eThekwini Strategic Hub

Data & AI: SMME Opportunities in the Platform Economy

GovTech 2023

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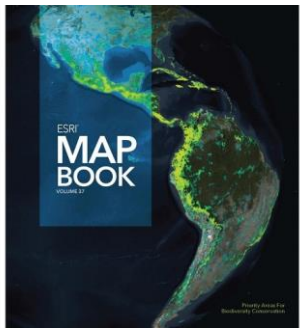
DATE: 11 Sept 2023

How does your chocolate taste?

Strategic intent

eThekwini Strategic Hub
www.strathub.durban.gov.za

- To provide city leadership, officials, and communities with access to tools that support insight-driven policy and strategic decision-making.
- Supports eThekwini's journey of building a data-driven culture where decisions are based on insight and not instinct.
- Positions data as critical infrastructure for:
  - Improved operational efficiencies
  - Improved service delivery
  - Targeted resource allocation
- Supports a responsive city that promotes co-governance.



3-Tiered Approach

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Data Visualisation

Geospatial / Non geospatial

Cloud Data Warehousing

Data hosting, Data visualisation ready and modelled datasets, Data security

Digitisation / Automation

Web forms, data automation

Technical Architecture

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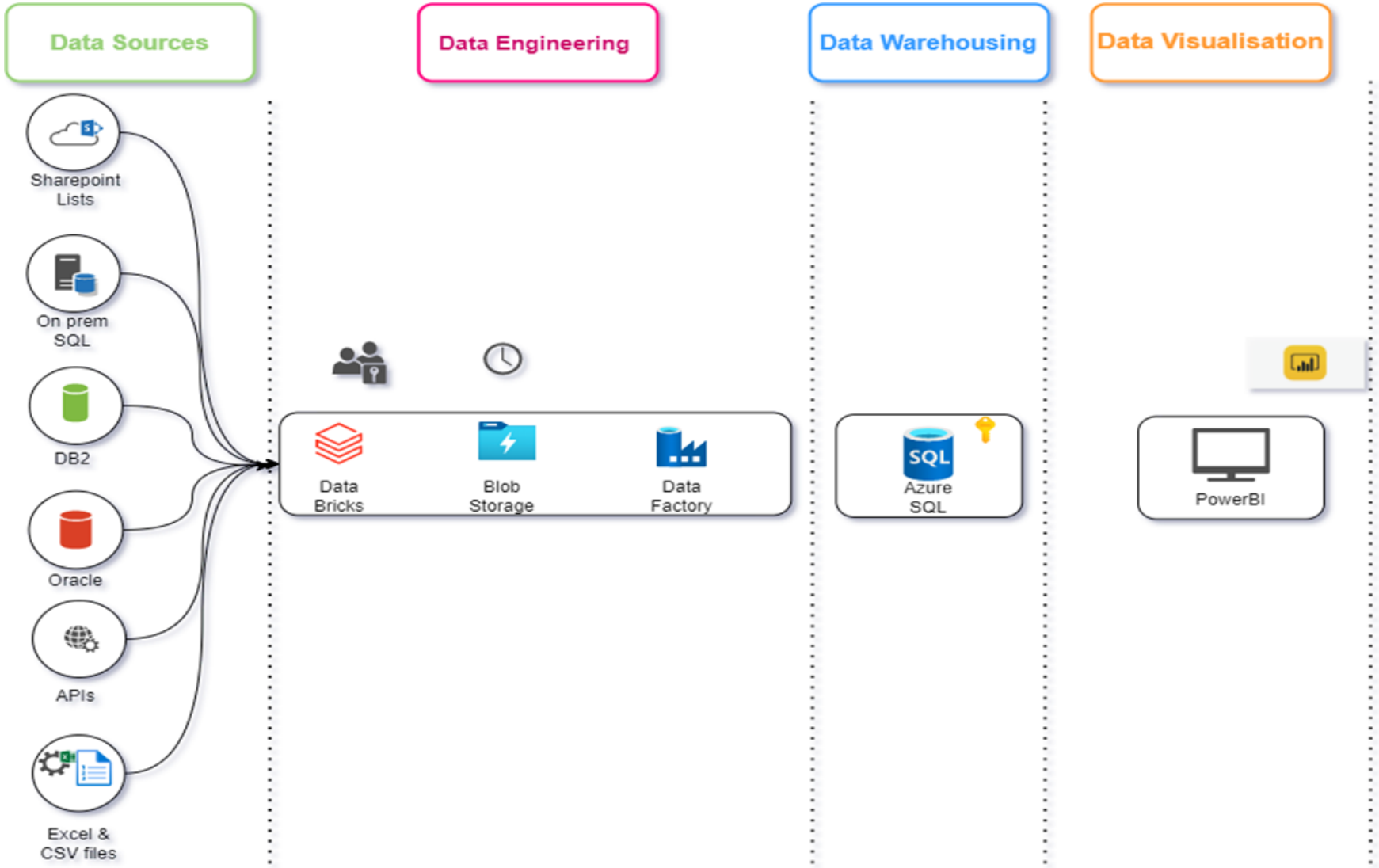

