	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

## 1 PROJECT DETAILS

Project No.'s	ID	DEM_2571396	WBS	N/A
Project Name	Mobile Workforce and Work Management Platform RFI			
GIT Customer Area	Distribution			
Programme / Project Manager				
Project Delivery Portfolio Manager				
Project Delivery Portfolio Manager				
Project Sponsor				
PLCM Phase	Concept Phase / Definition Phase / Execution Phase			


## 2 ABBREVIATIONS

Abbreviation	Description
CC&B	Customer Care and Billing
CRM	Customer Relationship Management System
Dx	Distribution
ERP	Enterprise Resource Planning System
IOS	iPhone operating system
GIS	Geographic information system
GSM	Global System for Mobile
GPS	Global Positioning System
HHU	Handheld Unit. Also referred as Handheld System

### 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.


	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

Abbreviation	Description
MDT	Mobile Data Terminal
MFA	Multi-Factor Authentication
MWM	Mobile Workforce Management
OCR	Optical Camera Recognition
OU	Operating Unit
OMS	Outage Management System
PC	Personal Computer
REST	Representational State Transfer
RFID	Radio Frequency Identification
SAIDI	System Availability Interruption Duration Index
SAIFI	System Availability Interruption Frequency Index
SOAP XML	Simple Object Access Protocol -Extensible Markup Language
STOMP	Streaming Text Orientated Messaging Protocol
QR	Quick Response code
WMF	Workforce management
WO	Work Order

### 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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

### 3 GLOSSARY OF TERMS / DEFINITIONS

Term	Definition
Route	A collection of premises and meters required to be read by a single handheld.
RouteMaster	An application used to manage the downloading and upload of meter reading information between CC&B and HHUs. Users perform functionality on RouteMaster to perform downloads and uploads of reading requests and readings
Upload	The process of transferring data collected on the handheld, back to the RouteMaster PC.

### 4 PROJECT SCOPE STATEMENT OVERVIEW N/A

The project scope statement is the definition of the project – what needs to be accomplished. Define Scope is the process of developing a detailed description of the project and product. The key benefit of this process is that it describes the project, service, or result boundaries by defining which of the requirements collected will be included in and excluded from the project scope.

It also enables the project team to perform more detailed planning, guides the project team's work during execution, and provides the baseline for evaluating whether requests for changes or additional work are contained within or outside the project's boundaries.

The degree and level of detail to which the project scope statement defines what work will be performed and what work is excluded can determine how well the project management team can control the overall project scope. Managing the project scope, in turn, can determine how well the project management team can plan, manage, and control the execution of the project.

### 5 SOLUTION BACKGROUND AND CONTEXT

Currently we have different solutions that are catering for different use cases and the use cases are outlined in section 7. Our view is to understand from the market if there's a solution that caters for all of these use cases. We are looking for a platform that is flexible with code or no code capability with ability to build forms.


#### Mobile Workforce Management:

Mobile Workforce Management (MWM) will provide a fully integrated, real-time solution to connect resources with the task information and resources they require in the field. It will also provide the resources with a detailed street-level mapping and routing, automate processes to increase efficiency, boost resource productivity, speed up problem resolution and more importantly help ensure effective communications in emergency situations. A highly productive Mobile Workforce can ensure that the

#### 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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

organization delivers continuous service and meet customer service standards. When outages occur, speed of response and public safety are paramount.

Eskom has around 5500 FO's that are primarily responsible for maintaining an ageing Eskom Dx network and its assets.

The mobile computing solution allows resources with mobile devices to receive and interact with planned and unplanned work orders (WOs). The devices also provide Global Positioning System (GPS) coordinates and navigation that is based on Eskom's Geographic Information System (GIS) information and also allows resources to update statuses of the WO they are attending to in a real time base. This application is currently operational in all the Dx Operating Units (OUs) in wires business and want to extent to retail part of Dx business.

Since the inception of the mobile devices which replaced Mobile Data Terminal (MDT), Eskom has achieved the following benefits:

- Restoration time has improved.
- Cost and time saving on travelling.
- Efficient WO dispatching method.
- Efficient resource management method.
- Safety compliance.
- Provide clarity in case of disputes between customer and Eskom with regard to service deliveries.

