



| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| | |
|-------------------------------------|--|
| Customer request number | DEM-03372-F6L4 |
| Customer request description | Workflow specific - Intelligent Business Process Management Tool |


Controlled Disclosure

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

Contents


| | | |
|-----|--|----|
| 1. | DOCUMENT TRACKER | 4 |
| 2. | STAKEHOLDER DETAILS..... | 5 |
| 2.1 | Customer Stakeholder Information | 5 |
| 2.2 | Group IT Information..... | 6 |
| 3. | GLOSSARY OF TERMS / DEFINITIONS..... | 7 |
| 4. | ABBREVIATIONS | 8 |
| 5. | REASON FOR THE REQUIREMENT | 9 |
| 5.1 | Current business challenges / issues that need to be addressed..... | 9 |
| 5.2 | High level gaps between the “As-Is” and “To-Be” state | 10 |
| 6. | PRECONDITIONS..... | 10 |
| 7. | AS IS AND TO BE BUSINESS PROCESS ACTIVITY MAPPING | 13 |
| 7.1 | As-is business process..... | 13 |
| 7.2 | To-be business process | 14 |
| 8. | BUSINESS REQUIREMENTS..... | 15 |
| 8.1 | High level Requirements..... | 15 |
| 8.2 | Detailed requirements and Business rules | 16 |
| 8.3 | Data flow diagram / Context diagram | 21 |
| | Error! Bookmark not defined. | |
| 8.4 | Reporting requirements..... | 22 |
| 9. | INFORMATION / DATA REQUIREMENTS – OPTIONAL (table still to be finalised with correct terminology)..... | 23 |
| 10. | USER INTERFACE REQUIREMENTS | 24 |
| 11. | SYSTEM INTEGRATION REQUIREMENTS | 24 |
| 12. | ACCESS REQUIREMENTS | 25 |
| 13. | ARCHIVING REQUIREMENTS | 25 |
| 14. | DISASTER RECOVERY REQUIREMENTS..... | 25 |
| 15. | BUSINESS CONTINUITY REQUIREMENTS..... | 25 |
| 16. | LEGAL REQUIREMENTS | 26 |

Controlled Disclosure

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| | | |
|-----|--------------------------------|----|
| 17. | INTELLECTUAL PROPERTY | 26 |
| 18. | REFERENCES | 26 |
| 19. | DOCUMENT ACKNOWLEDGEMENT | 27 |
| 20. | DOCUMENT APPROVAL | 28 |

Controlled Disclosure

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |


1. DOCUMENT TRACKER

| Date | Author Name | Changes (section changed, page number, from what to what) |
|------------|-------------------|---|
| 14/03/2023 | Nonkwenkwezi Xala | Transferring BRS content on the revised template |
| 24/03/2023 | Nonkwenkwezi Xala | First workshop reviewing of the BRS |
| 28/03/2023 | Nonkwenkwezi Xala | 2 nd workshop review of detailed requirements on the BRS |
| 29/03/2023 | Thabo Mashegoane | Editing the BRS |
| 11/04/2023 | Nonkwenkwezi Xala | Drafting of a Technical Evaluation from the BRS |
| 13/04/2023 | Maseeng Tloome | Editing the BRS |
| 14/04/2023 | Johan Scholtz | Editing the BRS |
| 18/04/2023 | Nonkwenkwezi Xala | BRS for Review |
| 24/04/2023 | Nonkwenkwezi Xala | Corrected BRS with review comments |
| 24/04/2023 | Nonkwenkwezi Xala | Send BRS for QA |
| 25/04/2023 | Nonkwenkwezi Xala | BRS passed QA |
| 25/04/2023 | Nonkwenkwezi Xala | BRS edited with new content and re QA and passed |
| 04/05/2023 | Nonkwenkwezi Xala | Capture additional inputs from Architecture |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

2. STAKEHOLDER DETAILS


2.1 Customer Stakeholder Information

| Name | Department & Division | Role / Expertise | Contact Info | Participation |
|-------------------|-------------------------------------|------------------------------------|--------------|---|
| Sizwe Dlamini | GIT AO - Enterprise | Business Requestor & Process Owner | | To participate in all workshops and review draft BRS |
| Varsha Pillay | GIT Application Operations | Business Senior Manager | | To participate after BRS draft ready and will approve the BRS |
| Marietjie Young | GIT AO - Information System Support | Business Subject Matter Expert | | To participate in all workshops and review draft BRS |
| Bhekizipho Ngcobo | GIT AO - Information System Support | Business Subject Matter Expert | | To participate in all workshops and review draft BRS |
| Vusi Yende | GIT AO - Information System Support | Business Subject Matter Expert | | To participate in all workshops and review draft BRS |
| Thabo Rakosa | GIT AO - Information System Support | Business Subject Matter Expert | | To participate in all workshops and review draft BRS |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |


2.2 Group IT Information

| Name | Department & Division | Role / Expertise | Contact Info | Participation |
|-------------------|--|--|--------------|--|
| Nonkwenkwezi Xala | Group IT Business Relationship Manager Dx Business Solutions Development Services | Group IT Business Analyst | | Elicit and document the requirements |
| Avela Katoo | Group IT Business Relationship Manager Dx Business Solutions Development Services | Group IT Business Process Middle Manager | | Review and Approve the BRS |
| Pronella Masemola | Group IT Business Relationship Manager Business Solutions and Development Services | Group IT Business Relationship Manager | | Support the BRS |
| Thabo Mashegoane | Group IT Architect Business Solutions and Development Services | Group IT Architect | | Provide Input for Architecture Landscape |
| Johan Scholtz | GIT AO - Information System Manager Support | Group IT Application Support Manager | | To participate in all workshops and review draft BRS |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |


3. GLOSSARY OF TERMS / DEFINITIONS

| Term | Definition |
|--|--|
| ACNAC | Acquire Customer and Network Asset Creation is Workflow System extends the minor process workflow that has been utilised for many years to now include five Major Processes. (Direct Customer, Strengthening, Refurbishment, Electrification Blanket and Electrification Turnkey processes). It automates these business processes in the Network Asset Creation Value Chain. |
| Analytics | Refers to the business intelligence capability. |
| Business Continuity | Business continuity encompasses planning and preparation to ensure that an organization can continue to operate in case of serious incidents or disasters and is able to recover to an operational state within a reasonably short period. |
| Business Requirements Specification | Business requirements specification is the eliciting, analysing and documenting of business requirements early in the development cycle to guide the design of the solution. |
| Business Rule | A business rule is a rule that defines or constrains some aspect of business and always resolves to either true or false. Business rules are intended to assert business structure or to control or influence the behaviour of the business. Business rules describe the operations, definitions and constraints that apply to an organization. Business rules can apply to people, processes, corporate behaviour and computing systems in an organization, and are put in place to help the organization achieve its goals. |
| Continuous Intelligence | Continuous intelligence is a design pattern in which real-time analytics are integrated into a business operation, processing current and historical data to prescribe actions in response to business moments and other events. It provides decision automation or decision support. |
| Disaster Recovery Disaster Recovery Plan | A disaster recovery plan (DRP) is a documented process or set of procedures to recover and protect a business IT infrastructure in the event of a disaster. Such a plan, ordinarily documented in written form, specifies procedures an organization is to follow in the event of a disaster. It is "a comprehensive statement of consistent actions to be taken before, during and after a disaster" |
| eForms | eForms is a web-based workflow application where manual forms and processes are converted to electronic forms and processes. |
| GenTLC | Generation Technical Life Cycle is an Operational System with functionality to meet the requirements of the Technical Plan (TP) cycle. Users are required to keep the LOPP (Life of Plant Planning) updated on a continuous basis. One standardised Technical Plan/LOPP system to improve the integrity of information. |
| IRCAM | Industrial Relations Chairperson Allocation Management is a system designed to randomly nominate trained Chairpersons to be selected to chair either Misconduct or Incapacity hearings. |
| Process | Set of activities that describe how an activity is executed. |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Term | Definition |
|-------------|--|
| SAP | SAP R/3 is a client/server-based application, utilizing a 3-tiered model. A presentation layer, or client, interfaces with the user. The application layer houses all the business-specific logic and the database layer records and stores all the information about the system, including transactional and configuration data. SAP R/3 functionality is structured using its own proprietary language called ABAP (Advanced Business Application Programming). ABAP, or ABAP/4 is a fourth-generation language (4GL), geared towards the creation of simple, yet powerful programs. R/3 also offers a complete development environment where developers can either modify existing SAP code to modify existing functionality or develop their own functions, whether reports or complete transactional systems within the SAP framework. ABAP's main interaction with the database system is via Open SQL statements. These statements allow a developer to query, update, or delete information from the database. Advanced topics include GUI development and advanced integration with other systems. With the introduction of ABAP Objects, ABAP provides the opportunity to develop applications with object-oriented programming. R - real-time data processing |
| SET | Strategic Execution Tool to manage and monitor Business initiatives |
| Smart Forms | Smart Forms is a term used to describe an electronic form with capabilities beyond a traditional paper form; such as electronic completion, dynamic sections, database calls and electronic submission |
| System | An organized, purposeful structure that consists of interrelated and interdependent elements (components, entities, factors, members, parts etc.). These elements continually influence one another (directly or indirectly) to maintain their activity and the existence of the system, in order to achieve the goal of the system |
| Top100 | Capturing Key Performance Indicators for the Business |


