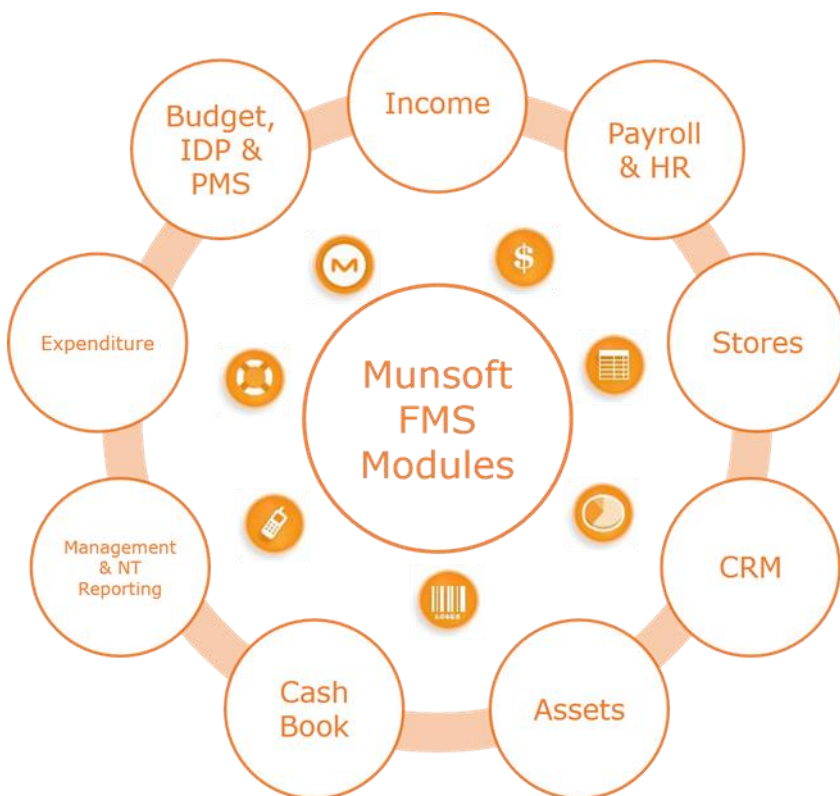


2018

MUNSOFT RESOURCE PLAN



Munsoft Resource Plan



Prepared for:
Local Government

Prepared by:
MUNSOFT (PTY) LTD
(Reg. No. 2001/024674/07)

July 2018

RE: MUNSOFT – RESOURCE PLAN

To whom it may concern,

The purpose of this document is to explain the requirement for different levels of access required to the Municipal Financial Management System (Munsoft) to provide effective support to the municipality.

We understand the importance of good governance and therefore continuously implement features and improvements based on input from the Auditor General's reports.

Any access to Munsoft is granted on a named user principle, and all relevant activities are logged for audit purposes. Due to the complexities with regards to a Financial Management System, Munsoft relies on multiple individuals with different skillsets/disciplines to support the entire system.

We assign a support champion or support team to your municipality but due to the need for redundancy caused by normal business factors such as skill levels, areas of expertise, staff leave, maternity leave, holidays and peak operational periods this support champion or support team might not always be available to assist. It is due to these reasons that we require multiple individuals with different skillsets/disciplines to support the entire system.

The system support is fulfilled by a pool of resources, and even though you have a support champion or support team, to keep the support costs as low as possible this person is not dedicated to your municipality only. For this reason, we require a higher level of redundancy for this function, which results in more support engineer accounts on your system.

Please see the attached breakdown of the various support functions and the users relating to the specific functions. This user schedule will be regularly updated if any changes occur and the municipality will be notified of such changes.

Elize Ash

Support Manager

Priority Level Warranties

Priority level	Description	Response Times	Resolution Times
1	System error/interruption making a critical function inaccessible causing a severe impact on service availability. There is no possible alternative.	0 – 2 consecutive business Hours	0 – 16 consecutive Hours
2	System active but error/interruption making a less critical function unusable or hard to use having an operational impact, but with no direct impact on service availability. A workaround is available.	0 – 6 consecutive business Hours	3 Business Days
3	System active, but non-critical function, application or personal function unusable, where a workaround is available or a repair is possible.	7 - 12 consecutive business Hours	5 Business Days

