

## TABLE OF CONTENTS

EXECUTIVE SUMMARY .....	III
ACKNOWLEDGEMENTS .....	X
TABLE OF CONTENTS .....	XI
LIST OF FIGURES .....	XIV
LIST OF TABLES .....	XVI
LIST OF ABBREVIATIONS .....	XVII
1 INTRODUCTION .....	1
1.1 Background .....	1
1.2 Project Rationale .....	2
1.3 Project Objectives .....	3
1.4 Project Approach .....	4
1.5 Report Structure .....	7
2 LITERATURE REVIEW .....	8
2.1 Overview .....	8
2.2 The Imperative of Integration .....	8
2.3 The South African Situation .....	10
2.3.1 Governance Structure .....	10
2.3.2 Water Services Management and Tools in South Africa .....	11
2.3.3 Water Resources Management and Tools in South Africa .....	15
2.4 Definition and Categorisation of Tools .....	17
2.4.1 Definition of a Tool .....	17
2.4.2 Categorisation and Classification of Tools .....	18
2.4.3 Integrated Water Management Tools .....	22
2.4.4 Surrogate Tools .....	24
2.5 Integrated Water Management .....	26
2.5.1 Overview .....	26
2.5.2 Integrated Water Resource Management Approach .....	26
2.5.3 Adaptive Water Management Approach .....	31
2.5.4 The Water Balance Approach .....	33
2.5.5 Integration and Frameworks Approach .....	41
2.5.6 Integration and Systems Approach .....	43
2.6 Water Management as a Business .....	54
2.6.1 Business Model .....	54
2.6.2 The Decision Process .....	56
2.6.3 Value and Supply Chains .....	58
2.6.4 The Performance Measurements .....	61
2.6.5 Concept of Dashboards .....	65
2.7 Enterprise Architecture .....	68
2.7.1 Overview .....	68
2.7.2 History of Enterprise Architecture .....	69
2.7.3 The Zachman Framework for Enterprise Architectures .....	69
2.7.4 The Open Group Architecture Framework .....	72
2.7.5 The Federal Enterprise Architecture .....	73
2.7.6 The Gartner Enterprise Architecture .....	76
2.7.7 Comparison of Enterprise Architecture Methodologies .....	77
2.8 Integration Maturity Assessment Process .....	78
2.8.1 The Integration Maturity Model .....	79
2.8.2 Stages of Integration Maturity .....	80
2.8.3 Using the Integration Maturity Model .....	81

2.9	Support Services for Integration .....	81
2.9.1	Technology .....	81
2.9.2	Infrastructure.....	90
2.9.3	Human Capital and Capacity Building .....	90
2.10	Conclusions .....	96
3	ASSESSMENT OF TOOLS .....	97
3.1	Overview .....	97
3.2	Methodology .....	97
3.3	Tools Assessment.....	101
3.3.1	Overview .....	101
3.3.2	Inventory of Tools .....	101
3.3.3	Selected and Reviewed Tools .....	106
3.4	Conclusions .....	134
4	INTERNATIONAL EXAMPLES .....	136
4.1	Overview .....	136
4.2	Integration Frameworks and Systems .....	136
4.2.1	The CUAHSI Hydrological Information System .....	136
4.2.2	The Australian Water Resources Information System .....	137
4.2.3	The European Water Information System .....	138
4.2.4	The American National Water Information System.....	138
4.2.5	The SADC Hydrological Cycle Observing System .....	139
4.2.6	The OpenMI-Life Project .....	139
4.3	Institutional Arrangements .....	140
4.4	Conclusions .....	141
5	CONCEPTUAL FRAMEWORK DEVELOPMENT .....	142
5.1	Overview .....	142
5.2	Development Approach .....	142
5.2.1	Plug and Play .....	142
5.2.2	Evolutional Nature .....	150
5.2.3	Representativity .....	153
5.2.4	What to Integrate? .....	154
5.3	The Generic Integrated Conceptual Framework .....	156
5.4	Using the Generic Integrated Conceptual Framework .....	158
5.4.1	Application Process .....	158
5.4.2	IT Perspective .....	160
6	THE WATERGRAL SYSTEM .....	163
6.1	Overview .....	163
6.2	The Approach .....	163
6.3	The WATERGRAL Software Design .....	165
6.3.1	Water Business model and Data warehousing architecture .....	165
6.3.2	Self Service Tools Administrator .....	167
6.3.3	ETL – Extract, Transform, Load Layer .....	167
6.3.4	OLAP – Online Analysis Process Tubes .....	168
6.3.5	Development technologies used .....	168
6.4	WATERGRAL’s User Manual .....	169
6.4.1	WATERGRAL System Description .....	169
6.4.2	System Installation Requirements and Procedures .....	172
7	CASE STUDY APPLICATION .....	175
7.1	Overview .....	175
7.2	Background on the Case Study Area .....	175
7.2.1	Nokeng Tsa-Taemane Local Municipality .....	175
7.2.2	Crocodile West Water Management Area .....	178
7.2.3	Olifants Water Management Area .....	179

7.3 Methodology and Results.....	181
7.3.1 Tools Management Module .....	184
7.3.2 Strategic Decision Support System Module .....	188
8 CONCLUSIONS .....	195
9 RECOMMENDATIONS .....	197
10 REFERENCES .....	200
APPENDIX .....	210