#### **Contact Centre and Customer Service WFM:**

Moreover, the Eskom retail business currently has a Workforce Management (WFM) software solution that guides the business in having the right number of customer service staff available in the Contact Centre's and customer service back office, at the right time according to an accurately forecasted workload. While historically Eskom has used separate software vendors for this function, a wider all-encompassing solution is required, which includes both the field services, as mentioned above, as well as customer service (Contact centre and back office) WFM requirements.

The current WFM Tool is used to forecast workload, schedule contact centre agents and then to monitor their performance. An agent's day is scheduled and is broken up into taking calls, breaks, training, back-office work and leave etc. These schedules are based on historic call stats from the telephony system, from which forecasts are done for the required agents to service the incoming calls. The system also gets real-time telephony data to monitor agent adherence to the schedules.

All-encompassing solution is required that includes all inbound contacts and back-office functions that is integrated with the overarching Eskom Distribution ( Field services, Contact centres and Customer service back office) mobile workforce requirements


#### **Routemaster:**

Routemaster is an end-to-end solution being used by the Eskom Distribution (Dx) Organizational Units (OU's) in conjunction with different hardware equipment to acquire, validate and process meter readings

### **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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

in the field and submit them to the billing system to ensure customers are billed for the electricity consumed.

Customer and meter information is downloaded at predetermined periods from the Billing System, via a secure ftp server, into the Routemaster Client computer. The client computer operator checks the meter read schedule and then sorts and downloads a route to a contractor handheld device. The connection from the client computer to the contractor handheld device is through 3 types of interfaces:

- Connection via Dial-up Modem, OR
- Connection via Eskom Network (UTP Ethernet Cable), OR
- Connection via multiple handheld docking station (Connected directly to Routemaster Client computer)
- OR multiples of the above

The contractor then completes the field activity online (Meter reading and audit questions) to ensure that online validations could be performed at the site. The contractor then connects the handheld device with completed onsite readings to the client computer and uploads the data. The operator performs further validations and then uploads the information into billing system, via the secure ftp server.

The handheld software describes the application software running on the handhelds. Routemaster client software refers to the route management software running on a PC which is responsible for transfer of information from the Eskom database to the handhelds and vice-versa. In addition, this software provides reports and enquiries on customers and their respective meter readings. The business has identified a need to improve the effectiveness and efficiency of this process.

## 6 OBJECTIVES

### 6.1 Business objectives

Distribution's mandate is to enable economic growth by harnessing employee expertise to provide reliable energy and related services to our customers by building, operating and maintaining the assets in a financially sustainable manner. Distribution aspires to be a customer-focused organisation that will provide reliable, uninterrupted, affordable and quality supply by understanding and adapting to the customer's changing needs to improve the customer experience and profitable by selling energy and related services that are desirable to customers and deliver the value they seek.


Distribution's key strategic imperatives are as follows:

- To provide the customer with reliable, uninterrupted, affordable electricity and quality of supply through understanding their changing needs, building a culture of executing world-class innovative solutions and measuring the return on investment through customer satisfaction and retention.
- Revenue collection to support the future financial sustainability of the company. Prioritising capital investments to build assets that support network access and network performance

### 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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

to deliver reliable network performance (appropriate level of service) through an optimised maintenance spend.

- Establishing an effective maintenance regime to reduce failures and optimise outage management.
- Ensuring full regulatory compliance to support and uphold the licence conditions.
- Ensuring zero harm to employees, contractors, the public and the environment.
- Migrating to a distribution utility of the future by leveraging on smart grids, distributed energy resources, implementation of distribution system operator and other related energy services.

The solution plays a critical role in ensuring electricity restoration as quickly and efficiently as possible. The functionality helps the distribution business to manage Eskom's NERSA electricity restoration KPI's. Moreover, the mobile computing solution helps in cost saving due to its navigation functionality, ability to take short routes to electricity fault areas. The functionality of camera and notepad will improve data quality and preventative maintenance and improve overall workforce management efficiency.

Moreover, Contact Centres and Customer service back-office Workforce management (WFM) is an integrated set of processes that a company uses to optimize the productivity of its employees. WFM involves effectively forecasting resource requirements and creating and managing staff schedules to accomplish a particular task on a day to day and hour-to-hour basis. An accurately forecasted workload, and efficient schedule model with change management abilities ensures efficient usage of staff and better response times of customer queries.


