a basis for prioritizing the most urgent and important goals in any activity.

2.3 Information as a tool for monitoring and evaluation

Comparing the base data and current data-information provides a platform to evaluate the impact of projects and programmes in the society. There is a need to monitor the impact of projects at the ground to avoid waste of resources.

3. Data and Information

3.1 Data versus Information

Data-raw information. Information-data that has gone through processing using intelligent tools to give meaning.

3.2 Information in our context

Information can be in a form of a map, research report, CD, brochure, leaflet, poster, booklet, etc, it can relate to the economic development and planning in the province.

4. Target Groups

- Development planners and decision makers
- Government
- Government agencies
- Business
- Labour
- Academics
- NGO's
- General public

5. Policies

- Constitution of RSA Act 108 of 1996
- Promotion of Access to Information Act No.2 of 2002
- Electronic Communications Act No.36 of 2005
- Protection of Information Act no.84 of 1982
- Minimum Information Security Standards
- DEDP Security Policy

6. Dissemination Mechanisms

6.1 Departmental website

We will improve information dissemination using the intranet, departmental website, MTPA, MEGA and MGB websites.

6.2 E-mail and Fax

Requested information through the information desk will be collected on a disk, flash drive, print format; or disseminated via the fax or the e-mail depending on the client.

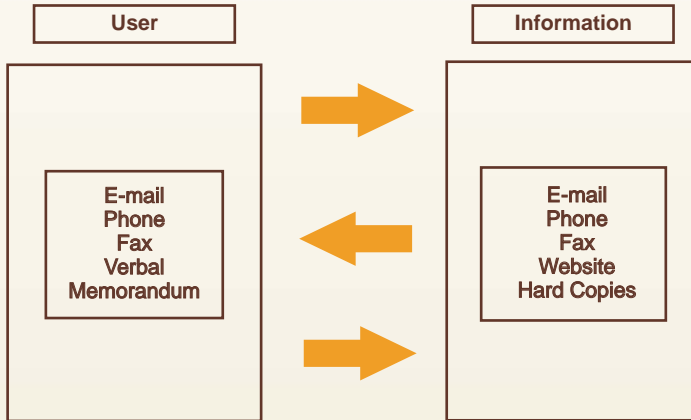
6.3 Events

We will distribute economic information material e.g. Pamphlets at strategic events held by government and its agencies.

6.4 Resource centre

A resource centre is established as a walk-in centre for the target groups to access information and gain knowledge on the economy of the province.

7. Requesting information



8. SERVICE STANDARDS

8.1. Processing of information requests

STANDARD STATEMENT

There is a mechanism in place to provide accurate quality, economic information management services to assist in decision making processes and guide economic development and planning.

STANDARDS

- A concerted effort is made by the receiver to gather as much information as possible about the request
- Employees are always mindful of who our clients are and provide information services in a manner which is most appropriate as per client preference
- When a request is received, it is recorded in a log-sheet by the receiver
- Requests are attended to within 24 hours after being received
- Requests are generally processed within 48hrs after being received
- If the information requested is not available within 48 hours, the receiver notifies the clients and then continues processing the request
- Irrespective of the length of time that it takes to finalize the processing of information request, the client is regularly informed of the progress
- If the information is not available, the client is notified and referred to a more appropriate source of information.
- Follow-up is made by the person who processed the request 2hrs after the request has been logged

- All the information requested is sent with the following disclaimer: (In preparation of this document, every effort has been made to offer the most correct and clearly expressed information possible. The Department of Economic Development and Planning makes its documentation available without warranty of any kind and accepts no responsibility for its accuracy or for any consequences of its use)
- The log-sheet is updated after the request has been successfully processed

8.2. MAPS

STANDARD STATEMENT

There is a mechanism in place for the dissemination of maps.

STANDARDS

- All maps have the DEDP logo, date of production, contact details and a disclaimer
- All requests indicate the size of the map
- All electronic maps are delivered in jpeg, bmp, gif and PDF format

8.3. Statistics

STANDARD STATEMENT

There is a mechanism in place for the dissemination of statistical information.

STANDARDS

- Licensed electronic statistical information will be delivered to the client in PDF format.
- Statistics derived from service providers are analyzed and presented in any format that does not compromise of contractual obligations, including narrative analysis, maps, graphs, etc, before dissemination.

8.4. Economic profile

STANDARD STATEMENT

There is a mechanism in place for compiling and publishing the economic profile

STANDARDS

- The economic profile is published twice a year-in February and September of every year
- Data used for the compilation of the profile will be derived from official sources, e.g. StatsSA, SARB, DEAT, EPWP, research reports, etc
- Alternative sources are used for indicators that are not available from StatsSA

Contact Details

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