

FISH HOEK VALLEY RATEPAYERS & RESIDENTS ASSOCIATION

(Incorporating Fish Hoek, Clovelly and Sun Valley)

~~65B Central Circle, Fish Hoek 7975~~

Web: <https://www.fhvrra.org.za/> Facebook: www.facebook.com/FHVRRA/

Heritage Western Cape: Conservation Body

TO: Katherine.Hyman@capetown.gov.za

SUBJECT: COMMENTS ON CITY'S DATA STRATEGY

DUE DATE: 15 JULY 2023

This document's "Executive Summary" should be more aptly named "Executive Synopsis" for the executives too lazy to read the entire report as this section repeats the desired outcomes rather than summarising the salient points.

We feel that the City doesn't really care about data integrity ("data quality assurance / data trustworthiness / reliable information") and thus, its usefulness is greatly diminished. For example, the City's eServices database is riddled with incorrectly categorised complaints and requests for services rendering useful analysis hopeless. GIGO applies (Garbage In, Garbage Out).

This report looks like it has been written by Gartner, who are pathetic from a true local government perspective. For example, Text box 1 states, "Evidence -Based Decision-Making is a process for making decisions about a program, practice, or policy that is grounded in the best available data and research evidence and informed by experiential evidence from the field and relevant contextual evidence." Gartner will try to sell itself as the provider of best research evidence. We have never seen a peer reviewed, double blind research experiment conducted by the City to gain experiential evidence. This document does not illuminate any relevant method to achieve this goal.

We hold the City accountable to the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

We don't believe certain data sets even exist, for instance, with partners.

SAP is not an open source technology. Is this strategy saying that collaboration with the "global tech community" on data initiatives cannot be fostered? The City will need to integrate these best-of-breed open source technologies with SAP to complete the City's dataset.

All of the identified Risk Impact(s) point to this strategy failing.

We disagree with the statement that Open Data Portal is working. We have been asking for the raw coastal outfall data for years and keep getting promises that it will be available, but alas.

SUMMARY

The Fish Hoek Valley Ratepayers and Residents Association (FHVRRA) feels that

- the City's data needs to be cleaned as it contains too many errors at present for any

useful analysis;

- data from all sources (SAP, best-of-breed, partner data, etc.) needs to be incorporated into a single view;
- all identified risks need to articulate a mitigation path or this project will fail; and
- all data needs to be properly available to the public. We have paid for it after all.

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