



# Total Geo-spatial Information Solutions

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**"Empowering Business through Spatial Intelligence"**

Our reference: 7/2/198/3/20130002/2  
Your references:

Date: 14 July 2014

The Municipal Manager  
Hantam Municipality  
P/ Bag X113  
Calvinia  
8190

Copy to

Mr. J. Langer

## REPORT: INTEGRATED MUNICIPAL INFORMATION SYSTEM (IMIS Lite) - SUPPORT AND MAINTENANCE

Shaun Coelzee from TGIS visited your offices on 10 July 2014.

### 1. SERVICE LEVEL AGREEMENT

- 1.1. STATUS: Expires on the 31st of March 2016.
- 1.2. REQUIREMENTS: None

### 2. ACTIVITIES DURING ON SITE VISIT

- 2.1. The IMIS Lite system and data was updated, with the latest Deeds and Surveyor General Information.
- 2.2. TGIS installed Team Viewer version 8 on your IMIS Server for support purposes with less delay. This remote connection program is licenced in the name of TGIS. There are no cost implications to Hantam Municipality, its part of our commitment to secure effective support.

### 3. REQUEST AND COMMENTS RECEIVED FROM MUNICIPAL STAFF DURING THE SUPPORT VISIT

- 3.1. None



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## 4. RECOMMENDATIONS

- 4.1 TGIS are updating the deeds information on a monthly basis with bulk transfers that are available from the deeds office. These transfers however do have short comings and inconsistencies in the process with certain types of transfers that cause this process not to be 100% reliant. This information also became very expensive over the last few years and the current cost price from the deeds office is R8 per property. TGIS recommend that this data be redrawn in bulk electronically for the Valuation Roll every 4 years.
- 4.2 TGIS also recommend that this extraction be done by TGIS for the municipality (in the more advanced *6-Line Ascii Comma Delimited* format) who will then make it available to whoever is appointed to do the new valuation. In this manner the IMIS system will also benefit and all the gaps that might exist can be fixed in the same process. This cost however, will have to be paid on Invoice because this is a direct expense that must be paid to the Registrar of Deeds. A quotation can be drawn up for your consideration. Please contact TGIS if a formal quotation is required.

## 5. SERVER SPECIFICATIONS

- 5.1 RAM – 3GB  
5.2 C: 28.1GB free of 48.8GB

If you have any query regarding this report, please do not hesitate to contact me.

Kind regards

**ALTA COETZEE**  
FIELD OFFICE MANAGER (UPINGTON); NORTHERN CAPE