
	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


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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

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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	+27 11 800 2954 +27 83 332 6018	To participate in all workshops and review draft BRS
Varsha Pillay	GIT Application Operations	Business Senior Manager	+27 11 655 2274 +27 83 324 7811	To participate after BRS draft ready and will approve the BRS
Marietjie Young	GIT AO - Information System Support	Business Subject Matter Expert	+27 11 651 6417 +27 83 630 5184	To participate in all workshops and review draft BRS
Bhekizipho Ngcobo	GIT AO - Information System Support	Business Subject Matter Expert	+27 11 690 4480 +27 78 714 4174	To participate in all workshops and review draft BRS
Vusi Yende	GIT AO - Information System Support	Business Subject Matter Expert	+27 11 690 4078 +27 82 795 4253	To participate in all workshops and review draft BRS
Thabo Rakosa	GIT AO - Information System Support	Business Subject Matter Expert	+27 11 651 6744	To participate in all workshops and review draft BRS

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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	+27 11 711 2419 +27 82 425 4939	Elicit and document the requirements
Avela Katoo	Group IT Business Relationship Manager Dx Business Solutions Development Services	Group IT Business Process Middle Manager	+27 11 655 2062 +27 76 844 9917	Review and Approve the BRS
Pronella Masemola	Group IT Business Relationship Manager Business Solutions and Development Services	Group IT Business Relationship Manager	+27 11 651 6097 +27 74 195 9266	Support the BRS
Thabo Mashegoane	Group IT Architect Business Solutions and Development Services	Group IT Architect	+27 11 516 7513 +27 82 499 0746	Provide Input for Architecture Landscape
Johan Scholtz	GIT AO - Information System Manager Support	Group IT Application Support Manager	+27 11 655 2220 +27 82 324 8266	To participate in all workshops and review draft BRS

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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.

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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

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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.

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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

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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

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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			

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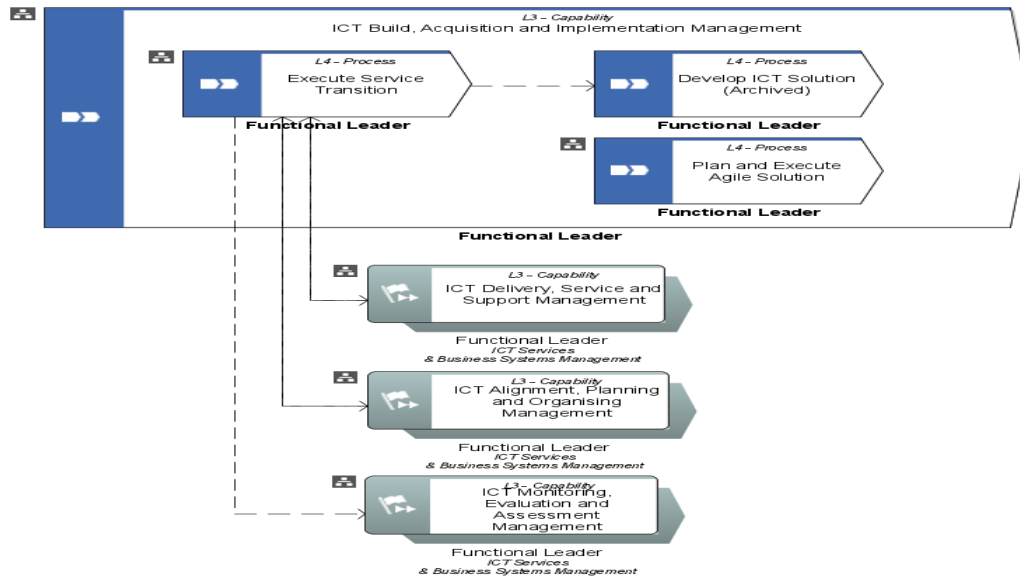
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7. AS IS AND TO BE BUSINESS PROCESS ACTIVITY MAPPING

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



L3 ICT Build, Acquisition and Implementation Management
Released on: Mar 31, 2016
Release: 2

