Description of Request	Provision of integration Platform

1. High level background

In Eskom, the integration environment synonymously known as the Enterprise Service Bus (ESB) acts as a mediation layer for data and communication interactions between business and technical IT systems deployed in the organisation. This inter-system inter-connectivity is referred to as integration solutions and are built, managed, and supported by Eskom's Integration Centre of Excellence (ICoE). There is a total of 422 services with 54 applications making use of the services. The Group IT division uses the Oracle Fusion Middleware Integration platform.

These applications support all the Eskom divisions including subsidiaries. There are approximately 1 370 288 transactions processed daily. The technical upgrade is required to replace the current software and hardware as per the Architecture lifecycle process.

The integration platform replacement is required to replace the current middleware integration software as per the system lifecycle process. The business needs to test the market with the aim of getting the latest technology that can provide capabilities that align with the Group IT objectives digital transformation. Capability framework should support cloud, on-premises, and embedded deployment models.

Eskom has noticed that a traditional and centralised integration delivery model is slowly becoming a bottleneck to envisaged business agility and transformation. An integration strategy was formulated in response to the evolving business challenges and the strategic IT objectives, seeking a flexible and modernised integration delivery framework. The new integration platform should be hybrid , scalable , programmable, and available on-demand , with less effort for building and updating integration services. Applications should incrementally implement a hybrid integration platform that not only supports hybrid deployment models, also proliferating endpoints, multiplying integration domains, and diversifying personas.

Taking guidance from the integration strategy and given the evolution within the integration landscape, Eskom has decided to diversify and democratise the integration service platform in line with the best practice in the market, by adopting a hybrid integration model. The transition architecture will include, inter alia, the introduction of API's services to meet the evolving business requirements. Eskom will prefer an integration platform/solution that is not only strong in message-oriented architecture, but also rich in providing API capabilities to be leveraged for the suitable integration use cases presented by the

business. APIs should allow different applications to interact and access specific functions and features or data without understanding the underlying code or infrastructure.
The integration should also address multi-CSI strategically by explicitly including support for the four topologies , ground-to-ground, intracloud, cloud-to-ground and intercloud.

Additionally, Eskom is also looking at employing the use of micro-services approach in the modernization of the entire IT Landscape to assist in the long-term strategy of building application is a collection of smaller services of the anticipated integration services for the foreseeable future. The modern application development approaches are required to assist the organisation to increase agility , scalability , improve fault isolation as well as reusability which will improve customer services .

2. Scope of work/Business requirements

2.1. Provide detailed description and volumes of the product/service requested:

The following subset of functionalities is considered critical for the Integration Platform:

Enterprise Service Bus SOA tools:

- Application connectivity – Data integrity and Database compatibility (must connect to a host of legacy and other applications).
- Transformation and formatting.
- Message transformation capabilities for a common information model
- Data utilities
- Managed file transfer
- Common service infrastructure
- Telemetry
- Application to Application software
- Asynchronous/Synchronous middleware communication
- Openness/Interoperability

Messaging and message delivery:

- Message persistence,
- Message routing,
- Sequencing,
- Prioritisation,
- Exceptions and notifications
- Pre-Built adaptors
- High availability

Enterprise Management Tools:

- Managed batch processing
- Monitoring and reporting of distributed Architecture
- Security
- Error Handling and Trouble shooting

- Performance Tuning

Development/ALM Tools:

- Coding and Version control standards
- Application Server/Web Server container for deployment
- Compatibility of the proposed product with the available tools for source/version control (i.e., SVN),
- Build management and deployment automation,
- Unit test case management and automation,
- Reporting,
- IDE

ESB Appliance Tools:

- Policy enforcement engines
- Compatibility with B2B/B2C/A2A hardware appliances
- Load balancer software

Repository Tools:

- Service repositories
- Runtime governance
- Design-time governance.

Other features:

- Middleware data management
- Service and message bus (including service orientation, messaging management, an adaptor library, data transformation and Service and application composition)
- Service layer orchestration
- User interaction (multi-channel) to multiple device types (i.e., Mobile devices, browser agnostic)
- Operations "(including monitoring, auditing, performance management, exception response and correction, business activity management, policy management, security, disaster recovery and business continuity)

General Information

- Supply of licenses

  This solution will be deployed on the following environments and the supplier should provide the licenses accordingly.

