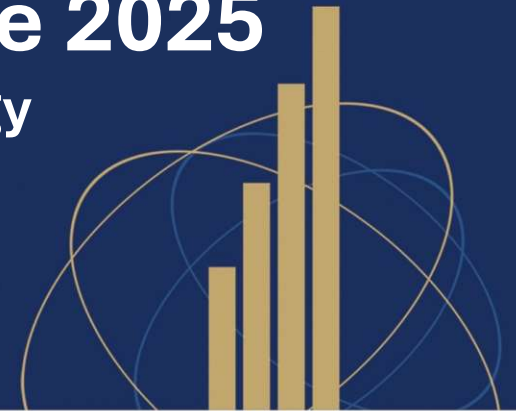




03 June 2025

Data Governance Strategy



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De Wit Coetsee
Western Cape Provincial Government

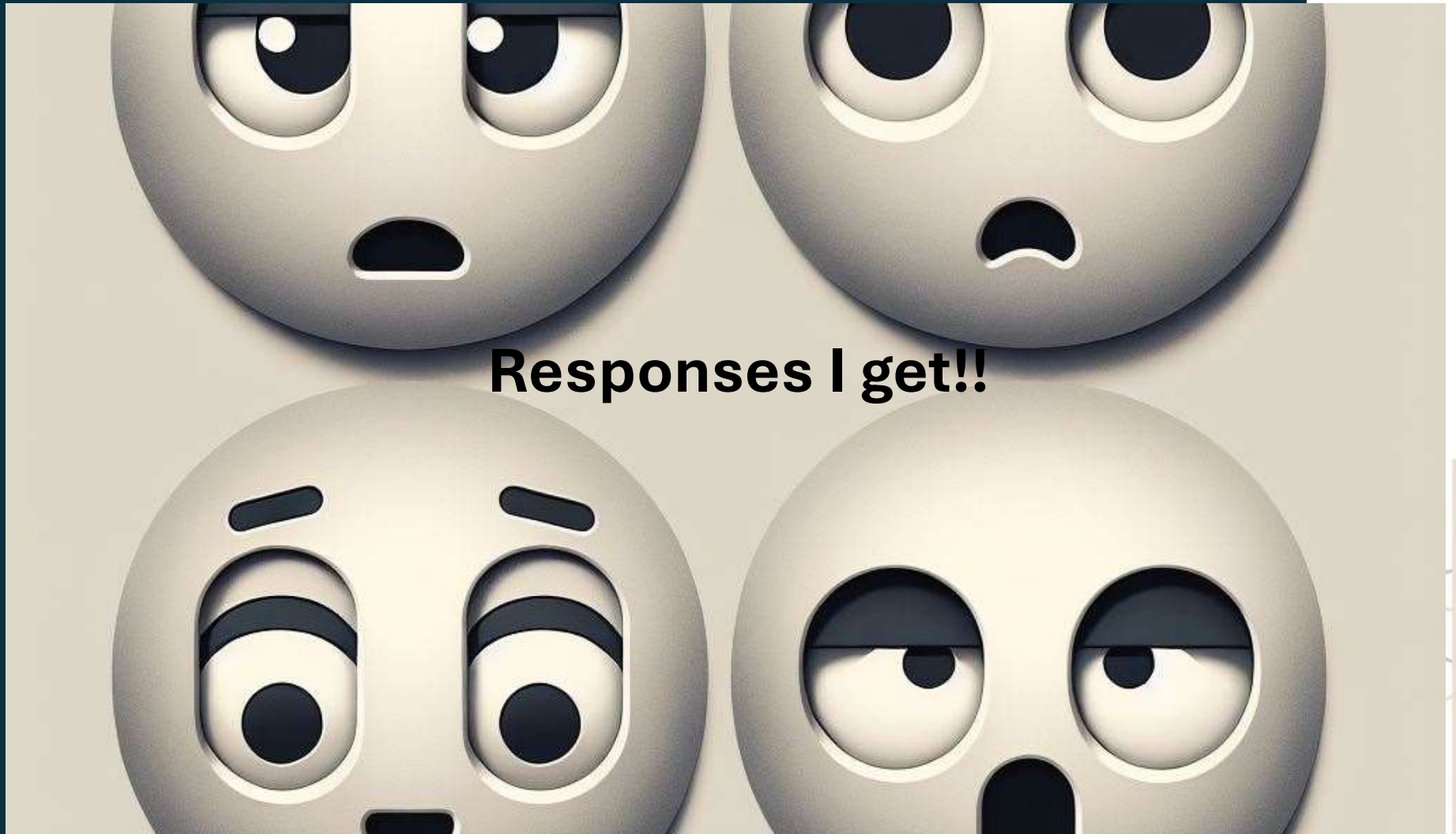
SAQA Recognised Professional Body

Outcomes

- Understanding challenges and strategic context for the use of data
- The strategic landscape where data applies
- What is achieved with sound data management
- Data management principles and its application
- Focus on managing master data first (revenue enhancement)
- Master data management
- Where do we begin



Data Governance Strategy



Data Governance Strategy

Responses I want!!





