



Group IT Scope of Work

Maximo L3 Support PR 1074967382

Scope of Work/Business requirements

The scope of work will include:

1. Background

Eskom requires the services of a suitable service provider to provide Maximo application 3rd Line support and system enhancements as and when required for a period of 5 years.

2. Scope of work

- Provide Maximo Application Support and Maintenance (3rd Line, root cause analysis, recommend resolution, preventative techniques etc.)
- Perform Systems Enhancements on Maximo Application by:
 - o Receive and interpret Business Requirements Specification (BRS) from Eskom
 - o Provide Eskom with a Quotation which includes detailed project plan and timelines (subject to acceptance)
 - Design
 - Functional Configuration
 - Integration Development
 - Unit Testing
 - Integrated Test
 - UAT
 - Deploy the changes (Go Live)
- The following enhancements can be referenced on the current Business Requirements Specifications awaiting execution:
 - 1) Customer Work to Maximo
 - a. Issuing customer Schedule and Customer Dispatch work to Mobile Devices (EDA).
 - Meter Management
 - Change Out
 - Installation
 - Audit (Move in/out)
 - Removal
 - Route Master Meter Reads



Group IT Scope of Work

Maximo L3 Support PR 1074967382

- b. RouteMaster Modernisation and Check Read Automation.
 - Tampering
 - Tamper suspicious / investigation
 - Tamper proof
 - Meter Credit Replacement
 - Temporary Technical Bypass
- 2) Planned Work to Maximo
 - a. Planned related work orders.
 - Scheduling work
 - b. EDA Forms
 - Planned Steps Form
 - Overhead Line Inspection
 - Wood pole Inspection Form
 - Asset Inspection Forms
 - Transformer Inspection
 - Link Inspection
 - Regulator Inspection
 - Recloser Inspection
 - CTVT Inspection
 - c. Capturing of Actuals (Non-technical - dispatch and scheduled work orders)
 - EDA forms to capture actuals on labour hours
 - capture vehicle KM
 - capture materials and actuals query



Group IT Scope of Work

Maximo L3 Support PR 1074967382

Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Leg/Reg	BRS1-1	The company name might change (Eskom and Distribution) if it does then change will be needed in Maximo	Operating model
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Leg/Reg	BRS1-2	Verkoop contract if the name changes the contract needs to be changed to effect new name Value Added Tax (VAT), Account number and South African Revenue (SARS)	Operating model
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Leg/Reg	BRS1-3	If the logo changes the current logo needs to be changed in Maximo	Dx logo
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Leg/Reg	BRS1-4	There might be changes in hosting of Distribution website from corporate to subsidiary level eg: newco.co.za	Operating model
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Org	BRS2-1	The Org structure is inherited from South Africa Top Master Structure no changes required within Maximo	TSM
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Org	BRS2-2	Confirm if structure change affects work location in Maximo.	Org structure
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Reporting	BRS7-1	The reports, templates and footer that have an Eskom logo will need to change.	Dx logo
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Reporting / Dashboard	BRS8-1	The dashboards, Key Performance Indicators (KPI) and reports needs to change to reflect the clustering hierarchy structure where applicable (Maximo and BI)	Dx needs to provide the new cluster hierarchy structure information to Group IT so that the following can be implemented: • Align to Top Structure Master (TSM) and South Africa
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		BI	BRS10-1	Maximo needs to continue to provide BI with access to Maximo tables and as per clustering hierarchy structure where applicable	Check if BI requirements defined
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Integration	BRS9-1	Maximo integration with other systems should remain the same, Laboratory Information Management System (LIMS-Gx) and SAP at Eskom level	Check if LIMS requirements defined
Die Oorloë en EDA signatures	Maintain Wires / Outage Management	Maximo		Cluster	BRS12-1	The requirement is to add the cluster level above the 9 Operating Units Dx is grouped the 9 Operating Units into 5 clusters namely: • Gauteng • Limburg (Limpopo and Mpumalanga) • Gemma (Northern Cape and North-West) • Central East (KwaZulu Natal and Free State) • Cape coastal (Western Cape and Eastern Cape)	Dx needs to provide the new cluster hierarchy structure information to Group IT so that the following can be implemented: • Align to Top Structure Master (TSM) and South Africa

3. Service Level Agreement Requirements

The following SLA is proposed:

Severity	Definitions
One	Eskom is unable to use the product, which has a critical impact on operations and is willing to provide a 24-hour contact and phone number to assist in the resolution.
Two	Eskom is able to use the product, but operations are severely restricted to the problem
Three	Eskom is able to use the product with some restrictions on the functions that are available. These restrictions to have an impact on Eskom's overall operations.
Four	The problem causes little or no impact to Eskom's operations, or a way to circumvent the problem has been found.

**Group IT Scope of Work**

Maximo L3 Support PR 1074967382

Qualified Call-Back Time or Mean Time to Respond Level 3

The elapsed time from the time Eskom has placed a call via the agreed process to the time that the vendor's level 3 has responded to the call either via a telephonic call or an email shall be one hour.

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

Approver

Signature: 

Date: 13/06/2022

Senior Advisor Application
Operations Maintenance Cluster

Name: Jeffrey Matlokga

Compiler

Signature: 

Date: 13.06.2022