  1. Development,
  2. Quality Assurance,
  3. Preproduction,
  4. Production and
  5. Disaster Recovery.

- License maintenance and Support
- The infrastructure needs to be highly available and, reliable.
- Integration Lifecycle Management (including repositories and registries)

- Hybrid Services capability
- Service and Message Bus (including Service Orientation, messaging management, an adaptor library, data transformation and Service and application composition)
- Service Layer Orchestration
- User Interaction (multi-channel) to multiple device types
- Operations "(including monitoring, auditing, performance management, exception response and correction, business activity management, policy management, security, disaster recovery and business continuity)
- Architectural: includes SOA reference Architecture, deployment capability, deployment monitoring,
- Scalability, performance management, resource allocation
- Business Rules Management and Execution
- Runtime/Design time Governance tools
- Deployment tools
- Enterprise Service Bus (ESB) Cloud Tools
- Development tools (IDE, Transformation mapping tools) and Web Server Tools
- This solution should be able to be hosted on Premise and on any cloud platform.
- The solution should be able to communicate across the various cloud service providers.
- Should enable API and SOAP connectivity.

The tool being procured should be able to run on the existing X86 infrastructure platform that the employer will provide.

Eskom will do the operating system installation, thereafter the service provider will be expected to do the necessary configurations to enable the running of their software.

The project is expected to be delivered in 4 release parts:

1. Pilot – 26 services to be delivered.
2. Stream 1 – 97 services to be delivered.
3. Stream 2 - 137 services to be delivered.
4. Stream 3 - 74 services to be delivered.

The vendor is expected to provide multiple teams to deliver per Stream. A Stream will be broken down to multiple sub-releases.

Stream 1	# Services	Stream 2	# Services	Stream 3	# Services
Release 1a	23	Release 2a	21	Release 3a	18
Release 1b	17	Release 2b	19	Release 3b	13
Release 1c	19	Release 2c	20	Release 3c	15
Release 1d	13	Release 2d	23	Release 3d	12
Release 1e	15	Release 2e	20	Release 3e	15
Release 1f	10	Release 2f	19		
		Release 2g	18		

The services will a mixture of these complexities:

Complexity level	Description
Medium	A Synch Service with Orchestration, File transfer with validation logic (transformation, external communication, multiple technologies), A mix of Pub/Sub and Sync pattern in the same service, Pub/Sub pattern, Multiple subscribers, Medium size Transformation with logic Medium logic in the sequence diagram (Medium Orchestration with 1 to 2 Services, Medium transformation) Communication with Cloud services and outside of the Eskom Network Simple message routing (DVM, database look-up, message selectors, XSLT, branching in the code) Sequencing of transactions
Complex	All Design Patterns Orchestration of more than 2 services, Large size Transformation with logic Complex logic in the sequence diagram (Complex Orchestration with more than 2 Services, Complex transformation) Communication with Cloud services and outside of the Eskom Network Complex message routing (DVM, database look-up, message selectors, XSLT, branching in the code)

Payment to be made at the end of successful confirmed delivery by the customer per Release.

The following activities are expected per release and relevant artefacts (templates to be used will be shared Eskom) to be delivered per release to be shared by Eskom.

1. Environment configuration - Note the solution will be required to be deployed at Eskom MWP in Sunninghill, Teraco in Isando, Eskom Academy of Learning in Midrand and at these Eskom regional sites.

SN	CI Site Code	Site Full Name
1	BFN	FS_BLOEMFONTEIN_BLOEMFONTEIN ESKOM CENTRE
2	BLV	WC_BELLVILLE_BELLVILLE BLV
3	WTK	MP_WITBANK_ESKOM PARK WITBANK
4	ELN	EC_EAST LONDON_SUNILAWS WORKSHOP
5	MKD	KZN_PIETERMARITZBURG_MKONDENI CONTROL CENTRE
6	PGB	LP_POLOKWANE_30 HANS VAN RENSBURG STREET HUB
7	SPN	GP_GERMISTON_NATIONAL CONTROL BUILDING

2. Architecture design – Eskom to provide templates/platform to populate the architecture artefacts

3. Integration design, model, and development – Eskom to provide templates to populate the relevant artefacts.
4. Testing - Eskom to provide templates and access to the platform to populate the artefacts.
5. Deployment and stabilization - Eskom to provide templates/platform to populate the artefacts.

Eskom will primarily deploy the solution on the premise. In the event that Eskom requires to move the deployment to the cloud, provide the costs associated with this and licensing options that Eskom will have to comply with to make this possible.