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Smart Municipality

Digital Services

*National and International
Demand and Pressures*

4th Industrial Revolution

We are not isolated

We are not immune

We are not alone!

Artificial Intelligence

Foundation for Data Governance

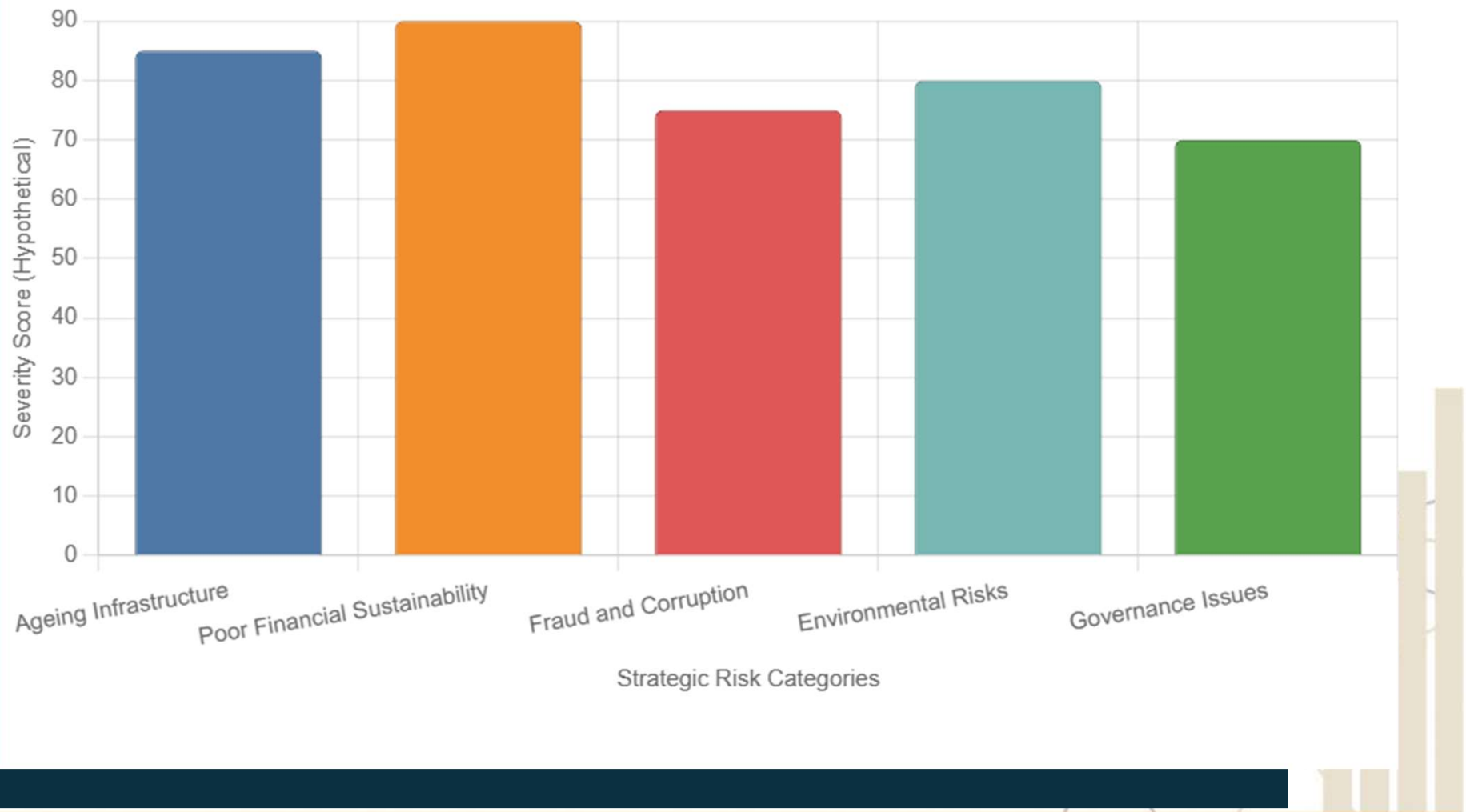
- **Smart Municipality**
- **A smart Municipality is a living, learning system that continuously monitors and knows what happens across the municipality using digital sensing and data analytics. This real-time awareness helps ensure efficient service delivery, improve safety, and better quality of life for everyone.**
- **Digital Municipality**
- **A digital Municipality is citizen centric, connected, responsive, and service oriented. It has the ability to:**
- **Detect and respond to change or disruptions using smart/digital tools**
- **Deliver services seamlessly through digital platforms, making access and process flow more effective for residents**

By combining smart and digital capabilities, municipalities can build future-ready cities where technology enhances daily life.