Data Visualisations

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- eThekwini Road Crashes Dashboard
- eThekwini Flood Impact Dashboard
- Human Capital Dashboard
- Social Media Sentiment Analysis Dashboard
- Ward Profiles Dashboard
- Catalytic Projects Dashboard
- eThekwini Service Provider Dashboard
- Property Trends Dashboard
- eThekwini Inventory Dashboard
- eThekwini State of Safety Dashboard
- Liveability Index
- eThekwini Ward GDPs

Imbiza – Data Lake Blueprint

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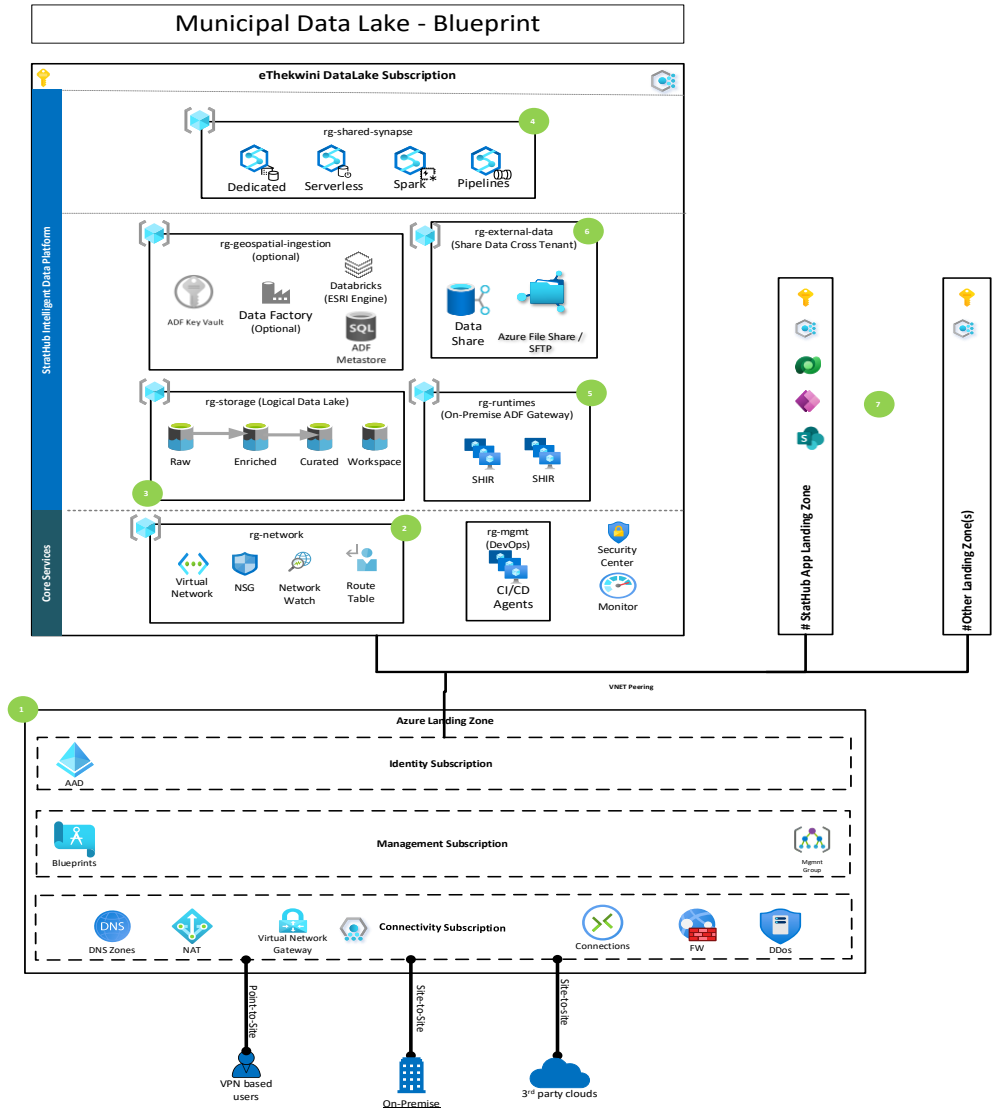