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

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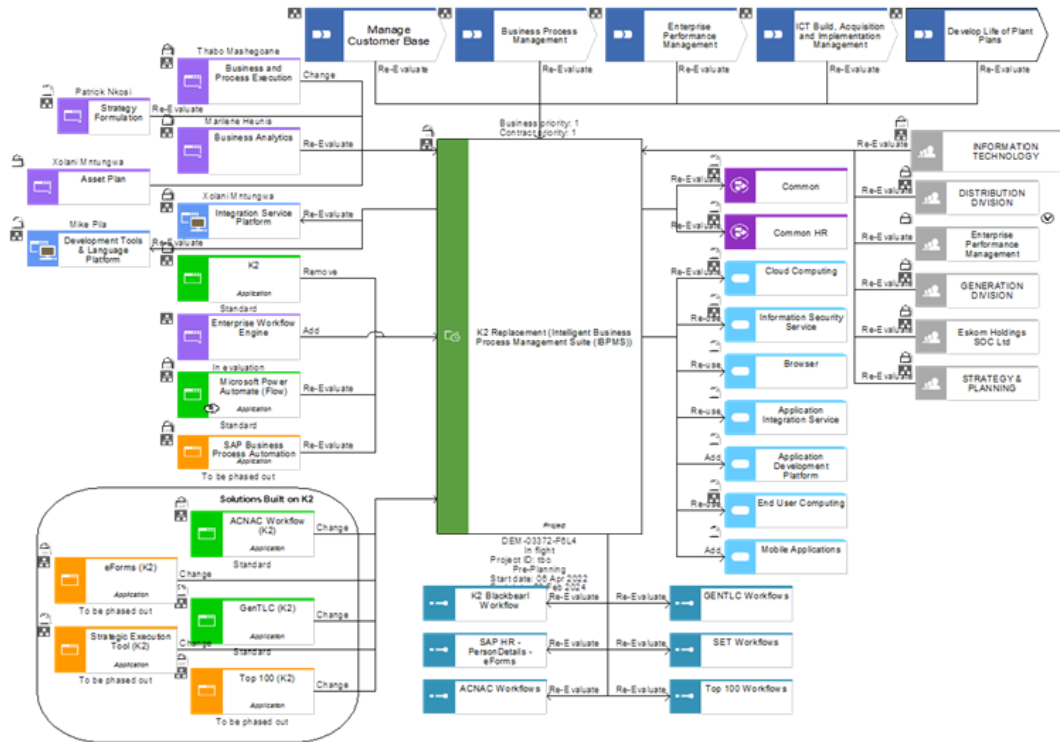


Figure 2. Depicted picture from LAD LC for Enterprise workflow engine document


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.

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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.

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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

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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

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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

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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

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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

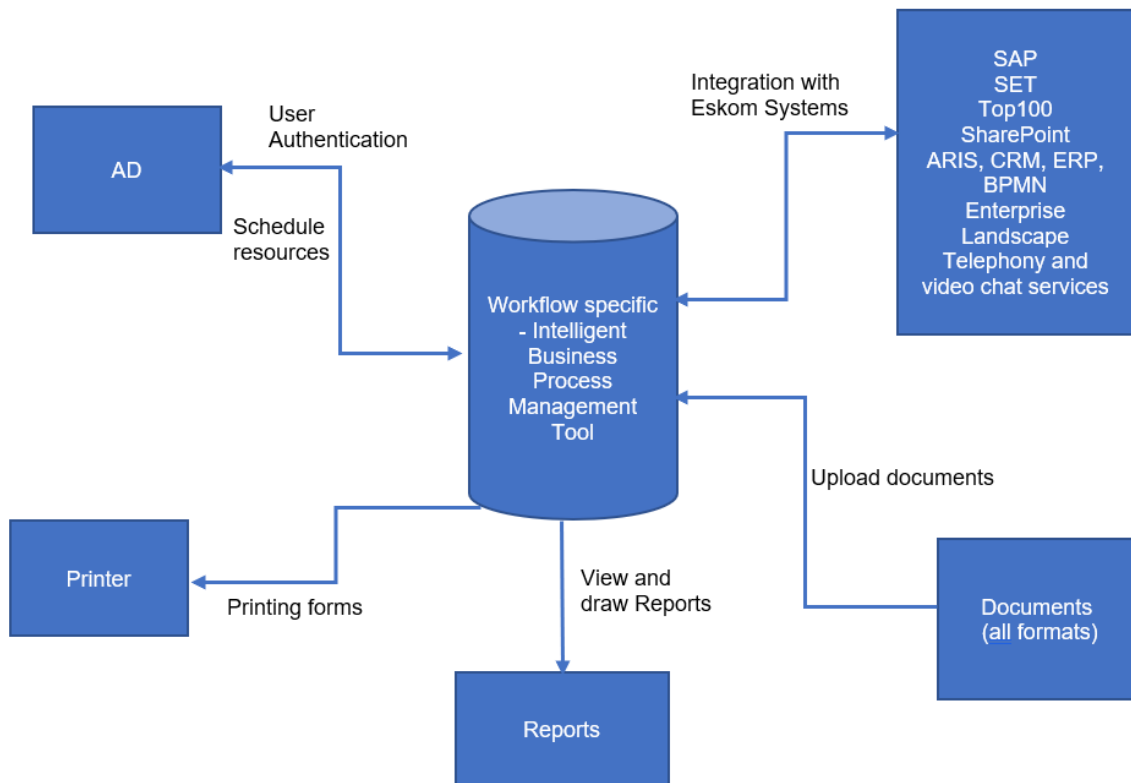
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8.3 Data flow diagram / Context diagram



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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	

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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.

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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

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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

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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.

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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		
Simphiwe Jele	Business Subject Matter Expert		
Bhekizipho Ngcobo	Business Subject Matter Expert		
Vusi Yende	Business Subject Matter Expert		
Pronella Masemola	Group IT Business Relationship Manager		
Thabo Mashegoane	Group IT Architect Enterprise Architecture Business Solutions Development Services		

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20. DOCUMENT APPROVAL

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Name	Role	Signature	Date
Avela Katoo	Group IT Business and Process Analysis Management Manager		
Sizwe Dlamini	Group IT Middle Manager Infrastructure		
Varsha Pillay	Senior Business Manager / Business Sponsor		

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