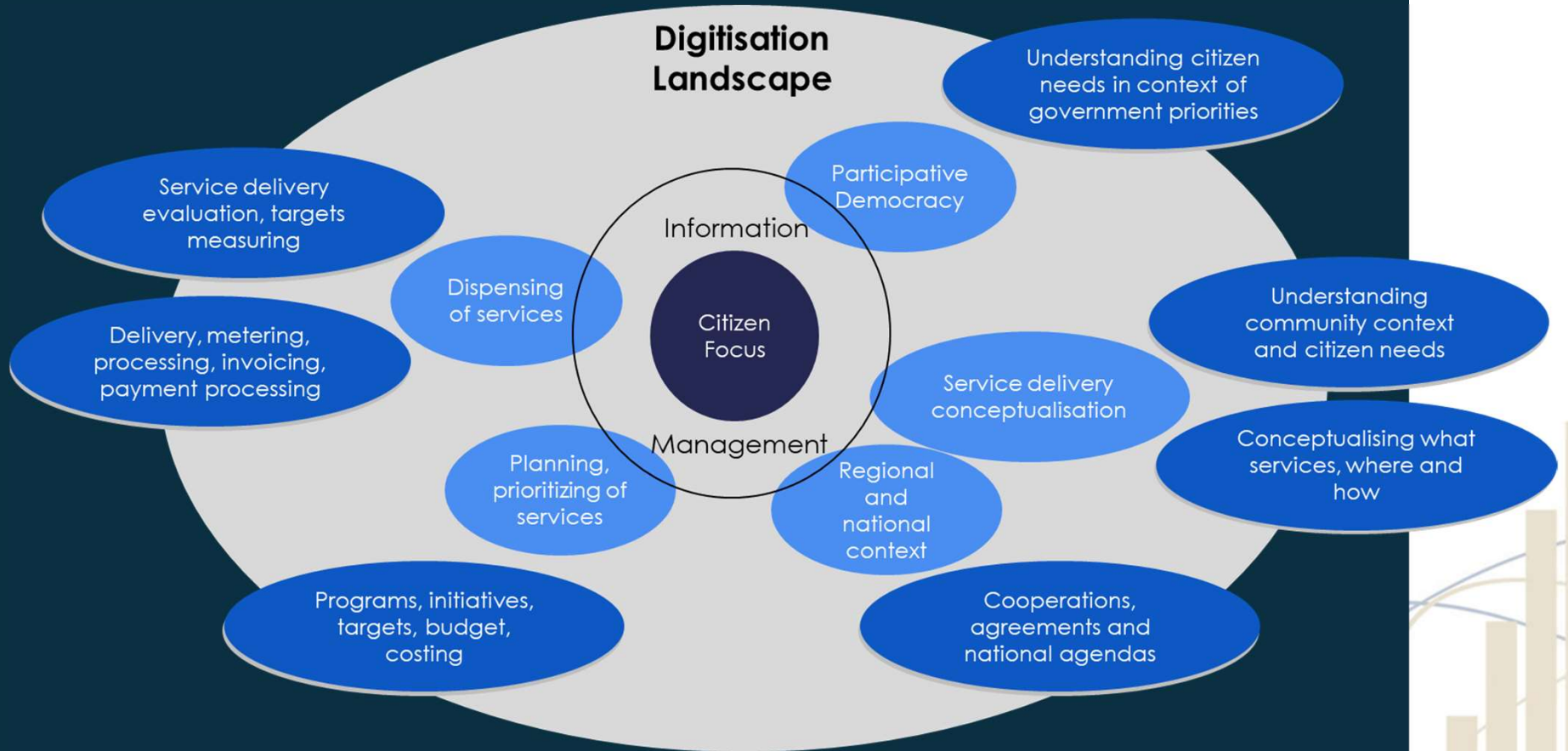


Municipal Challenges and Risks

Strategic Risks in Municipal Integrated Development Plans

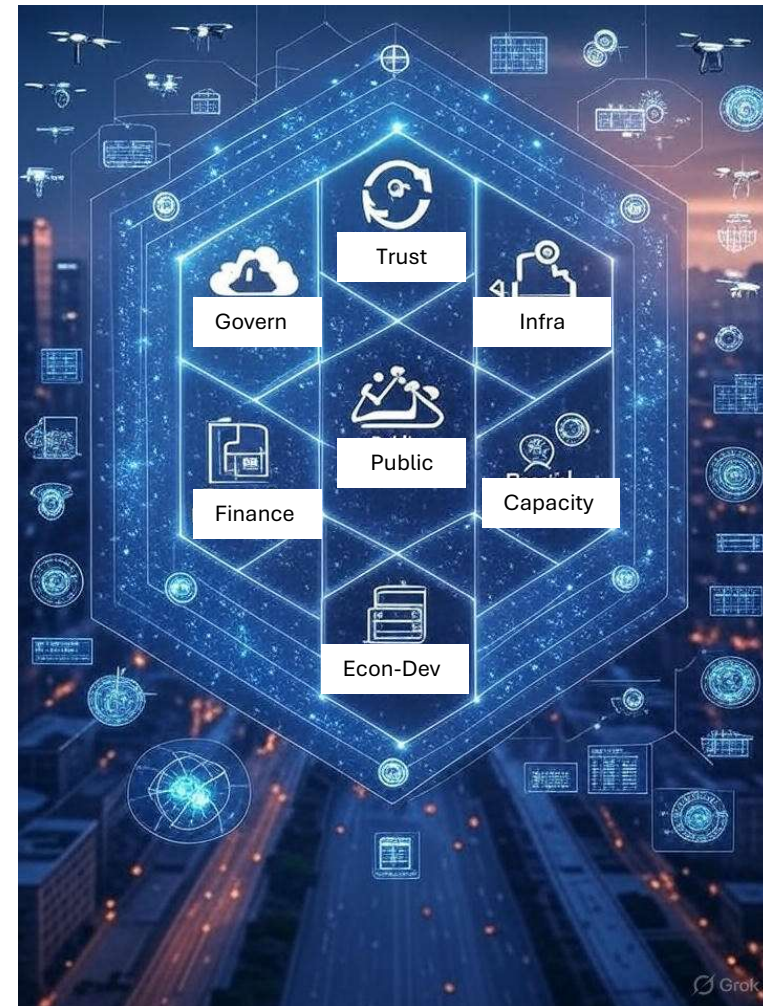


Municipal Smart and Digital Landscape



What it sets out to achieve?

- Improve Public Trust
- Support Good Governance
- Improve Public Participation
- Strengthen Financial Management
- Optimise Infrastructure Services
- Strengthen Institutional Capacity
- Improve Operations



Why and How?

