E – Document Phase 2

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| Application Scope |
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| --- |
| **1.** Team Members |
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| **2.**Purpose of Project |
| Support DPWS employees to create, approve, decline, and track their requests in a systematic workflow in addition to reducing paper-based work by digitizing all documents. |
| **3.** Deliverables |
| 1. Finance Scope    * Finance Request Table 2. Stores Scope    * Fuel Oil Invoice    * Manlift Reservation    * PRs request    * New items/service code 3. Operation BGC Scope  * Equipment Request  1. Security Scope  * CCTV  1. Procurement Scope  * Cycle of Purchasing  1. Engineering Scope    * MOC 2. Communication Scope    * Picture Request.    * Video Request.    * Design Request.    * Announcement Request.    * Approval Request. 3. IT Scope    * DB User    * DR Drill    * Backup/Restore    * Backup Deposit    * Remote Access    * Datacenter Access Request    * Leaver Clearance IT Activities    * IT Assets Request      1. People Scope    * Outsource Hiring Cycle Scope 2. BT Scope 3. Commercial Scope    * Discount Request 4. Customer Service Scope    * Refund Request |
| **4.** System specifications/functionalities |
| 4.1. First Module: Finance Section |
| 4.1.1. Request Table |
| 1. Request table shall include all the existing columns in addition to:  * Vendor Number. * Creation Date. * Creator Name (PO Requester). * PO Number.  1. Allow user to filter through a bar that appears above all the existing columns and the new added ones. 2. Users can view all POs regardless their status in the request table. 3. All procurement and finance teams shall be allowed to view POs declinations reason in the “details field” 4. Also allow the procurement team to view POs “declined by” 5. The POs triggered email shall include the already existing fields in addition to below points:  * Po Number. * Invoice Number. * Vendor Name. * Vendor ID.  1. Give the finance team the ability to extract a report, which shall include filters for all columns.  4.2. Second Module: Stores Section4.2.1 Fuel Oil Invoice  * Request Page shall include:   .   |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Requested by “ID” | User ID | Free Text | Automatic | | Requested by “Name” | Username | Free Text | Automatic | | Department | User Dep | Free text | Dependent on the requester ID | | Request Serial# | To be automated based on count of requests. | Automatic | Mandatory | | Request Date. | Requested date based on the creation of the request. | Automatic | Mandatory | | Type of Product (Fuel / Oils) | Requester to select product type from drop down menu | Drop list (Fuel / Oils) | Mandatory | | Invoice / Receipt No. | User to enter | Free Text / Number | Mandatory | | Requested date | The requested date | Calendar | Mandatory | | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional |  1. Allow user to export all table data to excel sheet. 2. All store teams shall be allowed to view all invoices which already send to finance with current status (pending or complete) 3. The workflow will be as below:  4.2.2 Adding new item  * Create new item page shall include:  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Requested by “ID” | User ID | Free Text | Automatic | | Requested by “Name” | Username | Free Text | Automatic | | Department | User Dep | Free text | Dependent on the requester ID | | Request Serial# | To be automated based on count of requests. | Automatic | Mandatory | | Request Date. | Requested date based on the creation of the request. | Automatic | Mandatory | | Description |  | Free Text | Mandatory | | Equipment Type |  | Drop list | Mandatory | | Part Number |  | Free Text | Optional | | Manufacturing |  | Free Text | Optional | | Budget Type | Requester to select product type from drop down menu | Drop list (Opex / Capex) | Mandatory | | Commodity Code |  | Drop List | Mandatory | | Storeroom |  | Drop List | Mandatory | | Units |  | Drop List | Mandatory | | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional |  1. Allow the user to export all table data to an Excel sheet. 2. All store teams shall be allowed to view all items required with the request date and requester name 3. User may add multiple items within one request and requester has to fill in (budget type, Commodity code, Units & Attachment) 4. Store team page shall include below fields in addition to the request data  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Item No | Store team to reply by the created item Number | Free Text | Mandatory |   NB. The request may include many item so the store team page may have multiple item fields based on the request   1. The workflow will be as below:    4.2.3 Adding new PRs  1. Create a new PR page shall include:  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Requested by “ID” | User ID | Free Text | Automatic | | Requested by “Name” | Username | Free Text | Automatic | | Department | User Dep | Free text | Dependent on the requester ID | | Request Serial# | To be automated based on count of requests. | Automatic | Mandatory | | Request Date. | Requested date based on the creation of the request. | Automatic | Mandatory | | PR Subject |  | Free Text | Mandatory | | Request Type | Item / Service | Drop list (Item / Service) | Mandatory | | Item Number |  | Free Text | Mandatory in case of request type is “Item” | | Description of required |  | Free Text | Mandatory | | Budget | Requester to select product type from drop down menu | Drop list (Opex / Capex | Mandatory | | AFE Number |  | Free Text | Mandatory in case of budget is CAPEX | | Qty |  | Number | Mandatory | | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional |  1. Allow user to export all table data to excel sheet. 