#### **The following benefits are for Mobile Workforce Management:**

- Improve accuracy, completeness, and efficiencies in data capture by promoting a paperless data capturing system using standard templates with drop down lists of selected data that is written back-to-back-end systems.
- Improve integration with information systems to maximise data mining.
- Improve efficiencies in work planning by having quick access to accurate information electronically.
- Improve operational efficiencies by optimising real management of resources
- Improve technical performance indicators e.g., SAIDI/SAIFI by capturing accurate information for root cause analysis
- Reduce workload on work coordinators and senior clerks
- Improve operational staff safety by having real time electronic access to work standards and providing an electronic communication portal for safety messaging and cutting need for huge files.
- Ensure reliable restoration time reporting
- Improved customer experience
- Reduced time spent on data capturing
- Better data quality
- Enhanced digitization capabilities
- Safety of staff
- Better resource management

#### **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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

**The following benefits are for Workforce Management in the Contact Centres and Retail environments:**

- WFM efficiencies help contact centres and back office to increase service levels and ensure service excellence, resulting in maximized revenues and customer satisfaction.
- With WFM, operations manager can always be assured that they are optimizing available resources and achieving better cost management.
- With forecasting, WFM lets managers run simulations to calculate a precise forecast for future contact volume and agent requirements, while also tracking intraday trends for immediate adjustment as needed.
- Scheduling can incorporate all contact types and other activities to consistently meet business objectives.
- WFM also provides performance analysis data to analyse all resource activities, including schedule adherence and key performance indicators, as well as service level results, costs and revenue.
- Workforce Management is a key system in any contact centres and back office operational environment.

**The following benefits are for Routemaster:**

- Securing additional profitable sales by targeting customers and accelerating projects
- Securing Eskom's assets by addressing theft
- Improving customer processes and meeting required quality
- Reducing fraud by addressing tampering and coupon fraud
- Improving sales forecasts
- Ensuring municipal viability
- Improving customer energy efficiency
- Addressing demand volatility
- Managing regulatory compliance
- Ensuring adequate power quality
- Driving cost reflective tariffs within an affordability envelope and stimulating industrial growth

## 6.2 Project objectives N/A

## 7 PROJECT REQUIREMENTS

The type of solution we want is outlined by the requirement below a favourable solution should come prebuilt with those use cases. We want the market to tell us if there is such an integrated solution or our requirements are served by disparate solutions.

In order to achieve this Eskom would like to request information on the following:

### 1. Technical requirements ( Work Management and Resource Management)


- a. Send GPS location periodically or with a form submission / status update / logon / logoff

### 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.



	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

- b. System should be able to display devices' geolocation on a map
- c. Mobile App should be able to capture / upload pictures from camera / gallery
- d. Version maintenance - ensure all users are working on the same app version
- e. Should be able to scan barcodes / QR codes and capture the result on a form  
Should be customizable
- f. The system should be able to interpret RFID protocol from implementing RFID detail scan
- g. Sequencing and date stamping of messages is required to manage huge volume of data in quick succession.
- h. Ability to broadcast messages from any device to all/ any device within a selected area from a GIS map or pre-defined list.
- i. Capability to manage resource management, Work management and Red line (correction of maps or diagrams electronically).
- j. Ability to query data and edit it on the device
- k. Ability to manage network and plant details and location information on their mobile device

## 2. Platform

- a. Various platforms e.g., Android and IOS
- b. Solution to be device agnostic
- c. Eskom Distribution requires a total mobile solution which may or not include a physical device
- d. The solution must provide the capability to integrate to multiple business systems e.g. CRM, ERP, OMS, GIS, Document Management system and third party systems.
- e. Online (out of coverage) and Offline capability / store and read data locally on the device and sync information back to the system when device is back in coverage with correct date time stamp.
- f. Mobile App should integrate with SOAP XML / REST web services
- g. Should be able to dynamically update UI with information from web services' data
- h. System should be able to send data to other systems via ActiveMQ (STOMP protocol) and persist data to a relational database
- i. System should have internal staging area.
- j. Declare any additional licencing requirements. e.g., GIS, Database licences

## 3. Security

- a. The solution should be accessed over the public GSM network
- b. All communication through GSM should be encrypted
- c. Should include MFA when authenticating users.