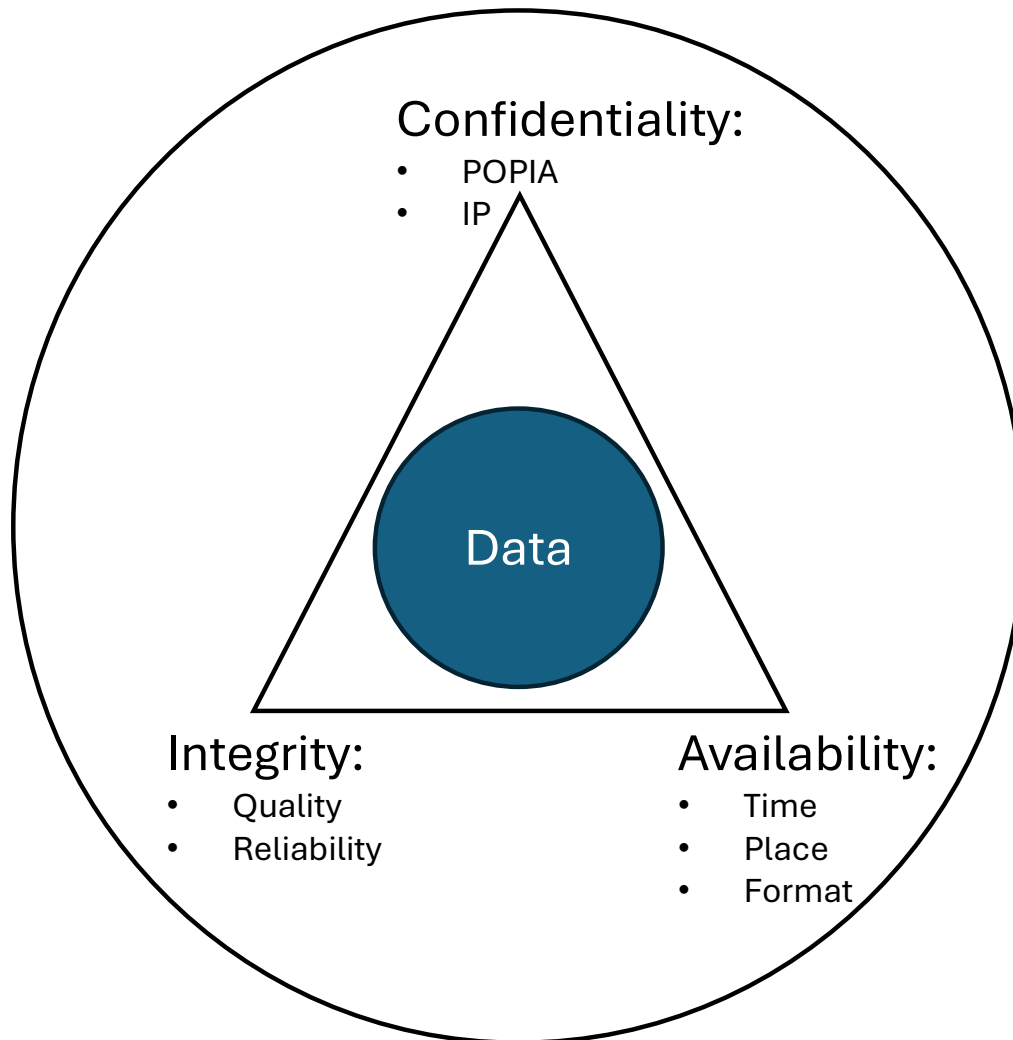
- **Why**
 - **Increased pressure on finances**
 - **Demands for better services**
 - **Brand advocacy, trust, and reliability**
- **Drivers**
 - **Tech-smart citizenry**
 - **Citizen and community expectations**
 - **Need for operational efficiency**
 - **Speed and accuracy of decision making**
 - **Economic growth and job creation**
- **Enablers**