4. ABBREVIATIONS

| Abbreviation | Description |
|--------------|---|
| ACE | Analytics Centre of Excellence Department |
| ACNAC | Acquire Customer and Network Asset Creation |
| AD | Active Directory |
| API | Application Programming Interface |
| ARIS | Architecture of Integrated Information Systems |
| BCP | Business Continuity Plan |
| BI | Business Intelligence (also known as Analytics) |
| BPA | Business Process Automation |
| BPM | Business Process Manager |
| BPMN | Business Process Management Notation |
| BRS | Business Requirements Specification |
| CR | Change Request |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Abbreviation | Description |
|--------------|---|
| DFD | Data Flow Diagram |
| DR | Disaster Recovery |
| GenTLC | Generation Technical Life Cycle |
| GIT | Group Information Technology Division, also referred to as Group IT |
| IRCAM | Industrial Relations Chairperson Allocation Management |
| IT | Information Technology |
| ITSO | Information Technology Service Operations |
| KPA | Key Performance Area |
| KPI | Key Performance Indicator |
| MS SQL | Microsoft Structured Query Language |
| PCM | Process Control Manual |
| PDF | Portable Document Format |
| SAP | Systems Applications and Products |
| SET | Strategic Execution Tool |
| SIS | Strategic Intent Statement |
| SLA | Service Level Agreement |
| UI | User Interface |

5. REASON FOR THE REQUIREMENT

5.1 Current business challenges / issues that need to be addressed

The current enterprise Business Process Automation tool contract expired in June 2019. The Business Process Automation (BPA) is used on the various solutions such as one of the business essential systems called Acquire Customer and Network Asset Creation (ACNAC). The absence of the maintenance and support contract means that Eskom no longer have support from the vendor. The current Business Process Automation tool has been in Eskom for more than 10 years.


We therefore need to test the market for a business process automation tool to see what the market has to offer and to align with the organisational commercial process of open, fairness and equitable process and the procurement of services. Since BPA is a core pillar for digital transformation, absence of this capability will impact Eskom's ability to digitally transform.

The business challenge that may occur should a BPA tool not be placed is that in the event we experience serious issues on the current business BPA environment we won't get support from the vendor which may affect customer and retail operations which may ultimately affect our licensing requirements from the regulator.

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

5.2 High level gaps between the “As-Is” and “To-Be” state

| As Is Statement | To Be Statement | Therefore, the high level gap is: |
|--|--|---|
| K2 has been in place since 2008 and the current version (K2 blackpearl) was implemented in 2014 and it no longer supported by the vendor | It is to have a BPA platform to enable Eskom's drive for digital transformation with full maintenance and support. | Eskom is having an unsupported product that business is unable to update when there are enhancements that are required. |

6. PRECONDITIONS


The new tool needs to have the capability to do whatever was done by previous tool that was in place.

| Unique identifier number | Business Activities | Processes | Projects (IT and Business) | Technology (if known) | Other (define) |
|--------------------------|----------------------------|---|---|-----------------------|----------------|
| PD1 | Training on the technology | System Development PCM | Group IT is driving the project and Business will be part of the project. | To be Technology | Dependency |
| PD2 | System and Data Migration | E-forms relevant processes and procedures not limited to: Asset Management Catering Distribution Ethics Finance Eskom Finance Company General Generation Human Resource IT/IM | Migration of Forms designs and information | | Dependency |
| PD3 | | E-forms relevant processes and procedures not limited to: Asset Management Catering Distribution Ethics Finance Eskom Finance Company General Generation Human Resource •IT/IM | Migration of workflows Designs and information | | Dependency |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002


| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Unique identifier number | Business Activities | Processes | Projects (IT and Business) | Technology (if known) | Other (define) |
|--------------------------|---------------------|---|--|-----------------------|----------------|
| | | | | | |
| PD4 | | E-forms relevant processes and procedures not limited to: Asset Management Catering Distribution Ethics Finance Eskom Finance Company General Generation Human Resource IT/IM | Migration of worklist Design and information | | Dependency |
| PD5 | | E-forms relevant processes and procedures not limited to: Asset Management Catering Distribution Ethics Finance Eskom Finance Company General Generation Human Resource IT/IM (HR | Migration of workgroups Design and information | | Dependency |
| PD6 | | E-forms relevant processes and procedures not limited to: Asset Management Catering Distribution Ethics Finance Eskom Finance Company General Generation Human Resource IT/IM (HR | Migration of Rules Design and information | | Dependency |
| PD7 | | E-forms relevant processes and | Migration of integration points | | Dependency |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002


| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Unique identifier number | Business Activities | Processes | Projects (IT and Business) | Technology (if known) | Other (define) |
|--------------------------|---------------------|--|----------------------------|-----------------------|----------------|
| | | procedures not limited to: Asset Management Catering Distribution Ethics Finance Eskom Finance Company General Generation Human Resource IT/IM | | | |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

7. AS IS AND TO BE BUSINESS PROCESS ACTIVITY MAPPING

7.1 As-is business process

There will be business process activities that will be impacted as the request is to replace the Technology. System Development Process Control Manual (PCM).