The potential supplier will be required to provide a system Demo as part of the evaluation process. The Demo will only be required when the supplier has achieved 70% of the paper evaluation process. The tender with overall score technical score of 70% and higher in both paper evaluation and the Demo will then be recommended for further commercial evaluation process.

The service provider should also quote for a further 15% variance of services to be worked on as and when required during the project.

Provide hourly rates per Role for work to be carried out by the OEM/vendor partner.

The Service Provider should give an indication of any new features/functionality added to their solution that are not listed in this scope of requirements which may be useful. The following minimum functionality enlisted below is required but not limited to the following:

Functionality grouping	BRS Number	Functionality	Business Rule	Weight
General	BR1	The solution should be able to cater for large number of processed transactions (daily & monthly), e.g. - Approximately 1 370 288 transactions processed daily.		4
	BR1.1	The solution should have a capability to limit the message size. It should be able to handle 10MB size messages.		4
	BR1.2	The solution should be able to handle 12 million plus transactions a day.		4
	BR1.3	Tenderer should have adequate local technical resources to support the solution 24 X 7.		4
	BR1.4	Provide a roadmap for your proposed integration solution.		4

	BR1.5	Tenderer must be recognised as the OEM, or a system integrator partner or OEM certified		6
	BR1.6	The solution should have SOA reference architecture cross-referencing product names, descriptions, high-level features, and roles.		4
	BR1.7	The solution should be deployed in the Enterprise Organisations with more than 20 000 users. Deployed the ESB to multiple/multinational companies		4
	BR1.8	The tool should have the capability for integrate data and business logic residing on mobile platforms and other devices		1
Architectural	BR2	The solution must be able to support distributed deployment.	The integration services are deployed both centrally and decentralised, there is also services in the De-militarised Zone (DMZ).	5
	BR2.1	The solution must be able to centrally monitor and administer a distributed Enterprise Service Bus (ESB) deployment. This includes availability of the middleware services, Managed Services where the software is deployed	The Integration Services are deployed both centrally and decentralised, there is also services in the De-militarised Zone (DMZ).	5
	BR2.2	The solution must be able to integrate with hybrid cloud-based services and on-premises systems, to work as a cohesive unit.		5
Architectural-Scalability	BR3	The solution should allow for scaling (vertical/horizontal) of software and deployment architecture to allow more services to be run on the existing environment without impacting production.	The solution should allow for scaling out processing capabilities (CPU, Memory)	6
	BR3.1	The solution should allow for scaling (vertical/horizontal) of infrastructure to allow more services to be run on the	The solution should allow for scaling out processing	6

		existing environment without impacting production.	capabilities in the Hybrid based platform.	
Architectural-Performance Management	BR4	The solution should allow for the allocation of additional resources to specific services/integration flows.		6
	BR4.1	The solution should have the capability to throttle the number of transactions per interface		6
	BR4.2	The solution should have the capability to instantiate additional interface instances.		6
	BR4.3	The solution should have the capability to suspend interfaces.		6
Complex Event Processing	BR5	The solution must provide a separately available Complex Event Processing (CEP) engine.		4
	BR5.1	The solution must support an Event Driven Architecture/Asynchronous (process triggered by an external source).	The solution should provide scheduling capability.	4
Application Connectivity – end-point communication	BR6	The solution must be able to integrate to various database (SQL, Oracle and DB2) adaptors at no extra cost.	If Eskom had to change its database standard, the solution must be able to connect to different databases without having to change the product.	6
	BR6.1	The solution should support two-phase commit/XA transactions across multiple data stores.		6
	BR6.2	The solution must support. Simple Object Access Protocol (SOAP).		6
	BR6.3	The solution should support. RESTful Web Services.		6
	BR6.4	The solution should support. Hyper Text Transfer Protocol Secure (HTTPS), Secure File Transfer Protocol (SFTP) and Secure Sockets Layer (SSL).	Communication between the applications and Integration services must be secure.	6
	BR6.5	The solution should support the following data format standards: • XML		6