2. All store teams shall be allowed to view all PRs required with request date and dept. 3. User may add multiple items within one request and requester has to fill in (Request type, Description of required, Budget & Qty) 4. Store team page shall include below fields in addition to the request data  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | PR No | Store team to reply by the created PR Number | Free Text | Mandatory |   NB. The request may include many PRs so the store team page may have multiple PR Number fields based on the request   1. The workflow will be as below:  4.2.4 Manlift Reservation  1. Manlift request page shall include:  * Requester Dept. * Location - Equipment * Date & Time (From: To) * The user will be with the Manlift  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Requested by “ID” | User ID | Free Text | Automatic | | Requested by “Name” | Username | Free Text | Automatic | | Department | User Dep | Free text | Dependent on the requester ID | | Request Serial# | To be automated based on count of requests. | Automatic | Mandatory | | Request Date. | Requested date based on the creation of the request. | Automatic | Mandatory | | Reservation Required Date | User to select required date to use the Manlift *“User shall have ability to view the available time to reserve the equipment” (Booking view”* | Calendar | Mandatory | | Time (From -To) |  | Duration | Mandatory | | The user will be with the Manlift “supervisor ID” | Requester to enter user ID | Free Text | Mandatory |  1. Allow the user to export all table data to an excel sheet. 2. All store teams shall be allowed to view all reservations for Manlift with date & time. 3. The workflow will be as below:    4.3. Third Module: Operations – BGC Section4.3.1 Equipment Request To Create a new equipment, request order via e-Document system for BGC equipment (Loader – Ram lift – Forklift). And Allows BGC team to:   1. follow-up the equipment activities with the other departments. 2. Ensure that requester has the safety approval. 3. Generating Reports for service time to determine the fuel consumption.   It occurs when any employee of any department such as *(Security-Administration -Container -CFS/Export -Technical Warehouse- IT- Procurement- Safety)* request an equipment such as *(Forklift- Ramlift- Loader).*  To request an equipment, user shall fill in this form:   |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Requested by | Username/ user ID | Free Text | Automatic | | Department | User Dep | Free text | Dependent on the requester ID | | Supervision | Username/ user ID |  | Mandatory | | Communication Facility | The requester will choose the communication method Mobile number – Radio channel) | Drop List | Mandatory | | Requested date | The requested date | Calendar | Mandatory | | Requested time | The Duration time of using the equipment | Time counter (from: to) | Mandatory | | Equipment | All Equipment such as (Forklift- Ram lift- Loader). | Drop list | Mandatory | | Area | All concession areas such as (In concession area – Out Concession area) | Drop list | Mandatory |  * **In Concession area**   Basedon requester choice if he chooses *(in Concession area),* “*GCB supervisor user shall have access to add new unit/Area”*  Drop page list includes several areas such as   * CFS/Warehouse * Container Yard - Reefer * Container Yard - Road * Container Yard - Stacks * Container Yard - X Road * Gate * Leaking Container Area * Non-Container Yard * Eastern Quay * Western Quay * Basin 2 Quay * Railroad * Workshop * Workforce Building * clinic * Export Yard * Inspection area * EZZ Terminal * Stam Coal Yard * 900 Yard * Block 4 * Block 5   After choosing area, he will ask for approval from his supervisor*,* once he approves BGC supervisor *(Ahmed Nasreldin -Mohamed Ghonemy -Mostafa Zaki -Emad Taha -Mohsen Saloma -Mohamed Sami -Hussien Fawzy -Wael Mohamed -Hossam Elsayed)* *will approve then the safety department will approve on this request.*   * **Out of Concession area**   If he chooses *(Out of concession area)* Drop page list includes several areas such as “*GCB supervisor user shall have access to add new unit/Area”*   * Administrator Building * Customs Building * Police station * Block 1 * Block 2 * Block 3 * Block 6 * Block 11 * Block 13 * Main Gate 1 * Main Gate 2 * Electricity station   After choosing area, he will ask for approval from his supervisor, then BGC-OPS Manager approval *(Mohamed Radwan -Mohamed Goda-Mohamed Ibrahim)* and security department approval by *(Abdelraouf Shawky)* and finally safety department approval*.*   * Purpose/scope *(so if he wants to request an equipment for a specific usage which don’t suitable for this equipment so that BCG Department can decline the request and offer another equipment which will be more suitable for this task).* * Additional tools *(shall include a drop list includes “Yes/No” to allow the requester to choose if the request require additional tools to eliminate the process time of using equipment)*    4.4. Fourth Module: Security Section4.4.1 CCTV Request Access To ensure that there isn’t any misuse or breach for the CCTV access policy, there shall be an official request with a reasonable justification for any submitted request of having access to the CCTV  So, the main target for creating this e-document is developing a form that shall help in making an inventory for all the CCTV access users with the suitable justification for having such an access as well for mentioning the authorized CCTV for each user.  