Digitization & Automation

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Health Inspections

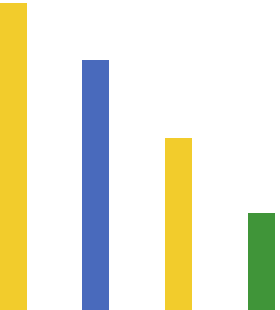
Environmental Health Surveillance of Premises focuses on enhancing the environmental health information system by gathering and processing relevant data to guide research priorities, policy review, and reform, contributing to sustainable national development.

- Home
- Accomodation Inspection Tool
- Assessment Tool Undertakers
- Barbers and hairdressers
- Building plan health request
- Food Premises Audit Tool
- Formal Barbers and Hairdressers

Inspection Insights

Completed	Pending
0	0
In progress	**Not started**
0	0

Food Safety · Air Quality · Industrial Premises · Water Quality · Vector Control · Disposal of the dead



Health Inspections

Status: Scheduled

Search appointments

From date: 2023/06/0 To date: 2023/10/01 Reset

Appointments

New Appointment

Appointment details

Subject · Start Time

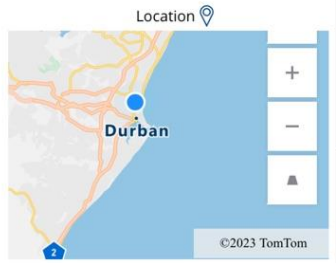
End Time · Status

Inspection details

Location

Check-in:

Check-out:



Begin Inspection

- Check in
- Start inspection
- Check out
- Submit inspection

Inspection Overview

Completed Questions	Compliance Issues
0/0	0

Strategic platforms

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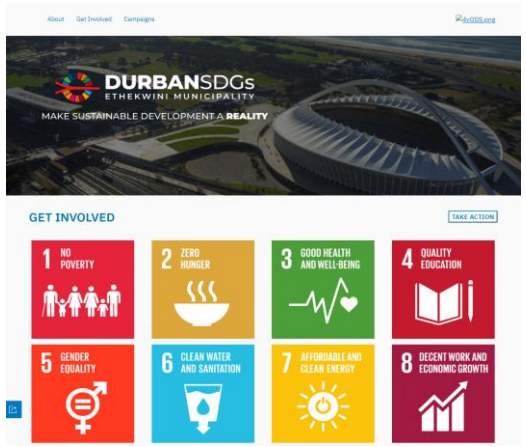
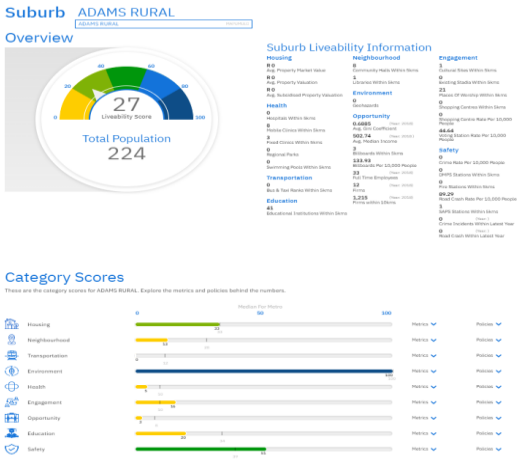
1. OPEN SDGs