Munsoft Service Record Classification

Service Record Type	Description	Frequency	Remote	Onsite	Cost
Support	All software error related incidents that require remote support or onsite support for error resolution. A software error is a flaw, failure or fault in the Munsoft System that causes it to produce an incorrect or unexpected result. Human error is specifically excluded from support.	Unlimited	Unlimited	As and when required - only if remote support options are exhausted with no error resolution	Remote & Onsite Support Included in Monthly Service Fee. Travel & Accommodation (if applicable) to be recovered on cost recovery basis as per Schedule A of Master Agreement.
Development	All incidents that require coding for system customization or enhancement. This can be in a form of a Bug Fix/Patch, Update or Upgrade	As and when required	Unlimited	As and when required	All Bug Fix/Patch and minor updates are unlimited in Monthly services and Annual Maintenance Fees. All custom development requests (client specific) and major upgrades are subject to approval of quotation.
Training	All incidents that require hand holding, classroom training and one on one system usage training	As per schedule	At cost	At cost	All hand holding, classroom training and one on one system usage training are at cost as per training schedule.
Consulting	All incidents that are not system error related that require a consultant to assist a client to fulfil a municipal business process	As and when required	At cost	At cost	As per approved Support schedule or use of Ad-hoc rate card

Process of logging a Service Record

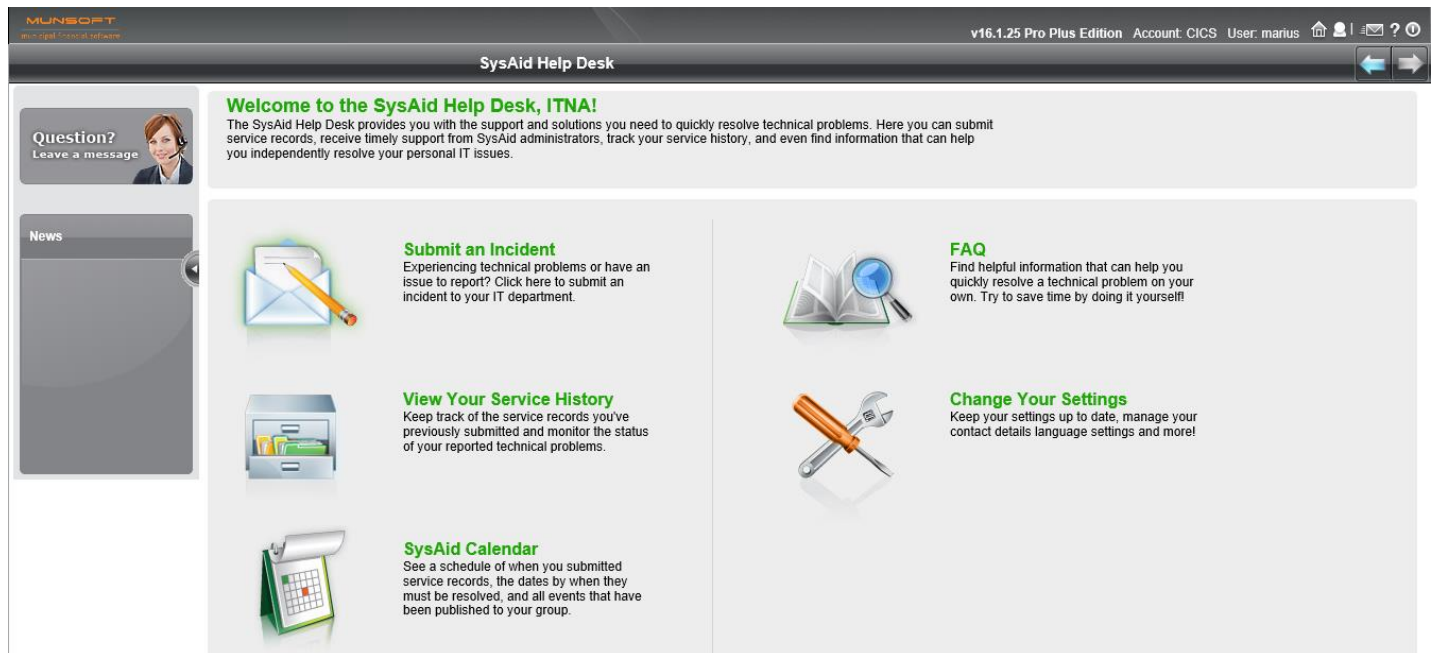
SysAid is a web based program where you can log faults/issues with your support consultant, and you can track the progress of the query.