Any employee can log in using their PC username and password, and system will automatically generate all his info (Full Name – Job title – Department – Section)  To request an access for any camera, user shall fill in a form that appears when he click on request access, then user shall choose the location of the camera from a map for the terminal or a drop down menu with all locations inside the terminal, then user shall fill in a text box field with a suitable justification for requesting this access and then click on submit.  Request takes its normal approval cycle passing by the following:   1. the HOD of the requester department. 2. Control room Superintendent 3. Security manager 4. IT manager 5. IT admin to approve and proceed   At any point requester shall be allowed to view where his requester is pending for approval and know the status of the request at the end of the approval cycle. 4.5. Fifth Module: Procurement Section4.5.1 Cycle of Purchasing  1. Supplier No. submission should be optional, not mandatory 2. We need to add more lines for the attachments 3. We need to allow uploading zip documents 4. Each buyer should be able to view only his/her submitted POs. payment request 5. According to point 2, the submission email notification should be sent to each user upon his/her submission not to be sent to everyone 6. Adding a box for the remarks while submitting 7. Showing the remarks for the declined submitted POs. payment requests (meaning rejection reason comments box) 8. Adding filter bar  * Sometimes when we try to download files related to 30 days or less approved submitted PO. payment request, the window gives us ‘Files doesn’t exist’ for example: SOK.PO.23-25661 |
| 4.6. Sixth Module: Engineering Section |
| 4.6.1 MOC (Management of Change) Module |
| 1. First Case: PM 2. Have to create the below fields  |  |  |  |  |  | | --- | --- | --- | --- | --- | | # | Field name | Field Description | Field Design | Field type | |  | Request ID | Auto numbering | Automatic | Autonumbering | |  | PM Description | User to describe the PM | Free text | Mandatory | |  | Request Type | To define the request | Free text | Mandatory | |  | Required interval | To specify the new interval | Droplist (Counter, days, OR both) | Mandatory | |  | Meter | To specify the new meter needed to add | Free text | Mandatory in case choosing interval Counter | |  | Materials | To define the items | Free text | Optional | |  | Asset type | To define the asset type | Drop List (asset type) | Mandatory | |  | Asset code | To define the asset code | Drop List | Optional | |  | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | |  | Required Labor/craft | To specify labor code and name and craft | Free text | Mandatory | |  | Duration | To specify PM Duration | Time | Mandatory | |  | Job Plan Tasks | To add tasks | Free text | mandatory for new request  ‘’ Must Requester have access to add Rows (Multiple tasks’’ | |  | Supervisor | To specify supervisor code and name | Free text |  | |  | PM Priority | To specify PM priority | Droplist  1 Urgent  2 High  3 Medium  4 Low | Mandatory | |  | First PM date | To specify the date to generate the first WO | Free text | Mandatory | |  | Notes | To describe if have any extra notes | Free text | Optional |   2. Second Case: MOC  c. Users have to create the below fields:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | # | Field name | Field Description | Field Design | Field type | |  | **Request ID** | Auto numbering | Automatic | Autonumbering | |  | **Description** | User to describe the request | Free text | Mandatory | |  | **Required Action** | User to select the required action | Drop list (Edit JP, Edit PM, Reschedule) | Mandatory | |  | **Request Type** | To define the request | Free text | Mandatory | |  | **Code** | PM/JP Code / Work Order Number | Free text | Optional | |  | **Old interval** | To specify the current interval | Free text | Optional | |  | **Required interval** | To specify the new interval | Drop list (Counter, days) | Mandatory in case fill old interval field | |  | **Meter** | To specify the new meter needed to add or remove | Free text | Optional | |  |  |  |  |  | |  | **Old Materials** | To define the items | Free text | Optional | |  | **New Materials** | To define the items | Free text | Mandatory in case fill old Materials field | |  | **Asset type** | To define the asset type | Drop List (asset type) | Mandatory | |  | **Asset code** | To define the asset code | Drop List | Optional | |  | **Attachment** | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | |  | **Old Labor/craft** | To specify labor code and name and craft | Free text | Optional | |  | **Required Labor/craft** | To specify labor code and name and craft | Free text | Mandatory in case fill old labor field | |  | **Task** | To add tasks or remove | Drop List (add-remove) | Optional | |  | **New Task** | To specify the task needed to add | Free text | mandatory in case choose to add a task  ‘’ Must have access to add Rows’’ | |  | **Meter** | To specify the meter needed to remove/add | Drop List (add-remove) | Optional | |  | **New meter** | To specify the meter, need to add | Free text | mandatory in case choose to add Meter | |  | **PM Priority** | To specify PM priority | Droplist  1 Urgent  2 High  3 Medium  4 Low | Optional | |  | **WO number** | To specify the WO number | Free text | Mandatory In case of rescheduling. | |  | **New date** | To specify the date of execution WO | Free text | Mandatory In case of rescheduling | |  | **Notes** | To describe if have any extra notes | Free text | Optional | |
| 4.7. Seventh Module: Communication |