Acquisition and implementation management

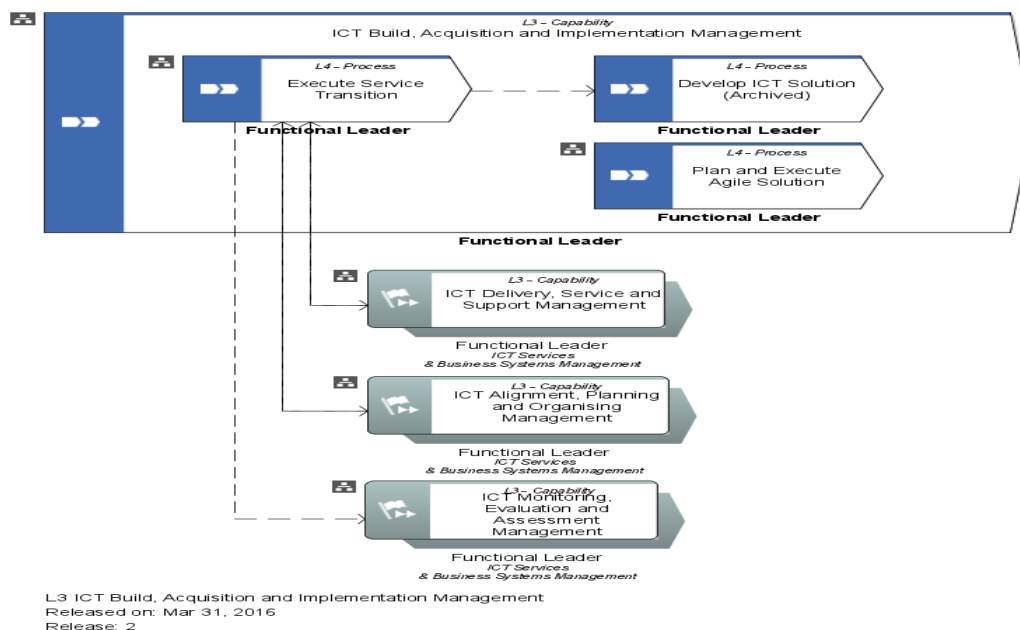


Figure 1. Acquisition and implementation management


Other Business Processes.

- Business Process Management PCM
- Manage Customer Base PCM
- Enterprise Performance Management PCM
- Develop Life of Plant PCM
- Strategy and Planning PCM

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

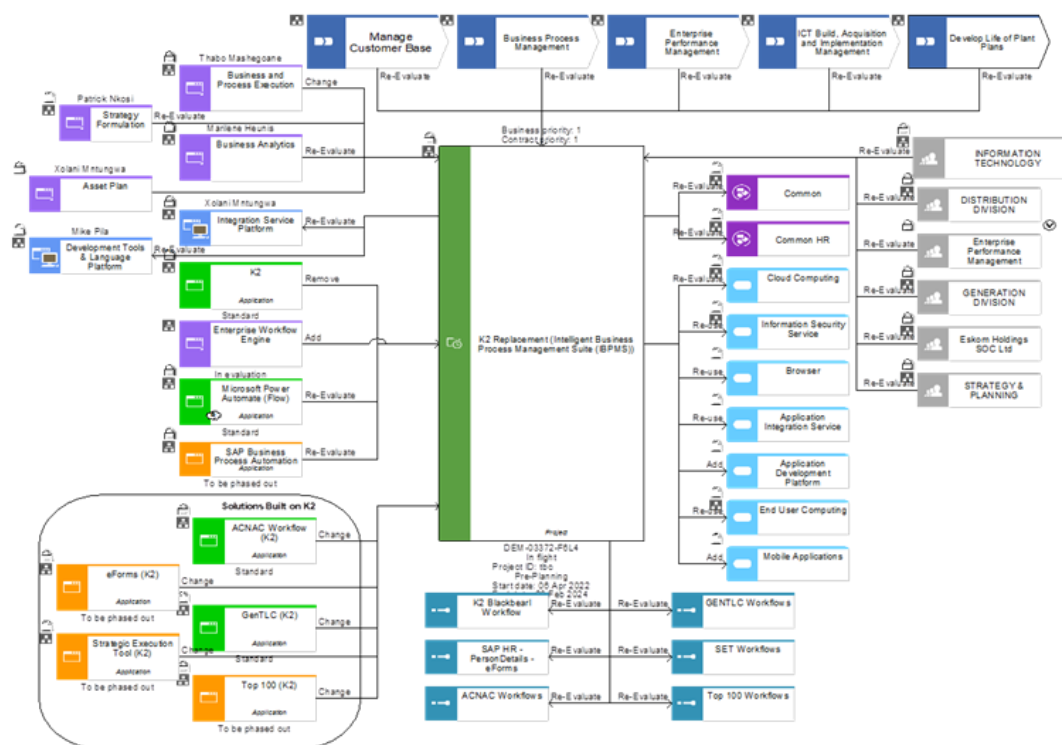


Figure 2. Depicted picture from LAD LC for Enterprise workflow engine document


7.2 To-be business process

There will be potential changes to both PCM and RACI as the request is to replace the Process Automation Technology, however the details of changes will be articulated in the PCM change request.