## 4. Users

- a. Create and manage users
- b. Assign user roles and limit access based on role
- c. Dynamically manage users changes e.g., location (work area)


## 5. Mapping

### 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.



	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

- a. Show dynamic map with geometries e.g., electrical with status of different component

## 6. Forms

- a. Quick and easy form creation
- b. Query source and populate with pre-existing data
- c. Capture additional data on form that integrates back into various source systems
- d. Simple integration mechanism configuration of the end point.
- e. Ability to dynamically add fields on a form (e.g., tasks with requiring feedback)
- f. Dynamically control access to fields on forms
- g. Restrict user access dependent on user role
- h. Hierarchically presentation of forms into logical categories
- i. Ability to capture biometric information. (hand geometry, fingerprints)
- j. Ability to attach documents, thermal images/photos, videos & audio
- k. Ability to capture GPS coordinates
- l. Capture of data through scanning OCR (Optical Camera recognition)
- m. To be able to process aggregated and non-aggregated data
- n. Ability to retrieve historical information (Maintenance, Customer) history on the device

## 7. Document Management

- a. Capability to download standards, work procedure, templates etc and revision on the mobile device

## 8. Workflow

- a. Assign work to user
- b. Provide and Track work progress
- c. Enforce workflow rules
- d. Track user position and routes travelled
- e. Optimized routing when assigned multiple tasks Inform user when an update from source occurred on work item

## 9. Work Force Management Solution


The requirement would include WFM solutions for all inbound contact channels (e.g. Telephony, emails, chat, etc) as well as workflow back-office workload and field service resources. The process of WFM in Eskom is composite of the following functions, and so the solution should cover these process functions:

- a. Workforce Management Forecasting (Forecasting Demand)
  - i. Ability to effectively manage workload forecasting
- b. Workforce Management Planning (Calculate Resource Requirements)
  - i. Ability to effectively generate a workforce plan
- c. Workforce Management Scheduling (Scheduling of resources)
  - i. Ability to effectively generate and manage a workforce schedule
  - ii. Should schedule resources such as vehicles, material, tools and equipment.
- d. Workforce Management Operations (Monitor, Manage the Schedule and Resources )
  - i. Ability to effectively manage the real time operations of the workforce

### 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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

- e. Workforce Management Reporting
  - i. Ability to generate the applicable reports and dashboards to manage and measure performance.
- f. Provide functionality via new platforms including mobile apps to engage the workforce better.


## 10. Routemaster Requirements

- a. Establish a connection to the billing system, via a secure ftp connection
- b. Check for and download the meter routes to be read from the billing system via the secure ftp connection.
  - o The files are copied to the Routemaster \Inbox folder
  - o It is then imported into the Routemaster database.
- c. Sequence the route according to Routemaster reader and create the upload file/s for the route to be sent back to billing system
  - o The files are copied to the Routemaster \Outbox folder
- d. Upload the meter readings and other field data to billing system, via the secure ftp connection
- e. Provide confirmation of file upload to billing system
- f. Confirm that billing system has processed the uploaded files
- g. Download Routes to be read to the hand-held
- h. Upload Meter Readings and other field data from the hand-held
- i. Handle faults and reader notes that may be reported
- j. Manage hand-held devices
  - o Link a route to a handheld
    - Transfer the route/s to the handheld
    - Confirmation of transfer
  - o Link handheld to a route
    - Link a specific handheld to a Route and a Reader before data transfer to and from the handheld unit.
- k. Manage Hand-held readers
  - o Add Meter Reader (ID, Name etc.)
  - o Delete Meter Readers
  - o Change Meter Reader details (Configuration details that were captured during “add new Reader”)
- l. Manage Routes
  - o Route Reader Reminder, per route, to display special notes to the meter reader (for example “remember to take a meter box key”). This can be captured by the Controller.
  - o Route Maintenance to change/set the completion date.
  - o Route Premise Detail to enquire about Premise information (Premise ID, Surname, Account number etc.).
  - o Route Control and Audit to view everything that occurred on a specific route (i.e., details of No Access, Forced Reading and Handheld Log).
  - o Route Re-Sequencing to re-sequence a route before uploading it to CC&B.

