



## Group IT Scope of Work

### Service Suite Support and Maintenance

#### Scope of Work/Business requirements

Service Suite currently assists in the management of the mobile workforce across the Eskom Enterprise. This allows Maximo work orders to be delivered to the mobile Enterprise Digital Assistant (EDA) devices. These EDA devices allow field services personnel to receive and interact with planned and unplanned work orders including electronic forms for use by its users. The Supervisors use this software to track their workforce.

Therefore, the scope of work covers the following activities,

**Renewal of existing Mobility Product Licenses and Maintenance and Support as follows: Service Suite (SS) License Type**

**Service Suite (SS) Concurrent Numbers**

**Period**

SS Mobile Application-Core	5733	36 Months
SS Dispatch Mapping	5	36 Months
SS Mobile Mapping - Streets	245	36 Months

#### Ad Hoc support and enhancements (Time and Material) for 3 years: Business enhancements

Fixing bugs and testing of defects
Design and development for changes to the ABB Mobility Service Suite
Prepare, develop, and update all documentation related to ABB Mobility Service Suite changes and fixes
Mobility Service Suite enhancements and defect Resolution and associated related project activities
Management and update of pick lists
The vendor to provide adequate knowledge and skills transfer on the use of all components within ABB Mobility Service Suite environment
Projects that integrate with ABB Mobility Service Suite must be supported
System health checks

- Support response time of 24/7.
- Assistance from vendor in verifying licence compliance on annual basis
- New version roadmap sessions
- Web based training at no cost

System classification	Priority	Mean time to respond (mins)	Mean time to resolve (Hrs)	Target (%)
Business Critical	P1	15	4	100
Business Critical	P2	30	6	99



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Business Critical	P3	45	8	99
Business Critical	P4	45	16	99



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

Middle Manager Support Application  
Operation Maintenance Cluster

**Name:** Kabelo Letlape

*Reviewer*

**Signature:** 

**Date:** 04/07/2022

Senior Advisor Application  
Operations Maintenance Cluster

**Name:** Jeffrey Matlokga

*Compiler*

**Signature:** 

**Date:** 04.07.2022