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

8. BUSINESS REQUIREMENTS

8.1 High level Requirements

- Provide Code free Designer (Low Code/No Code)
- Provide easy to use forms and rules.
- Provide easy to use and configure workflows processes and rules.
- Integration with other Business Systems (Process orchestration)
- The solution must provide KPI Reports not limited to (Top 100)
- The solution must Create Notifications
- Cloud Based Technology
- The solution Training
- The solution must provide Authentication
- The solution must have Execution Engine.
- The tool must provide Administration Tools.
- The solution must provide a migration toolset to import data from all other systems that have workflow.
- The solution should support a Business Process Modelling Management Notation (BPMN).
- Database must be easy to integrate with other solutions
- The solution should provide Disaster Recovery Licencing.
- The solution must enable enterprises to model their simple and complex business processes.
- The solution must be able to define business rules, recommendations, or decision automation engines.
- The solution must enable process stakeholders to collaborate with other stakeholders.

According to the requestor the high-level requirements support the following *strategic intent statements*:

Submit annual strategic documents and report on progress.

- ACNAC reports are used as input to the NERSA reports as per our licensing regulatory requirements.
- The SET tool is used to support and track the Organisation's strategic items.


Conduct reporting in line with regulatory model, with profit and loss for each licensee.

- ACNAC reports are used as input to the NERSA reports as per our licensing regulatory requirements.

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |


8.2 Detailed requirements and Business rules

| Functionality grouping | BRS Number | Functionality | Business Rule No and Description | Precondition (if applicable) | Weight |
|------------------------|------------|---|----------------------------------|------------------------------|--------|
| Forms and Rules | BRS 1 | Capability to provide and to easily use drag and drop forms. | | | 6 |
| | BRS 2 | Capability to design forms | | | 6 |
| | BRS 3 | Capability to create Full Task Detail View. | | | 6 |
| | BRS 4 | The technology should provide build in controls to build forms | | | 6 |
| | BRS 5 | Customize portal with corporate branding | | | 6 |
| | BRS 6 | Ability to edit data on the submitted forms | | | 6 |
| | BRS 7 | Ability to edit, deletes, view, and create revisions and version control of the forms | | | 6 |
| | BRS 8 | Ability to re-assign/redirect the forms | | | 6 |
| | BRS9 | Ability to have deleted forms to be stored in the storage (Recycle bin) | | | 6 |
| | BRS 10 | Capability to use advanced form rules to create smarter forms. | | | 6 |
| | BRS 11 | Friendly forms, field pre-fills, better quality form hints | | | 6 |
| | BRS 12 | Forms should have ability to display/hide only the sections and questions relevant to those specific attributes | | | 6 |
| | BRS 13 | Ability to save and submit the form | | | 6 |
| | BRS 14 | Ability to attach documents all formats e.g., PDF, Images Word Document, Excel spreadsheet | | | 6 |
| | BRS 15 | Ability to print forms | | | 6 |
| | BRS 16 | Capability to initiate workflows based on pre-defined business rules | | | 6 |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002


| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Functionality grouping | BRS Number | Functionality | Business Rule No and Description | Precondition (if applicable) | Weight |
|----------------------------|------------|--|--|------------------------------|--------|
| | BRS 17 | Capability to define Business Rules | | | 6 |
| | BRS 18 | Solution should allow for responsive web design | | | 5 |
| | BRS 19 | Solutions should offer flexible deployment options like public cloud, private cloud or on premise | | | 5 |
| Workflow Process and rules | BRS 20 | Ability to create the workflow | | | 6 |
| | BRS 21 | Ability to manage the workflows. | | | 6 |
| | BRS 22 | Capability to do parallel workflow activities | | | 6 |
| | BRS 23 | Capability to do Custom Workflow (Workflow following any order and defined workflow) | | | 6 |
| | BRS 24 | Capability to categorise workflows into collections and including a search bar to quickly locate them by name. | | | 6 |
| | BRS 25 | Ability to assign people to specific activities | | | 6 |
| | BRS 26 | Ability to send notifications via email or push notifications to remind of upcoming approvals | | | 6 |
| | BRS 27 | Track details, history and audit trails activity regarding specific tasks | | | 6 |
| | BRS 28 | Ability to orchestrate complex processes comprising of humans and applications. | | | 6 |
| | BRS 29 | The workflow should have a capability to be escalated. | BR1: The standard escalation rules must be configurable as applicable business rules. | | 6 |
| | BRS 30 | Ability to view and track the progress of the workflow. | | | 6 |
| | BRS 31 | Ability to re-assign/redirect the workflow activity. | | | 6 |
| Administration Tools | BRS 32 | Ability to stop and re-start tasks on the workflow. | | | 6 |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002


| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Functionality grouping | BRS Number | Functionality | Business Rule No and Description | Precondition (if applicable) | Weight |
|------------------------|------------|---|----------------------------------|------------------------------|--------|
| | BRS 33 | Check version of the workflow, manage error of the workflow (repair errors) | | | 6 |
| | BRS 34 | Administrators should be able to customize the kind of notifications they receive/sent out on the system. | | | 6 |
| | BRS 35 | Capability for process automation to allow to set deadlines in the workflow. | | | 6 |
| | BRS 36 | Capability to allow system administrators to customise what each user can see and edit | | | 6 |
| | BRS 37 | Ability to re assign/redirect the task | | | 6 |
| Authentication | BRS 38 | Capability to integrate with Active Directory (AD) and able to search and assign users | | | 5 |
| | BRS 39 | Capability to have a remote access and real-time sharing | | | 5 |
| | BRS 40 | Provide a completely open and flexible Application Programming Interface (API) Capability to use open standards to communicate with third party systems. | | | 5 |
| Database | BRS 41 | Easy to integrate with other solutions | | | 5 |
| | BRS 42 | Solution should be able to connect data sources such as, MS SQL, Oracle but not limited to the listed above. | | | 6 |
| Integration | BRS 43 | Capability to integrate with Active Directory (AD) | | | 6 |
| | BRS 44 | Workflow software must allow integrations via web services and plug-in applications | | | 5 |
| | BRS 45 | Capabilities to integrate with current Eskom Business Systems e.g., SharePoint, SAP, but not limited to the listed current Eskom systems. | | | 6 |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002


| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Functionality grouping | BRS Number | Functionality | Business Rule No and Description | Precondition (if applicable) | Weight |
|---------------------------------|------------|---|----------------------------------|------------------------------|--------|
| | BRS 46 | Capability of a BPA tool to integrate with the application landscape of the enterprise. These might be connectors for branded off-the-shelf applications, such as CRM, ERP, etc., or customized connectors for in-house-built customized applications | | | 4 |
| Execution Engine | BRS 47 | Should make use of the Business Process Management Execution language. | | | 6 |
| Workflow Performance Monitoring | BRS 48 | Capability to monitor KPI's | | | 6 |
| | BRS 49 | Ability to analyse KPIs in real time | | | 6 |
| | BRS 50 | Ability to track duration of each activity. | | | 6 |
| | BRS 51 | Capability to provide sorting of workflow and changes. | | | 6 |
| Migration | BRS 52 | Capability to allow the form to rebuild for the following: <ul style="list-style-type: none"> • ACNAC • TOP100 • Strategy Execution Tool (SET) • GenTLC • eForms • IRCAM | | | 6 |
| | BRS 53 | Capability for the Audit Trail for migration, for errors, Exception report and for fixing. | | | 6 |
| | BRS 54 | Provide migration toolset to import data from K2 Blackpearl 4.7, <ul style="list-style-type: none"> • Workflow Designs • Routing Groups • Forms rules • Forms Designs • Business Data | | | 6 |
| Industry Standard | BRS 55 | The solution should support a Business Process Modelling Management Notation (BPMN) but not limited to the mentioned PCM. | | | 6 |
| | BRS 56 | Workflow automation software must have mobility and collaboration capability. | | | 5 |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002


| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

| Functionality grouping | BRS Number | Functionality | Business Rule No and Description | Precondition (if applicable) | Weight |
|-----------------------------------|------------|--|----------------------------------|------------------------------|--------|
| Reporting | BRS 57 | Capability to be able to do analytics and draw reports | | | 6 |
| | BRS 58 | Ability to provide Dashboard | | | 5 |
| Licencing | BRS 59 | The solution should provide DR Licencing at no additional cost. | | | 6 |
| Process Modelling | BRS 60 | Capability of a BPA tool to enable enterprises to model their simple and complex business processes. | | | 6 |
| Process Orchestration | BRS 61 | Capability of a BPA tool to orchestrate a complex process comprising multiple stakeholders, including humans, applications and machines | | | 6 |
| Decision Automation | BRS 62 | Capability of a BPA tool to define business rules, recommendations, or decision automation engines, which provide guidance for making human or automated operational decisions according to business directives or policy statements. | | | 6 |
| Collaboration and Task Management | BRS 63 | Capability of the BPA tool to enable process stakeholders to collaborate with other stakeholders in support of achieving the desired business outcomes. Collaboration between process stakeholders may be facilitated through a variety of methods, including content-specific events related to annotations, redactions or creation; real-time chat; case or process instance documents; co-browse sessions; or integration with telephony and video chat services. | | | 2 |
| Document Handling | BRS 64 | Capability of a BPA tool to intelligently handle documents by reading, classifying and routing them to the stakeholders | | | 6 |
| Low-Code Workflow Automation | BRS 65 | Capability of a BPA tool to enable visual design of UI, process models and data models | | | 6 |