| The communication icon shall include a drop list include   1. Picture Request. 2. Video Request. 3. Design Request. 4. Announcement Request. 5. Approval Request. 6. Picture request page shall include the fields below:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | # | Field name | Field Description | Field Design | Field type | |  | Requester ID | Auto numbering | Automatic | Autonumbering | |  | Requester name | Auto numbering | Automatic | Autonumbering | |  | Department | User to describe the request | Free text | Mandatory | |  | Project Details | User to describe the request | Free text | Mandatory | |  | Required date | Users to select required date to receive their request | Calendar | Mandatory | |  | Required Time | Users to select required time to receive their request | Clock | Mandatory | |  | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | |  | Comments | User to mention comments if any. | Free text | Optional |  1. Video request page shall include fields below:  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Requester ID | Auto numbering | Automatic | Autonumbering | | Requester name | Auto numbering | Automatic | Autonumbering | | Department | User to describe the request | Free text | Mandatory | | Project Details | User to describe the request | Free text | Mandatory | | Required Delivery Date | Users to select required date to receive their request | Calendar | Mandatory | | Required Delivery Time | Users to select required time to receive their request | Clock | Mandatory | | Video Duration | Users to select required duration for the video | Time | Mandatory | | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | | Comments | User to mention comments if any. | Free text | Optional |  1. Design request page shall include fields below:  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Requester ID | Auto numbering | Automatic | Autonumbering | | Requester name | Auto numbering | Automatic | Autonumbering | | Department | User to describe the request | Free text | Mandatory | | Project Details | User to describe the request | Free text | Mandatory | | Required Delivery Date | Users to select a required date to receive their request | Calendar | Mandatory | | Required Delivery Time | Users to select a required time to receive their request | Clock | Mandatory | | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | | Comments | User to mention comments if any. | Free text | Optional |  1. Announcement request page shall include fields below:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | # | Field name | Field Description | Field Design | Field type | |  | Requester ID | Auto numbering | Automatic | Autonumbering | |  | Requester name | Auto numbering | Automatic | Autonumbering | |  | Department | User to describe the request | Free text | Mandatory | |  | Project Details | User to describe the request | Free text | Mandatory | |  | Required Announcement Date | Users to select a required date to announce their request | Calendar | Mandatory | |  | Required announcement Time | Users to select a required time to announce their request | Time | Mandatory | |  | Announcement | User to select announcement type | Drop list (Internal, external, or Internal & external) | Mandatory | |  | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | |  | Comments | User to mention comments if any. | Free text | Optional |  1. Approval request page shall include the fields below:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | # | Field name | Field Description | Field Design | Field type | |  | Requester ID | Auto numbering | Automatic | Autonumbering | |  | Requester name | Auto numbering | Automatic | Autonumbering | |  | Department | User to describe the request | Free text | Mandatory | |  | Project Details | User to describe the request | Free text | Mandatory | |  | Approval item | Users to select the approval type | Drop list (announcement, Design) | Mandatory | |  | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Mandatory | |  | Comments | User to mention comments if any. | Free text | Optional |  * The communication team page shall include the fields below:  |  |  |  |  | | --- | --- | --- | --- | | Field name | Field Description | Field Design | Field type | | Status | (Approved, Reject & Return for Refinement) | Drop List | Mandatory | | Estimated date to deliver the project. | User to set project estimated delivery date | Calendar | Mandatory | | Estimated time to deliver the project. | User to set project estimated delivery Time | Time | Mandatory | | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional |  * Request cycle as below:  1. Requesters shall have an icon to create their request. 2. Requester’s HOD shall receive the request for approval. 3. Communication team shall receive the request and start executing. “Triggered email should be sent to the requester by the expected delivery date. 4. Communication’s HOD shall review the request. 5. Requester shall receive the request for confirmation |
| 4.8 Eighth Module: IT Section |
| 4.8.1 DB User |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Username | A field where the name of the requested user should be | Text | | 2 | Database | Name of the database | Dropdown List | | 3 | Schema | Name of the schema to access | Text | | 4 | Type | Radio Button to select whether is the user for an application or for an employee | Radio Button | | 5 | Staff Number | A mandatory field only if the account is for an employee. | Number | | 6 | Purpose | The Justification for creating this user | Text | | 7 | Access Required | An attachment listing all the required access | Attachment | | 8 | Notes |  | Text | |
| 4.8.2 DR Drill |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Service Name | Name of Service for DR drill | Text | | 2 | CR Number | Change Request Number for the DR | Text | | 3 | Reason | Reason for performing thisDR drill | Text | | 4 | Estimated RPO |  | Duration | | 5 | Estimated RTO |  | Duration | | 6 | Actual RPO |  | Duration | | 7 | Actual RTO |  | Duration | | 8 | Evidence | Attachment of UAT result Evidence | Attachment | | 9 | Notes |  | Text | |