		• XSD • XSLT • XPath • Web Services DL		
	BR6.6	The solution should support connection pooling across adapters (e.g., JDBC adapter connecting to database).		6
	BR6.7	The database adapters must support bulk record set inserts/updates/queries.		6
	BR6.8	The solution must ensure file integrity during processing.		6
	BR6.9	The solution must be compatible with the following databases (as per the current standard): • MS SQL • Oracle • DB2 • Postgres • MariaDB • Cassandra • MongoDB • SAP HANA • IBM Netezza • Elasticsearch • Redis • InfluxDB • kdb+ • SQLite • Nco4j	NB: Databases listed are databases for the solution and not databases that the solution can connect to.	6
	BR6.10	The solution should support Extensible Style sheet Language Transformation (XSLT) standard.		6
	BR6.11	The solution should support Open Database Connectivity (ODBC)		6
	BR6.12	The solution should have the capability to execute custom SQL and stored procedures in external databases.		6
	BR6.13	The solution should be compatible with third party data dictionaries.		6
	BR6.14	The solution's adapters should have a mechanism to recover from failure (i.e., restart, resend, reconnect, etc.)		6

	BR6.15	SECURITY: Solution should have security administration tools. (e.g., User roles)		5
Application Connectivity – Messaging Connectivity	BR7	The solution should support Java Messaging Service (JMS).		5
	BR7.2	The solution should support Messaging & Queuing from multiple vendors		5
	BR7.3	The solution should support Simple Mail Transfer Protocol (SMTP).		5
	BR7.4	The solution should support File Transfer Protocol (FTP) and Secure File Transfer Protocol (SFTP)		5
	BR7.5	The solution should support FTP over Secure Shell Protocol (SSH).		5
	BR7.6	The solution should support Open Platform Communications (OPC)		5
	BR7.8	The solution should support Remote Method Invocation (RMI) protocol.		5
	BR7.9	The solution should support Internet Inter-ORB Protocol (IIOP).		5
	BR7.10	Solution should provide Java Messaging Service monitoring and administration capabilities for the messages		5
Application Connectivity-Packaged Integration	BR8	The solution should provide pre-built e-mail adapter for Microsoft Exchange Server.		4
	BR8.1	The solution should provide a capability to integrate to Microsoft SSIS/SAP BW/SAS.		4
Application Connectivity-Connector Features	BR9	The solution should support operating system file service polling.		6
	BR9.1	The solution should support database polling.		6
Transformation and Formatting-Message Schemas	BR10	The solution should support importing or linking XSD/DTD XML schema definitions.		6

Transformation and Formatting - Message Transformation	BR11	The solutions should have the capability to do lookups from external services or internal tables during transformations.		6
	BR11.1	The solution should support extensible Style sheet Language Transformation (XSLT) standard		6
	BR11.2	The solution should support the XML Path Language (XPath) standard.		6
	BR11.3	The solution should support XML Query Language (XQuery) standard.		6
	BR11.4	The solution should have the capability to embed scripting (e.g., JavaScript) within transformations.		6
	BR11.5	The solution should support base64 encoding at a field level.		6
Transformation and Formatting - Message Formats	BR12	The solution should support custom message formats.		6
	BR12.1	The solution should support XML message format.		6
	BR12.2	The solution should support EDI/EDIFACT message format.		6
	BR12.3	The solution should support common information models for commercial and industrial information message exchange e.g. • Enterprise Resource Planning (Human Resource) • IEC 61968, IEC61970, ebXML, IREDES • Environmental (CIM for Weather) • Geographic Information • IEC61850 • IEC61968 • IEC61970 • IEC62325		6
	BR12.4	The solution should support the import and customisation of pre-defined Common Information Model standards for messaging such as IEC 61968 etc.		6
	BR12.5	The solution should support ISA95 message format.		6

	BR12.6	The solution should support any geospatial message formats.		6
Code Translation Applications Services	BR13	The solution should natively provide custom data translation name value /capability (data code tables/Domain Value Map (DVM))		6
Data Translation	BR14	The solution should support but not limited to the following character encoding standards: • ASCII • EBCDIC • UTF-8 • UNICODE		5
Middleware Communication-Messaging	BR15	The solution should support asynchronous/synchronous. middleware communication e.g., Polling, Batch, Queuing, Request/Reply, Remote Procedure, File Transfer Protocol (FTP) and (FTPS)		6
	BR15.1	The solution should support different message routing types: • Message-Type Routing • Context-Sensitive Routing • Content-Based (payload) Routing		6
	BR15.2	The solution should provide JMS adaptors that come standard with the product.		6
	BR15.3	The solution should support. Guaranteed Delivery.		6
	BR15.4	The solution should provide various techniques to guarantee transaction integrity.		6
	BR15.5	The solution should send notifications for delivered and undelivered messages		6
	BR15.6	The solution must support "Exactly Once" message delivery.		6
	BR15.7	The solution must support Guaranteed sequencing.		6
	BR15.8	The solution should support Prioritization of messages.		6
	BR15.9	The solution should allow for the scheduling of messages.		6