 - **Political and strategic will**
 - **Visionary leadership**
 - **Innovation culture**
 - **Financial commitment**
 - **Skills**
 - **Cross silo collaboration**



Let's Talk Data



Data Protection



What do we protect?:

- Trust
- Citizens, employees
- Financial sustainability
- Operational integrity
- Environmental sustainability
- Economic development

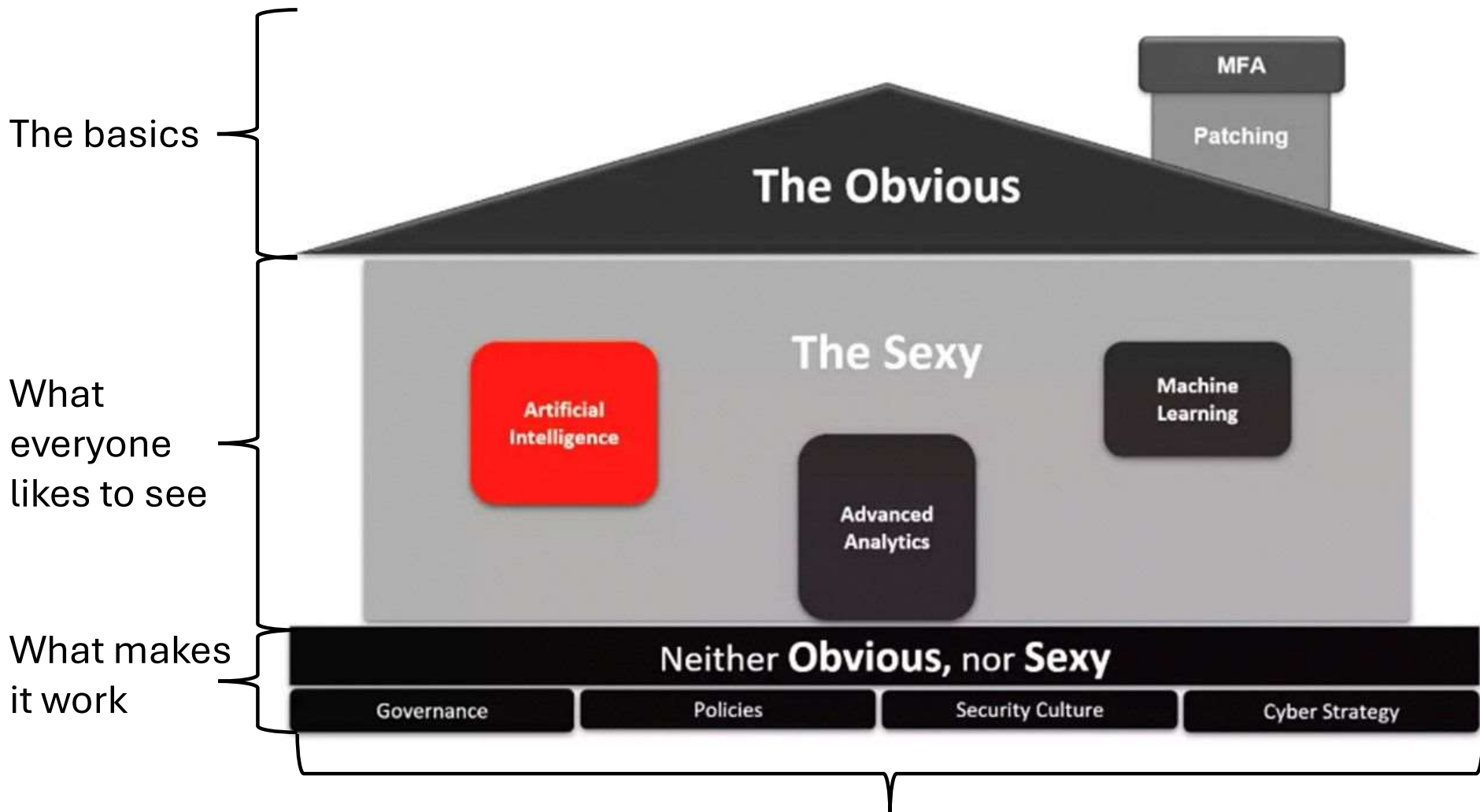
The wrong question:

- *Are we secure?*

The right questions:

- *Can we recover?*
 - *How many times?*

Keep it Simple



Most neglected

Data Governance Principles

Based on DAMA-DMBOK Framework

1. Accountability

Assign clear roles for data ownership and stewardship.

2. Transparency

Document and communicate how data decisions are made.

3. Integrity

Ensure data is trustworthy and ethically managed.

4. Standardization

Apply consistent data definitions, formats, and rules.

5. Compliance

Align with laws, regulations, and internal policies.

6. Security

Protect data from unauthorized access and misuse.

7. Value Creation

Use data to drive service delivery, insights, and growth.

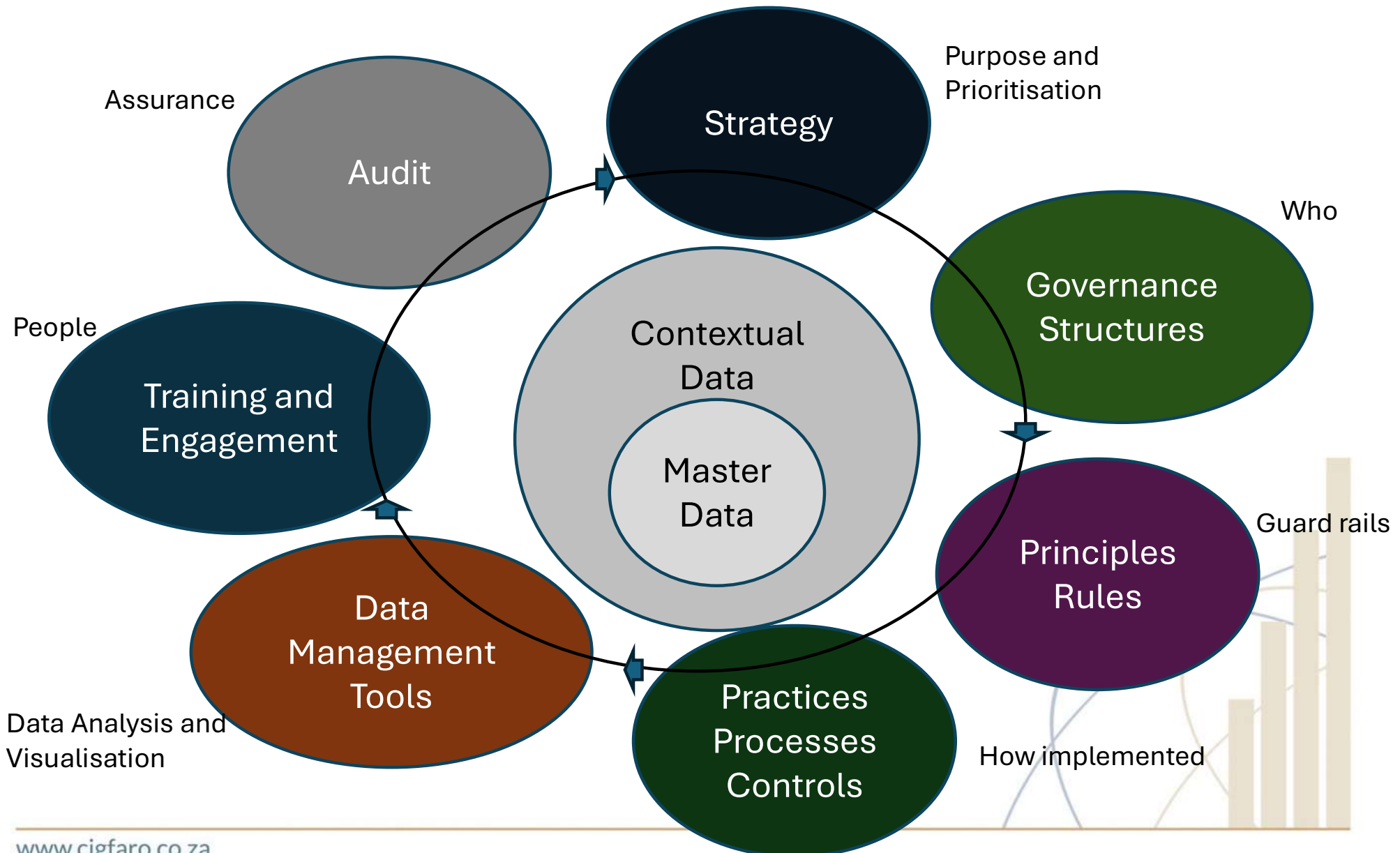
8. Quality

Continuously improve data accuracy and relevance.

9. Stewardship

Empower stewards to uphold governance in daily work.