| 4.8.3 Backup/Restore |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Service Name | Service name for testing | Text | | 2 | CR Number | Change Request Number for this test | Text | | 3 | Type of test | Application or Backup/Restore | Radio Button | | 4 | Reason | Reason for performing this UAT | Text | | 5 | Test Scenario | Test scenarios that will take place | Attachment | | 6 | Test Evidence | Attachment of test result Evidence | Attachment | | 7 | Notes |  | Text | | 8 | Environment | Environment name of testing | Radio Button | |
| 4.8.4 Backup Deposit |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Client | mandatory - field where the name of the requested user should be | Dropdown List | | 2 | Policy | mandatory - field where the name of the requested user should be | Text | | 3 | Tape ID | mandatory - field where the name of the requested user should be | Text | | 4 | Change management No. | mandatory - field where the name of the requested user should be | Text | | 5 | Case ID No. | mandatory - field where the name of the requested user should be | Text | | 6 | Backup Admin | Backup Administrator should submit | Text | | 7 | Delivered By (Info Fort Team) | InfoFort Team should sign in using electronic signature | signature | | 8 | IT Approval | IT Manager should approve to complete | signature | | 9 | Evidence | Attachment Backup Backup Deposit | Attachment | | 10 | Date | Date of deposit | calendar | |
| 4.8.5 Remote Access |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Employee name | This filed should grap from Active Directory | Text | | 2 | Department | This filed should grap from Active Directory | Text | | 3 | Company | This filed should grap from Active Directory | Text | | 4 | Mobile No. | This filed should grap from Active Directory | Text | | 5 | Job Title | This filed should grap from Active Directory | Text | | 6 | Employee ID | This filed should grap from Active Directory | Text | | 7 | Access Period | From TO and/or permanent | calendar | | 8 | Justification | user Justification | Text |   Cycle as below:   * User Request * Department Manager Approval * IT Manager Approval * Implementer |
| 4.8.6 Datacenter Access request |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Employee name | This filed should grap from Active Directory | Text | | 2 | Department | This filed should grap from Active Directory | Text | | 3 | Company | This filed should grap from Active Directory | Text | | 4 | Mobile No. | This filed should grap from Active Directory | Text | | 5 | Job Title | This filed should grap from Active Directory | Text | | 6 | Employee ID | This filed should grap from Active Directory | Text | | 7 | Access Period | From TO | calendar | | 8 | Justification | user Justification | Text | | 9 | External / or Internal |  |  |   Approval Cycle below:   * User Request * Department Manager Approval * Data center Section approval * Implementer |
| 4.8.7 Leaver Clearance IT Activities |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Employee name | This filed should grap from Active Directory | Text | | 2 | Department | This filed should grap from Active Directory | Text | | 3 | Company | This filed should grap from Active Directory | Text | | 4 | Mobile No. | This filed should grap from Active Directory | Text | | 5 | Job Title | This filed should grap from Active Directory | Text | | 6 | Employee ID | This filed should grap from Active Directory | Text | | 8 | Action | this filed should be sent to each IT section head | Text | | 9 | Justification | user Justification | Text | |  | Evidence | copy of leaver clearance | Attachment |  * Leaver Employee * Each IT section head approval after closing * IT Manager Approval |
| 4.8.8 IT Assets Request |
| |  |  |  |  | | --- | --- | --- | --- | | **No** | **Field** | **Description** | **Type** | | 1 | Employee name | This filed should grap from Active Directory | Text | | 2 | Department | This filed should grap from Active Directory | Text | | 3 | Company | This filed should grap from Active Directory | Text | | 4 | Mobile No. | This filed should grap from Active Directory | Text | | 5 | Job Title | This filed should grap from Active Directory | Text | | 6 | Employee ID | This filed should grap from Active Directory | Text | | 8 | Action | this filed should be sent to each IT section head | Text | | 9 | Justification | user Justification | Text | | 10 | Device Type | user should define the device type | Dropdown List | | 11 | Device Serial No. | This filed when the implementer complete the action | Text | | 12 | Purpose |  | Dropdown List |      * User Request * Department Manager Approval * Data center Section approval * Implementer |
| 4.10. Tenth Module: People Scope |
| **4.9.1 Outsource Hiring Cycle Scope** |