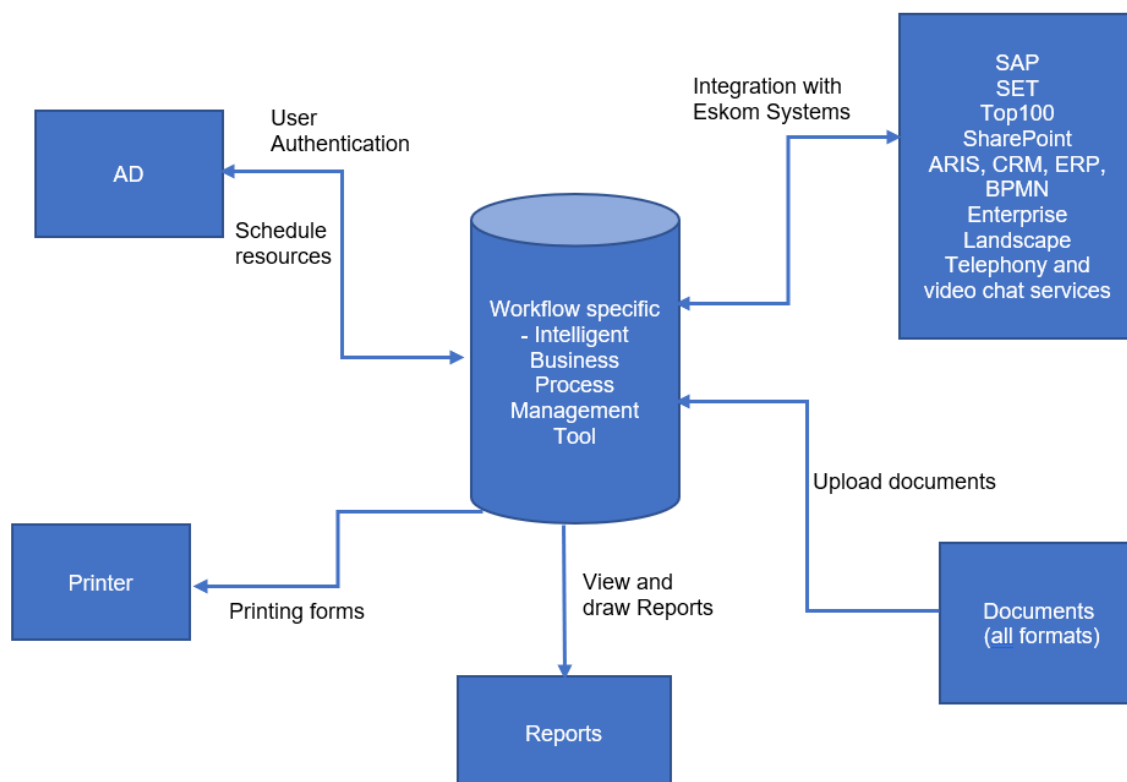
Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |


8.3 Data flow diagram / Context diagram



Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |


8.4 Reporting requirements

| Nr | Report Name | Functionality | Define business objective being supported | Define KPI being measured | Weight (refer to rating table) | Comments |
|--------|-------------|--|---|---------------------------|--------------------------------|----------|
| HLREP1 | 1 | Track the duration of activities on the workflow | | | Priority 1 | |
| HLREP2 | 2 | Active, Stopped, Completed and on Hold activities. | | | Priority 1 | |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002/015527/30.

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

9. INFORMATION / DATA REQUIREMENTS – OPTIONAL (table still to be finalised with correct terminology)


| Classification of data / information | Data / Information type | Confidentiality of information (refer to previous page for quick reference) | Confidentiality level of information (refer to previous page for quick reference) | Availability of data | Migration of data |
|---|--|---|--|---|--|
| <ul style="list-style-type: none"> Data / information: <ul style="list-style-type: none"> Electronic forms are used to support business processes. | Eskom wide and also division specific. | <ul style="list-style-type: none"> Controlled disclosure Confidential | <ul style="list-style-type: none"> High Very high – secret | Currently not top application within Eskom. 9 to 5 support. | Yes, migration is required. From eForms point of view eForm DB as source data. Similar will be the case for ACNAC, GenTLC, Top 100, SET and IRCAM. |

This is not applicable as the request is to replace the Technology.

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002/015527/30.

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

10.USER INTERFACE REQUIREMENTS

No specific user interface requirements except the drag and drop, user friendly and not complexed to use. All new systems will have to be evaluated by super users of current system on this functionality.


11.SYSTEM INTEGRATION REQUIREMENTS

| BRS Number | Impacted Systems (if known) | Sending System | Receiving System | Comments |
|------------|--|----------------|--|---|
| SIR1 | Business Process Automation Tool AD | BPAT | AD | Authentication details |
| SIR2 | BPAT SET Top100 | BPAT | SET Top100 | KPI |
| SIR3 | BPAT Landscape of the enterprise | BPAT | landscape of the enterprise | For branded of the shelf applications |
| SIR4 | Business Process Automation Tool | BPAT | SAP-HR | Employee Information |
| SIR5 | BPAT SharePoint, Telephony and video chat services | BPAT | SharePoint Telephony and video chat services | Collaboration information |
| SIR6 | BPAT Power BI | BPAT | Power BI | Reports |
| SIR7 | ARIS BPAT | ARIS | BPAT | Process models will be sent from ARIS and transformed from EPC (Event Process Chain) notation to BPMN before being consumed by BPAT |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002/015527/30.

