ECM Environment

SANParks Appworks and Content management

Johnson Semenya

Johnson.Semenya@sanparks.org

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Introduction

SANParks currently has more than 20 processes within the AppWorks environment, which are utilized by a user base of over 1000 individuals. The organisation's internal team provides first-level support for these processes, with the service provider offering second-level support. With this approach, SANParks can ensure efficient and effective management of its processes and deliver reliable services to its users.

With the environment and design of all the Appworks processes within the SANParks environment, and with the new initiatives in place, there is a need for business continuity and process improvement to integrate Appworks into the rest of the SANParks systems.

Purpose

This document provides an overview of all the new OpenText Appworks and content management services with the rest of the classifications within SANParks.

Definitions, Acronyms and Abbreviations

Service

A service is a network-enabled entity that provides a specific capability. A service is Defined in terms of the protocol one uses to interact with it and the behaviour expected in Response to various protocol message exchanges (i.e., service = protocol + behaviour) (From "Physiology of the Grid"). Within Grid Lab however the following service

Web Service

The term Web services describes an important emerging distributed Computing paradigm [with] focus on simple, Internet-based standards (e.g., extensible Mark-up Language: XML [...]) to address heterogeneous distributed computing. Web Services define a technique for describing software components to be accessed, methods for accessing these components, and discovery methods that enable the identification of relevant service providers.

SANParks

South African National Parks

Number of Users.

Although the number of Active users on the BPM Portal between April 2021 and September 2017 is **2122**.The total number of user profiles added on the Appworks user management table is **4341.**

License Count Application	Total Unique Users
Content Server	2056
Appworks Total Unique Users	2122
OTDS	1747
Users licenced for SANParks	1250

There is an overall estimate of **322068** records retrieved for the production database. The records counted are a combination of all transactions submitted on the portal under active processes.

1. **Appworks Database size on production**

The total size on the on-production database is **91.10 GB.**

Enterprise Service Bus Architecture

- Biztalk

License Count Application

Application License Expiry Dates Application	Expiry Date
Content Server	No Expiration
Appworks	5347 days remaining
Brava	No Expiration
Archive Centre	No Expiration
OTDS	No Expiration
iHub	04 – 07 - 2023

Dev/UAT/Production Environment

Content Server Web

Content Server Web

OTDS)

Brava

Archive Centre

AppWorks

iHub

Production Processes

Processes and description	
Contract Management	The process which allows for an electronic supply chain contracts authoring, review and automated or rule-based monitoring of expenditure against each contracted project.
Central Supplier Database Integration	The project involves the alignment/configuring of our supplier and commodity database structures to be in line with the CSD. The sourcing of goods and services will also be as defined in the CSD. The validation of vendor information, such as tax status will no longer be conducted internally; all the suppliers will be validated by the CSD registration and their information maintenance process.
Web Client Enablement of BPMS	The project involves the conversion of the Appworks link into an https enabled link. This will allow for Appworks to be accessed outside of the SANParks network.
Performance Management Process	The process enables the capturing of the Key performance Areas (KPAs), Indicators and Core Management Competencies. There are sub themes in each of the areas in the plan that computes items such as: KPA and Core

	Management Competency weight calculations, Validation of weights with predefined restrictions, and development of summaries for each financial year.
Staff Booking	The staff booking process provides an electronic method for employees to submit their personal holiday accommodation bookings. The process also provides the specialised booking team with an improved method of managing and accounting for staff bookings in an electronic environment.
SCM Vendor Rotation Rules	The process allows SCM chain to automatically rotate suppliers utilised in the day-to-day procurement services. The rotation of suppliers will allow SCM to provide equal opportunity to all vendors registered to provide a particular service or commodity in the CSD. When the process is live an SCM buyer will not be able to manually select or choose vendors/suppliers.
KNP Technical Project Request	The process allows KNP technical staff seeking approval to recommended infrastructure upgrades, new designs or planning.
Annual Performance Plan	The process allows as part of performance management within the organisation for divisions to capture and monitor their performance plans in an electronic environment. All divisions will be required to develop a divisional strategy, allocate resources to the implementation of the programmes, and monitor and report results electronically.
Vehicle Request	The process enables employees to submit request for company vehicles used to transport employees to various destinations.
BSP Complaints Log	The process enables the collection and evaluation of various issues to effectively resolve disputes. It also allows an overall reporting across

	departments in the organisation for compliance standards.
HCM Job Profiling	The process identifies the competencies an individual's needs, to execute the organisation's business objectives. It also provides the gathering job role data presently existing within the organisation, combination of existing job descriptions, interviews, and validation forms/questionnaires.
Appworks & SharePoint Integration	The process is a seamless content management between SharePoint and Appworks.
Facilities Overtime Request	The process enables a centralised request for overtime which calculates overtime and captures the hours worked by employees.
Fraud/Abuse of Supply Chain Management System	The process allows for anonymous reporting of fraudulent behaviour or abuse of the SCM processes. Access to the process will be for both internal and external users.
Asset Management	The process enables monitoring and maintenance of value things for the organisation, entity, or group. It creates an environment of deploying, operating, maintaining, upgrading, and disposing of assets cost-effectively.
Capex Request	The process enables the management and control of capital expenses such as assets, costs associated with acquiring, developing, or upgrading physical assets (hardware systems) or intangible assets (patents and intellectual property).
Declaration of Interest	The process allows employee to inform the organization of interest of direct or indirect involvement companies/firm aside of SANParks
Helpdesk	The process enables the improvement of submission of faults to SANParks' Facilities Department.

Skill Audit	The process provides the measuring and recording of skills of an individual or group. It is used to identify the skills and knowledge that the organisation requires, as well as the skills and knowledge that the organisation currently has.
Bursary/ training request	The process enables bursary applications by employees and required training. Employees will be able to specify/select training based on the agreed individual development plan.