| At the beginning of new outscores staff cycle, vendors will fill required data as mentioned below: -  • Each vendor will have separate access to the application.   * Name “Forth” mandatory * National ID “14 No.” mandatory * Mobile Number. mandatory * A drop-down menu will be provided to select the job title “as defined by each vendor”. mandatory * Driving license issue date and expiry date and license grade. mandatory * Company name * Droplist to select between if applicant is a Fresh new candidate or experienced “most attach relevant experience certificates for experienced candidates”. mandatory * Insert “Attached file” a copy of every applicant’s national ID and driving license for job titles (Driver, Fuel and Service Truck Driver, ITV driver) “if the candidate accepted vendor will attach all hiring doc.” mandatory * System Logic will look up in the uploaded database by Name & National ID Number to make sure that the Candidate has no security issues/positive drug test or negative feedback from our side or inactive user for another vendors”. * HR department will get a notification with list of employee’s names after being selected and start to choose from this list with two options icon (confirmed / not confirmed) upon HR dep requirement/needs “checking max order requests per job titles”. * Clinic will get a notification list of applicant’s names/National ID/Job Title Vendor Name to start drug test. * After taking the drug test, Clinic Supervisor will start to insert the result by two options (Negative / positive) and a photo of drug’s result “as evidence shared internally” will be attached with the list then both results will be sent to the vendor throw mail. * If the result is positive, he will be excluded and a mail without a photo of drug test result will be sent to his vendor. * If the result is negative, he will continue the joining cycle. * HR team will get a notification to confirm on the list of applicant’s names with their medical tests (drugs) results \*only negative results\*. * The Safety department will receive a notification containing a list of accepted applicants' names, National ID numbers, Job Titles, and Vendor Names. They will then proceed to conduct safety induction with the applicants based on their respective job title responsibilities. * After safety team finish their safety induction, start to check right on the checkbox list of applicant’s names who had finished the induction. * Each department and technical training team will receive a notification containing a list of names of employees who are required to undergo training/assessment based on their respective job title responsibilities. * Technical Training team providers inside DPWS   Technical Training Team is responsible to provide the required training for mentioned job titles in different programs type to match with candidate’s experience: -     * For other department, Department representative is responsible to arrange required training for candidate and confirm once he is got accepted * Here is all CL Job title inside DPWS: -  |  | | --- | | Administration | | Mohd Khalil Co. | | Driver | | Queen Service Co. | | Document Clerk | | Driver | | Environment Laborer | | Housekeeper | | Commercial | | Global Solution Co. | | Call Center | | Finance | | Queen Service Co. | | Fuel and Service Truck Driver | | Fuel Clerk | | Store Laborer | | IT | | Global Solution Co. | | IT Developer | | IT Service Desk Specialist | | IT Service Desk Support | | IT Technician Specialist | | IT Technician Support | | Operation | | ADDDED Co. | | RS Operator | | RTG Operator | | STS Operator | | Mohd Khalil Co. | | Forklift Driver | | Wheel Loader Operator | | Queen Service Co. | | Cargo Laborer | | Cargo Telly Clerk | | Cranes Labour | | Hatch Man BGC | | Hatch Man CT | | IA Laborer | | IA Telly Clerk | | ITV driver | | Vessel Laborer | | Vessel Telly clerk | | Weighbridge Labour | | Weighbridge Telly Clerk | | Rent Trademar | | Rent TR Driver | | Trademar Co. | | RS Operator | | RTG Operator | | STS Operator | | Projects | | Global Solution Co. | | Civil First Engineer | | Technician Project | | QHSE | | Global Solution Co. | | Fire fighters | | Queen Service Co. | | Environment Laborer QHSE | | Security | | Golden Guard Co. | | Control Room Operator | | Permits Officer | | Security Marine Officer | | Security Officer | | Queen Service Co. | | SSS Supervisor | | Security – B2 | | Golden Guard Co. | | Security officer | | Security - Cairo | | Golden Guard Co. | | Security officer | | Technical | | Global Solution Co. | | Engineer | | Planner | | Technician | | Tire man | | Welder | | Queen Service Co. | | Cranes Labour | | Workshop Clerk | | Workshop Laborer |  * Based on their results in previous tests, they will continue in the training cycle or not: * If they have passed, they will take a session of technicality in theoretical way by technical team. * If they failed, they would have another chance but after 3 months, * Technical team will get a notification list of names that will take the session “theoretical part” * Once technical team finish the theoretical part, they will check right on the checkbox of the names who passed list of names who has finished this part and who not yet. * IT team will get notification lists of names who will take Information security Induction * The technical training cycle will be divided based on statues of the applicant * Fresh new candidate * Experienced operator * If the applicant is fresh new candidate:   - Fresh new candidate will start from the beginning to take the training in three phases   * Phase one “practical training (basic training) phase”. * Once New candidate trainees finish the basic training one from senior staff will be informed to start applying the basic knowledge in live work environment to be more familiar and comfortable \*this period depending on the complexity of the job\* * The technical training application will clarity the participants in different conditions, as following: ( Afternoon Shifts - Night shifts) * Phase two (in live operation with mentor)   In this phase applicant will be operating the equipment under supervision of a mentor.   * Phase three (Provisional period) * His direct supervisor will get a notification to start with the fresh new operator the provisional phase * This phase of training to ensure that the trainees (Fresh new candidate) apply what they have learned, and feedback will be given to him to improve his performance. * In case there is critical remark on his performance, he will be returned, and notification will be sent to training team for correction to be in attachment in live operator. * After finishing the Provisional period phase, he will start to take Firefighting & emergency induction. * After finishing the Firefighting & emergency induction send confirmation to proceed with technical training cycle. * The technical team and operation team will upload a list of names which include each trainee with his performance percentage. * The percentage will be a of completing the initial training, and it should be 80% or more. * If the performance percentage is 85% or more, trainee will be accepted and certified (internal license) * If the percentage is less than 80% his training will be canceled and not allow to return * Phase four   Engineering department will receive a mail to the assigned engineer to arrange the required assessment and confirm for passed candidates. (For mobile equipment only) |
| Operators Data: |
| personal information: |
| * It’s a Operators data which contains a list of:   + Name.   + ID.   + Job title.   + Company   + Equipment type.   + All trainings & Assignments that operators have passed.   + Active / In Active Icons * Active Icons mean that the operator is still working at DPW Sokhna * In Active Icon mean that the operator left his company   + Quit   + Has an accident that make him out of work for an average duration between four to seven months in this case he will get once he comes back a reassessment session   Reassessment session   * Cases:   + If operator has leaved the work and go to another company and come back again.   + If operator has a long vocation due to an accident or an illness, and in case it is because of an accident the operator will do a drug test and due to the result, he will continue with us or not * If the result is positive, he will be out and a mail without a photo of drug test result will be sent to his vendor * If the result is negative, he will continue the training cycle. |
| **Re-assessment cycle** |
| * + The selected names will do a drug test   + Clinic will get a notification list of operator’s names to start to take drug test.   + After taking the drug test, Clinic Supervisor will start to choose between two buttons (Negative/positive) due to the drugs test’s result and a photo of drug’s result “as evidence “will be attached with the list.   + Technical team will get a notification of names that have passed the drugs test.   + Technical team will start with them the theoretical part.   + Once the Technical team finishes the theoretical part, they will check right on the checkbox of the names who passed list of names who have finished this part and who have not yet.   + The operation team will start to give the operators Take a refreshment session and familiarization on our equipment, system, and process.   + If his performance is 80% or less, he will take a refreshment session again.   + If his performance is 85% or more.   + Last Step in Outsource Hiring cycle:   + HR department and vendors will receive a notification on the Application contains accepted employees.   + Vendors will share a copy of hiring documents for the accepted names list.   + HR team checks hiring documents and if the applicant applied for all required training.   + The security department will receive a confirmation by email/ App notification from HR team to create fingerprints for accepted employees and create user on CLMS. |
| **System Integrations** |
| * Integration with CLMS & Crags Rostering system. |
| 4.11 Eleventh Module: BT Scope |
| 1. Add an option to view the workflow map. 2. Add a notification email to be sent for each transaction. 3. Add the request number to the home page. 4. Allow the user to filter through a bar that appears above all the existing columns and the newly added ones. 5. HODs have an option to approve/ reject through triggered email. 6. Requester to have an option to view the request even after the submission. |
| 4.12 Twelfth Module: Commercial Scope |
| Discount Request Cycle |
| The icon shall appear on the home page and include **“Create Discount Request”**   We will have two options, BCOs & SLs / NVOCCs  **For BCOs:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | #S | Field name | Field Description | Field Design | Field type | | 1 | Requester ID | Auto numbering | Automatic | Autonumbering | | 2 | Requester name | Auto numbering | Automatic | Autonumbering | | 3 | Request No. | Auto numbering | Automatic | Autonumbering | | 4 | Customer Name | User to mention Customer Name | Free text | Mandatory | | 5 | Commercial Agreement | User to mention if the customer has a commercial agreement or not | (Yes / No) check box | Optional | | If “Yes” | User to mention agreement name | Free text | Mandatory | | 6 | B/L Number | User to mention BL No. | Free text | Mandatory | | 7 | Container numbers | User to mention CTs No. | Free text | Optional | | 8 | Customer Tax ID | User to mention Customer Tax ID | Free text | Mandatory | | 9 | Discount type | User to mention discount type | Free text | Mandatory | | 10 | Discount Reason | User to mention the discount reason | Free text | Mandatory | | 11 | Discount amount | User to mention discount amount | Currency in USD | To be mandatory in Finance step | | 12 | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | | 13 | Notes | User to mention notes if any. | Free text | Optional |   **For SLs / NVOCCs:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | #S | Field name | Field Description | Field Design | Field type | | 1 | Requester ID | Auto numbering | Automatic | Autonumbering | | 2 | Requester name | Auto numbering | Automatic | Autonumbering | | 3 | Request No. | Auto numbering | Automatic | Autonumbering | | 4 | Line Name | User to mention Line Name | Free text | Mandatory | | 5 | Line Code | User to mention Line Code | Free text | Mandatory | | 6 | Commercial Agreement | User to mention if the customer has a commercial agreement or not | (Yes / No) check box | Optional | | If “Yes” | User to mention agreement name | Free text | Mandatory | | 6 | Booking No. | User to mention Booking No. | Free text | Mandatory if Invoice No. won’t be mentioned | | 7 | Invoice No. | User to mention Invoice No. | Free text | Mandatory if Booking No. won’t be mentioned | | 9 | Discount type | User to mention discount type | Free text | Mandatory | | 10 | Discount Reason | User to mention discount reason | Free text | Mandatory | | 11 | Discount amount | User to mention discount amount | Currency in USD | To be mandatory in Finance step | | 12 | Attachment | To add attachment | (Pdf. xlsx. doc. jpg …etc.) | Optional | | 13 | Notes | User to mention notes if any. | Free text | Optional |  * Cycle as below: * DP World Sokhna Commercial/ DP World Sokhna Customer Service receives the request from the customer. * Create a new request on our internal interface with the details and justifications. * Once submitted, it will be sent to both departments’ groups (Commercial-Customer Service) through email, * To avoid double entries of the same case, the system will not accept the request for the same BL No. / Booking No. or Invoice No. and a duplication error message will appear. * First approval shall be directed to the head of commercial “Ms. Alia El Gammal”. * Decisive approval shall be directed to our Country Manager “Mr. Urs Moll” and in case the Discount amount is greater than $3000, it is required to attach the HO Supported document approval. * Once this is approved, the request can be executed through our finance team once they approved the request will be sent to the finance manager. * Once the finance manager approves will sent to customer service with final approval. * The request has been executed so the request shall return to the requester to close the case and inform the customer.   **Note: we recommend sending automatic reminders for the assignee through email/mobile every 24hrs from the date of the request** |
| 4.13 Thirteenth Module: Customer Service Scope |
| Refund Request |
| **Customer Service icon**  The icon shall appear on the home page to include **“Create Refund Request”**   1. “Create New Refund Request” Page shall include the fields below:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | #S | Field name | Field Description | Field Design | Field type | | 1 | Requester ID | Auto numbering | Automatic | Autonumbering | | 2 | Requester name | Auto | Automatic | Auto | | 3 | Request No. | Auto numbering | Automatic | Autonumbering | | 4 | Customer Name | User to mention Customer Name | Free text | Mandatory | | 5 | **Customer Mobile Number** |  | Free text | Mandatory | | 6 | **Refund subject** |  | Free text | Mandatory | | 7 | **Refund Description** |  | Free Text | Mandatory | |  |  |  |  |  | | 8 | Refund Type |  | Droplist (B/L, Booking Number & Invoice Number) |  | | 9 | Shipment Type (Export-import) |  | Drop-List | This field shall be mandatory in case of refund type (B/L, Booking Number) | | 9 | B/L Number (Import) |  | Free text | Mandatory (Based on Refund type) | | 10 | **Booking Number (Export)** | If it’s an Export Shipment, User will mention Booking No. | Free text | Mandatory (Based on Refund type) | | 11 | **Invoice Number** |  | Free text | Mandatory (Based on Refund type) | | 12 | Container numbers | User to mention CTs No. | Free text | Optional | | 13 | **Concerned Departments** | menu that includes all DPWS departments | Drop-List | Mandatory | | 14 | Attachment | To add attachment | (Pdf. xlsx. doc. video. jpg …etc.) | Optional | |  | Notes | User to mention notes if any. | Free text | Optional |  1. Concerned Department Page  * Shall have a status drop-down list including “**Approved, Reject and Return for Refinement”** “Mandatory” * In case of rejection a popup window shall appear with the title “Reason of rejection” This shall be a free text field. “Mandatory”   *Note:*   1. If the concerned parties have rejected the refund request, so customer service team shall have the option to escalate it to the top management” Department HODs”. 2. Customer service team & Customer Service Manager “Hassan Nagah” can investigate the request several time. 3. Mr. Hassan Nagah be able to forward the request many times to several departments if its required.  * In case of approval the request proceeds and will send to the finance team, also popup window shall appear after submission to write a comment if any. “Comment will be optional” * Also a notification will be sent to Mr. Hassan Nagah about the approval to check the approval and if any required changes have been occurred. * In case of Return for Refinement, the request will return to customer service for further amendments and the cycle will begin from the start. also, a popup window shall appear after submission to write a comment if any. “Comment will be optional” * Option for attachments  1. The finance page shall include:  * **Credit Note** field Shall be a free text field. “Mandatory” * **Amount** Shall be a free text field. “Mandatory” * **Finance department** Shall have a status drop-down menu that includes “Approved, Reject and Return for Refinement”. * After submission a notification email should be sent to all the concerned parties, the body of the email should contain (Request Number, Customer Name, BIL of lading, and Invoice Number) * Then the request shall return to the customer service team to close the request and inform the customer by the result. |