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

12.ACCESS REQUIREMENTS

| BRS Number | Role | Define different types of access and what permissions that role has |
|------------|----------------------|--|
| AC1 | System Administrator | System implementation installations and configuration setups. Maintain global users and user profiles |
| AC2 | User's | Read/Edit Read/Write, View |
| AC3 | First Approver | Delete/Cancel, Reroute and Approve |

13.ARCHIVING REQUIREMENTS

| Retention Period |
|---|
| As per 240-56296995: Standard for records retention periods |

14.DISASTER RECOVERY REQUIREMENTS

| Data loss | Time to recover |
|-----------|---|
| In house | Recovery within 24 hours. Local and external backup required |


15.BUSINESS CONTINUITY REQUIREMENTS

| | |
|--|---|
| Business continuity plan (BCP) exists | Disaster recovery (DR) to be in place for all applications built on the platform. |
| Name of BCP | N/A |
| Name of BCP owner | Business |
| If BCP does not exist, what plans are in place from a customer view to define a BCP | Business needs to draft a BCP for their respective solutions (once the BIA (Business Impact Assessment) has been conducted. The PM needs to arrange the creation of BCP for this solution with IT Continuity team) |
| If BCP needs to change, what plans are in place from a customer view to update the BCP | N/A |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002/015527/30.

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

16. LEGAL REQUIREMENTS

This is not a legal but a compliance requirement

17. INTELLECTUAL PROPERTY

All intellectual property (requirements) belongs to Eskom.

18. REFERENCES


| Number | Name | Location |
|--------------|---|---|
| 240-73048709 | Manage ICT Service Operations PCM | https://hyperwave.eskom.co.za/240-73048709 |
| 240-45373931 | Customer Service Core Operations Management | https://hyperwave.eskom.co.za/240-45373931 |
| 240-55054906 | Manage Customer Base | https://hyperwave.eskom.co.za/240-55054906 |
| 240-42872394 | Enterprise Performance Management | https://hyperwave.eskom.co.za/240-42872394 |
| 240-50204588 | Strategic Development and Review | https://hyperwave.eskom.co.za/240-50204588 |

More referencing please note, the following applications eForms, ACNAC, SET, Top 100, IRCAM and GENLTC that has been designed and build on the previous business automation platform need to be catered for on the new business process automation platform. This would require the use of these applications' user requirement specifications and functional requirements specifications. The various application support teams will provide these documentations during the relevant design sessions.

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.




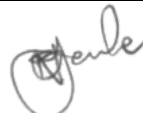


No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002/015527/30.

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

19. DOCUMENT ACKNOWLEDGEMENT

By signing this document, the people listed record their agreement / acknowledge the contents of this document.


Disclaimer: Formal governance processes will need to be followed prior to obtaining approval for the implementation of the business requirements specification and the initiation of a project.

| Name | Role | Signature | Date |
|-------------------|---|---|-------------|
| Nonkwenkwezi Xala | Group IT Business Analyst Business and Process Analyst Management |  | 05/05/2023 |
| Johan Scholtz | Business Requestor/ Group IT Application Operations Manager |  | 05/05/2023 |
| Marietjie Young | Business Subject Matter Expert | Marietjie Young | 05/05/2023 |
| Simphiwe Jele | Business Subject Matter Expert |  | 08/05/2023 |
| Bhekizipho Ngcobo | Business Subject Matter Expert | Bhekizipho Ngcobo | 08/05/2023 |
| Vusi Yende | Business Subject Matter Expert |  | 05/08/2023 |
| Pronella Masemola | Group IT Business Relationship Manager |  | 09/05/2023 |
| Thabo Mashegoane | Group IT Architect Enterprise Architecture Business Solutions Development Services |  | 08 May 2023 |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.




No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002/015527/30.

| | | | | | |
|---|---|---------------------|---------------|-----|----|
|  | Group IT Business Requirement Specification (BRS) DEM-03372-F6L4 | Template Identifier | 240-83570075 | Rev | 11 |
| | | Authorisation Date | 31 July 2021 | | |
| | | Review Date | December 2024 | | |

20. DOCUMENT APPROVAL

By signing this document, the people listed record their approval on the contents of this document.

Disclaimer: Formal governance processes will need to be followed prior to obtaining approval for the implementation of the business requirements specification and the initiation of a project.

| Name | Role | Signature | Date |
|---------------|---|---|---------------|
| Avela Katoo | Group IT Business and Process Analysis Management Manager |  | 09/05/2023 |
| Sizwe Dlamini | Group IT Middle Manager Infrastructure |  | 2023-05-09 |
| Varsha Pillay | Senior Business Manager / Business Sponsor |  | 11th May 2023 |

Controlled Disclosure

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorised version on the system.

No part of this document may be reproduced without the expressed consent of the copyright holder, Eskom Holdings SOC Limited, Reg No 2002/015527/30.