SysAid is web based, web address is: <http://support.munsoft.co.za>, or you can click on the Bug Track button on your Munsoft System (bottom Right corner, next to the Exit block) or you can e-mail support@munsoft.co.za



The Username and Password can be obtained from your support consultant. Please note that the username and password is case sensitive.

As shown in the image below, you can **SUBMIT AN INCIDENT**.



After you've clicked on 'Submit an incident' the following screen will appear.

You must now fill in and complete your request.

Category: Please select a category AND a sub-category from the drop-down list.

Title: You can give your service request any relevant title.

Description: Please give us an explanation with examples of the problem you're experiencing. Please also request the person who is lodging the service request to fill in their name.

Attachments: If you would like to add a document or saved screenshot, you can click on Add and browse for the file you want to add.

When done, click on '**Submit**'

Munsoft will then receive the service request and action will be taken to sort out your issue/query, and feedback will be given to you.

You can also view previous 'Service Requests' when you click on **VIEW YOUR SERVICE HISTORY**.

Our recommended Schedule with regards to access required on your Financial Management Server:

PROJECTS & IMPLEMENTATION	Karlien Vosloo (Head of Operations)				
Programme Manager	Christa de Beer				
Project & Implementation Manager	Meagan Ballman				
Implementation Team	Hendrik Goosen	Sazi Jojo	Justice Maceke	Kholofelo Oliphant	Charolotte Cindi
Project Manager (Internal Projects)	Francois Penning				

FMS SUPPORT	Karlien Vosloo (Head of Operations)			
FMS Support Manager	Elize Ash			
Service Desk Administrator	Erika Jatho			
Senior Support Specialist	Andrew Mhlanzi			
Support Engineers	Lee Ann Janse van Vuuren	Mashudu Mutobvu	Kentse Makganye	Thato Mabe
	Frans Lehari	Akim Singo	Ingrid Dhlomo	Hannes van den Heever
	Nadia Janson	Hannes van den Heever	Janice Coeries	Keitumetse Modiselle
	Tshuma Silinga	Brighton Mandava		

INFRASTRUCTURE SUPPORT	Karlien Vosloo (Head of Operations)		
Support Manager	Riaan Verwey		
Service Desk Administrator	Ntando Mokwai		
Operational Administrator	Caron de Kock		
Client Infrastructure Engineers	Philip Schutte	Sam Rampai	Jacques Mulder
Support Engineers	Mike Raath	Michael Smous	
Backup, Disaster Recovery & Monitoring	Danie van der Westhuizen	Nonhlanhla Ngoma	Mahlodi Goba

TRAINING	Karlien Vosloo (Head of Operations)	
Training and Testing Manager	Marlié van Blerk	
Training Administrators	Toni Balt	Germina Ralinala
Training Facilitators	Arno de Beer	Vuthlari Shingange
Tester	Anita Mookane	

SALES AND SDMs	Dino Carletti (Sales Manager)		
Senior Service Delivery Manager	Pakamisa Mpuzi		
Service Delivery Managers	Nkululeko Nondzaba	Sipho Mkhwanazi	Chuma Mpono
	Ditshego Masemola	Sultan Kadanyo	
Sales Administrators	Roelien Botha	Kate Pillay	
Legal Administrator	Tsholofelo Nkgabutle		

DEVELOPMENT TEAM		Alwyn van Niekerk (Chief Technology Officer)	
Developers	Yvette Walters	Jean Andrews	Luke Neethling
	Neil Hunter	Mandla Skhosana	Michael Groenewald
Business Analysts	Nadia du Toit		Nobathembu Mpetsheni
Development Administrator	Lucidia Vaz Cruz		
Web Developers	Jaco Labuschagne		William Stam
Server Administrators	Marcos Rosa		Alroy Prinsloo

FINANCIAL CONSULTING	Stephan du Toit (Consulting Manager)		
Consulting Administrator	Tebogo Masoga		
Consultants	Trevor Chetty	Monique Herselman	Riekert Roos
	Theresa Gositamang	Sibongile Masango	Arthur Tumba
	Samuel Niemand	Schalk van der Merwe	Liwa Mbekela
	Tevin Chetty	Rishav Kisson	