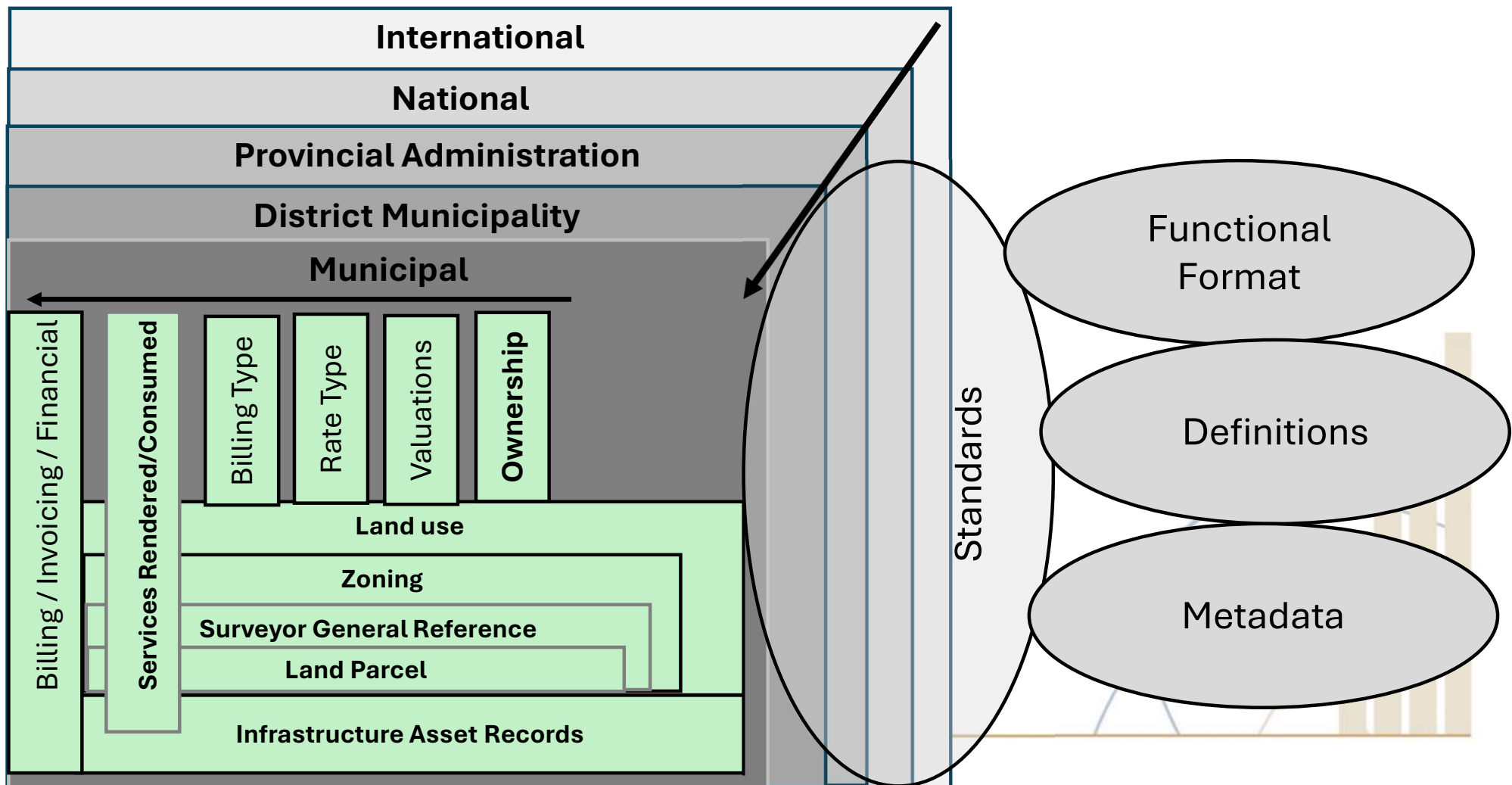
Data Management Process



Start with Master Data

Master Data Model

Collaboration and Agreements



Start with Master Data

Master Data Record

Account Management:

Invoicing

Revenue Received /
Outstanding

Interest

**Data
Processing**

Rates/Tarif Context:

Land Use

Ownership

Rates/ Tariffs

Services Used:

Water

Electricity

Sewage

Refuse

**Data
Elements**

Ownership

Services Rendered:
Water, Electricity, Sewage, Refuse removal

Metered and
unmetered

Land Parcel / Erf / Surveyor General Identifier

Data Element Record

| Element | Information / source | Functional Requirements | Data Owner / Responsible |
|---|----------------------|-------------------------|--------------------------|
| Infrastructure asset records: Infrastructure Data | | | |
| Land parcel: Property Data | | | |
| Land parcel: Geospatial Data | | | |
| Surveyor general reference | | | |
| Zoning record | | | |
| Land use classification | | | |
| Property ownership: Citizen/Customer Data | | | |