### 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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

- Route Date Enquiry to query cut-off date of routes.
- m. System Event Log to view the System and User Event Log file
- n. Provide an Audit trail of all activities in Routemaster
- o. The solution should have capabilities for bi-directional meter reading.
  - Client / Server to have the ability to cater for electronic meters with export and import channels
- p. Provide Eskom access to portal for managing vendor, control, reports etc.
- q. New solution to be high availability and include backups (Disaster Recovery)
- r. Ability to upload partial routes
  - Should be within the meter read window
- s. Ability to do ad-hoc meter reads. Not all premises/meters on a route. Can select which ones to read from route.
- t. Ability to download ad hoc routes to the handheld
- u. Ability to download /transfer one or more routes to handheld device
- v. Ability to add handheld units to the system in batches
- w. Additional details /Fields when managing meter reader (ability to add Contractor and Meter Reader etc.)
- x. Ability to add contractors/meter readers to the system in batches.
- y. Ability to configure standardised messages from source system (billing system) that can be downloaded to the handhelds
- z. Indicate what reporting capabilities are available to manage the end-to-end capabilities


#### 11. As Is Capabilities ( Mobility)

- a) The mobile work management replacement solution should have the ability to track and monitor the real-time location of field workforce with visibility into progress of work.
- b) The capability that will enable resources to keep track of vital customer and work information. Allow the easy receiving, updating and providing feedback of the work order from the site on their mobile device. This includes the dispatch of resources to perform planned, unplanned maintenance work, Move-in, and Move-out
- c) The mobile work management replacement solution should have the ability to display the mobile device status.
- d) The mobile work management replacement solution should have the ability to see real time and historical location information of the vehicle.
- e) The ability for the mobile work management replacement solution to track the mobile device location, display asset information and capture the condition of the device.
- f) The ability to track asset location, display asset information and capture condition of the asset.
- g) The capability in the future to do work permit administration and electronic operating.
- h) The mobile work management solution should have the capability to record repairing activities, and schedule follow-up work.
- i) The ability to automatically log the resource off from the mobile device.
- j) The ability to manage material through the mobile device.
- k) The ability to dispatch work.
- l) Enable field workers to update work request information directly onto their mobile devices.
- m) The ability to display / produce reports.

#### 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 Project Scope Statement	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

## 8 PROJECT SCOPE EXCLUSIONS N/A

## 9 PROJECT DELIVERABLES N/A

### 9.1 Approval requirements

### 9.2 Deliverable acceptance criteria

## 10 PROJECT CONSTRAINTS N/A

## 11 PROJECT ASSUMPTIONS N/A

## 12 PROJECT DEPENDENCIES N/A

## 13 PROJECT ORGANISATION

List the detail of the technical team members involved – please add more names if applicable:

## 14 PROJECT RISKS N/A

Risk Number	Risk Name	Risk Factor (Prob * Imp)
		0.72
		0.10
		0.01


## 15 SCHEDULE MILESTONES N/A

Milestone Description	Completion Date

### 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.

	<b>Group IT Project Scope Statement</b>	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

## 16 COST ESTIMATES N/A

Financial Year	Cost Estimate	Confidence Level
FY 2015/16	R 0	
FY 2016/17	R 0	
FY 2017/18	R 0	
FY 2018/19	R 0	
FY 2019/20	R 0	

## 17 PROJECT GOVERNANCE N/A


This project will follow the project governance as defined in the Group IT PLCM

## 18 IMPACT IF THE PROJECT IS NOT DONE 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 Project Scope Statement	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

## 19 DOCUMENT ACKNOWLEDGEMENT

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

**Project Delivery Portfolio Manager:**

**Name:**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

**Business Owner:**

**Name:**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

**Business Owner:**

**Name:**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

**Business Owner: Name:**

**Signature:**

\_\_\_\_\_


**Date:**

\_\_\_\_\_

### 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 Project Scope Statement	Template Identifier	240-43921804	Rev	6
		Document Identifier	240-85195240	Rev	3
		Authorisation Date	24 April 2020		
		Review Date	April 2023		

**Business Owner:**

**Name:**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

**Business Owner:**

**Name:**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

## 20 DOCUMENT APPROVAL

**Project Sponsor:**

**Name:**

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

### 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.