The technologies that I would recommend that would enhance the functionality and/or performance of the municipal services application would be:

Implementing geolocation: This can be useful for the local events and announcements feature. When the developers/event managers implement locations for events they can put precise locations that can allow the distance to be measured by the person who opens the application. For example, if I am in Lanseria and there is an event being hosted in Bryanston, on top of the other information it displays, it can show the distance from Lanseria to Bryanston which would further help me determine if I want to go to that event or not.

This can also help in terms of prioritizing certain announcements over others. If there is an announcement for something that is happening around the user's detected area, that would be one of the first announcements that the user would see if they were go and look through the different announcements.

Intergration of SMS'ing: This is mainly to enhance the Send Feedback feature so that the user who sent feedback, whether it was a bug or a recommendation for existing features, there would be an SMS sent to the individual that would give them feedback overtime and acknowledge that their feedback was received as well.

PowerBI for analytics: PowerBI can be used to visualize data for analytical purposes. The purpose of the data being visualized into graphs and such can vary and give business and development insights into the use of the application and how to improve it. (LeBlanc, 2024)

Mobile compatibility: It would be beneficial to have the municipal services application also exist on mobile. An example of a successful South African application that was related to municipal services was Eskom Se Push (Hassan, 2023). It delivered times for loadshedding for different areas of South Africa, and it continues to thrive because of how accessible it is. Creating a mobile application version of the current municiapl services application would allow for more accessibility.

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