	BR15.10	The solution must support Compression and Dynamic Compression.		6
	BR15.11	The solution must support Application Triggering.		6
	BR15.12	The solution should provide a mechanism or control to respond to a failed component or path		6
	BR15.13	The solution must support Broadcast, Multicast and Unicast.		6
	BR15.14	The solution should support streaming of messages.		6
	BR15.15	The solution should provide message queueing engine (i.e., capability of creating ques, topics etc. in the product without having to use third party feature or services)		6
Publish & Subscribe /Media Channel Management	BR16	The solution should support the following subscriptions: • Subject based subscriptions • Content based subscriptions. • Dynamic subscriptions		6
Application Connectivity – API services	BR17	The solution should support deployment of custom components written in different development languages e.g., C/C++/Java/.Net, EjB's etc.		5
Business-to business- internal visibility	BR18	The solution should provide the capability to manage guaranteed delivery of trading messages with external parties, as well as the ability to retry and reprocess failures.		5
	BR18.1	The solution should provide the ability for Technical Administrators to have visibility of traffic.		5
Development – Development Tools	BR19	The solution should have a published application programming interface (API) guide with coding standards.		6
	BR19.1	The solution should provide pre-built service repository tool(s).		6
	BR19.2	The solution must be able to connect to a local code		6

		repository e.g., SVN or local git server.		
	BR19.3	The solution should provide pre-built development tool(s) or IDE that is licence for business use without extra cost.		6
Development – testing tools	BR20	The solution should provide the testing tools that come as a standard, emphasising Unit testing, performance & stress testing tools.		5
	BR20.1	The solution should support. simulators or stubs for testing.		5
Development - design & build tools	BR21	The ESB solution should provide a graphical user interface (drag & drop) for designing and building integration flows.		5
	BR21.1	The solution design and build tools should be integrated in a common standard-based framework such as Eclipse/ NetBeans/ Visual studio.		5
	BR21.2	The solution should provide tools to support modelling of business processes (BPEL, BPMN, UML, etc.)		5
	BR21.3	The solution should provide tools to support code generation or executable metadata using BPEL or XPDL.		5
Operations & administration - message monitoring	BR22	The solution should have the capability to log user defined payload information for debugging and monitoring purposes.		5
	BR22.1	The solution should have the capability to script alerts for queue depth, pending and no of retries		5
Operations & administration - management tool monitoring	BR23	The solution should have the capability to centrally monitor and manage geographically distributed ESBs.		6
Operations & administration - configuration management	BR24	The solution should allow for patches to be applied to production without impacting runtime services.	The majority of services must be available 24/7	5
Operations & administration - management tool	BR25	The solution’s management and monitoring tools should be accessible remotely.		5

	BR25.1	The solution's management tool must be able to receive, log, classify and present event messages based on pre-established filters or thresholds.		5
	BR25.2	The solution should provide pre-built management tool(s) for infrastructure.		5
	BR25.3	The tool should have administration and management tools.		5
Operations & administration - performance monitoring	BR26	The solution should provide tools to manage application servers (e.g., heap, threading, memory, etc.) under critical loads.		5
	BR26.1	The system should increase reliability by managing the application server under critical loads.		5
	BR26.2	The integration tool should have capability to do performance tuning.		6
Operations & administration – error handling & recovery	BR27	The solution should have built in mechanisms to handle integration errors.		5
	BR27.1	The solution should provide a capability to restart points within integration flows and be defined on any component or any level.		5
	BR27.2	The solution should provide different types of run-time troubleshooting features.		5
	BR27.3	The solution should provide a standard error handling framework template for integration processes e.g., try/catch		5
Operations & administration - batch scheduling	BR28	The solution should include an integrated batch scheduler.		6
Operations & administration - reporting	BR29	The solution should provide a reporting framework to generate reports on messaging activity for a given period.		3
	BR29.1	The solution should provide a reporting framework to generate reports on infrastructure		3