2. GREENBOOK METROVIEW

3. LIVEABILITY INDEX



Answering the ‘so what question?

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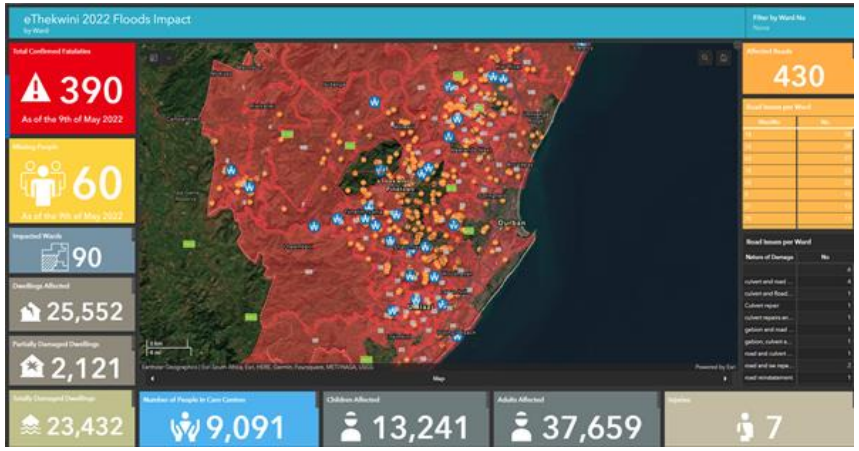
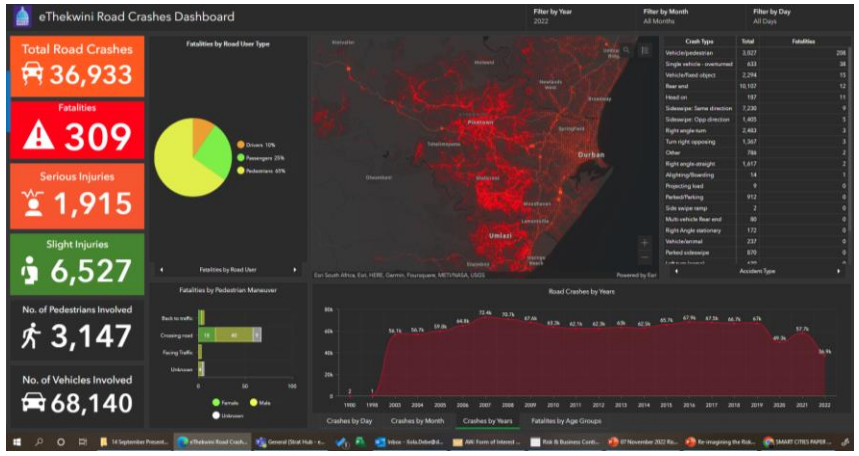
- Cultivating an insight driven decision-making culture
- Integrating city-level data for enhanced operational efficiencies
- Optimizing co-governance through providing data to our citizens and stakeholders





Challenges and lessons

- Poor data collection and capturing culture
- Poor data quality
  - Cities are generally bad at capturing data
  - Systems do not do enough data validation
- Without data strategy:
  - Poor data sharing principles
  - Poor data governance principles
  - Dependency on external parties for management and control of data
  - Lack of metadata
- Poor institutional data culture and attitude
- Lack of investment on data initiative

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http://strathub.durban.gov.za