| Valuation roll | | | |
| Rate type | | | |
| Billing type | | | |
| Services consumed | | | |
| Billing, invoicing, financial management | | | |

Data Classification

Guidance Only

- **Property owner personal data**
- **Public**
- **Confidential**
- **Restricted**
- **Intellectual property**
- **Open data**



Data Protection Requirement

| Data Element | Classification/ description | Risk | Protection requirements | | | Data Owner |
|--------------------|--------------------------------|------|-------------------------|-----------|---------------------------|------------|
| | | | Transit | Rest | In Use | |
| Example: | | | | | | |
| Property ownership | Property owner personal. | High | Encrypted | Encrypted | Authorised personnel only | CFO |
| | | | | | | |

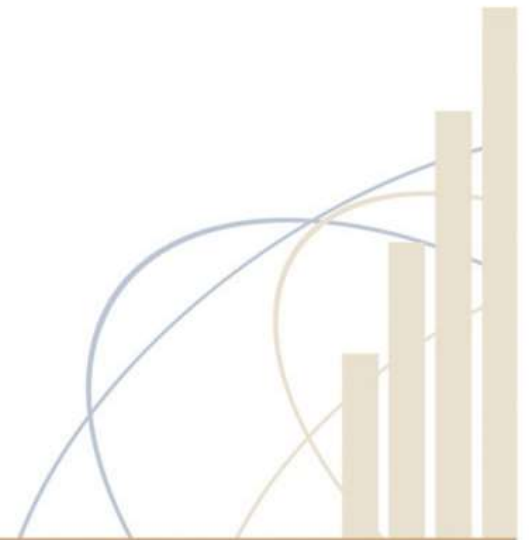
Where to Start?



At the Beginning

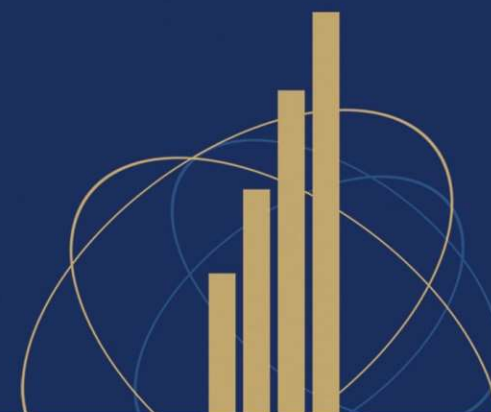
Focus Effort Where Most Value Will be Created

Align effort with priority.





Thank You!



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