		(performance and availability) for a given period.		
Operations & administration – Single Sign On	BR30	The solution should support. Single Sign On for multiple related management console.		5
Technical Architecture – Operating system	BR31	The solution should support the latest version(s) of Eskom standard operating systems: • MS Windows Server 64 bit • SLES • AIX		6
Technical Architecture – Platform	BR32	The solution must be compatible and supported on X86 architecture.		6
Technical Architecture – Virtualisation	BR33	The solution should be able to run on different types of virtualised environments.		6
Technical Architecture – Archiving	BR34	The solution should support external or have a native data archiving functionality (transactional data, system log data, etc.).		5
Technical Architecture – Clustering	BR35	The solution should support clustering configurations.		6
Technical Architecture – Load balancing	BR36	The solution should support High Availability configurations and eliminate single point of failure.		6
Orchestration	BR37	The solution should support the following Business Rules Engine: • State Driven Rules • Event Driven Rules • Data Driven Rules • Post Event Processing • Time Driven Rules		4
	BR37.1	The solution should provide the ability to aggregate multiple distinct messages (n:1)		4
Security	BR38	The solution must provide security, logging and monitoring capabilities.		6
	BR39	The solution must be able to integrate with all Eskom's identity providers (IdP's), Microsoft (MS) active directory (AD), MS Entra ID and multifactor authentication (MFA)		6

		for central user account management and to enable single sign-on (SSO).		
	BR40	The solution must employ role-based access control (RBAC) mechanism and least privileged principle must be adopted.		6
	BR41	The solution must support virtual networks, the solution must be deployed in virtual network, assign private IP address to the resource, where (where applicable) unless there is a strong reason to assign public IPs directly to the resource.		4
	BR42	The solution must employ data loss prevention (DLP) tool to monitor sensitive data movement.		5
	BR43	The solution must support native use of Azure Key Vault for credential and secrets store		4
	BR44	The solution must encrypt data at rest (at minimum AES_256) and in transit (at minimum TLS 1.2 or later version).		6
	BR45	The solution must support Azure Key Vault integration for any customer keys or bring your own key (BYOK), secrets, or certificates.		4
	BR46	The solution must support customer-managed key or BYOK for data at rest.		4
	BR47	The solution configuration must be monitored and enforced by Entra ID policy.		5
	BR48	The solution must provide monitoring and alerts on security issues.		5
	BR49	Resource logs must be enabled for investigation		5
	BR50	The solution must be able to integrate with Eskom's SIEM tool Splunk, and Sentinel to ingest security information, events and alerts logs.		6
	BR51	The solution interface or node must be scanned using the prevailing static application		5

		security test (SAST) for any potential security vulnerabilities in non-production environment, critical and high vulnerabilities must be remediated prior deploying to production environment.		
	BR52	The solution must have a disaster recovery plan (DRP), be tested before handover phase.		6
	BR53	The solution must employ real-time data replication and/or data must be replicated in another disaster recovery (DR) site.		5
	BR54	Daily incremental backup must be done.		5

2.2. Training/Transfer of skills:

- Mentor Eskom resources through the installation, configuration and deployment stages using a defined skills transfer programme.
- Provide onsite, classroom-based, and/or web-based training for support staff on a pre-booked basis; and
- Classroom based training for thirty (30) resources.
- Post Implementation online training for any potential future changes to the solution during the Maintenance and Support period of the contract.
- Skills and Knowledge Transfer will be done for the GIT Support Resources that will provide support.
- Access to training material will be required.

2.3. Timelines/Project Plan:

The supplier needs to provide the following information:

- The expected duration of each task listed above (as specified in the release requirements).
- The recommended approach for executing the project successfully.
- The possibility of overlapping some of the tasks to save time.

3. Service Level Agreement requirements

Supply relevant Service Level Requirements, indicate severity categories, and lead times. Example: The business requires 24*7 monitoring of the environment; MTTR (Mean time to resolve) of 4 hours, etc. (Liaise with Service Performance Management department for assistance)

4. Approvals:

End user / requestor:	**Name:**	Tshifhiwa Gavhi
	Designation:	Project Manager
	Date:	2024/05/30
	Signature:	
Senior Manager:	**Name:**	Varsha Pillay
	Designation:	Senior Manager – Application Operations
	Date:	5th June 2024
	Signature:	
Senior Manager	**Name**	Anthenia Phuku
	Designation	Senior Manager – BSDS
	Date	04/06/2024
	Signature