

BUSINESS VIRTUAL INCUBATOR SYSTEM

- Users and Activities Profile -

I. System Definition

1. Introduction

The *Virtual Incubator (VI) system* at BEDCO will provide an easy-to-use web based platform from which to administer and report on the activities taking place in the BEDCO Enterprises Incubator environment.

The system is both a repository and a process management platform for actors and activities that are happening around an operation called “Incubation”. An incubation is therefore a conduit whereby an idea or concept generated by a person or company (Client) is nurtured with the best resources, people and processes available towards satisfactory goals and success.

2. VI System Features

The following features are part of the Virtual Incubator system :

- a. System Administration
- b. Users Management
- c. Clients Management (Small Business Enterprises management)
- d. Coaches/Mentors Management
- e. Meetings Management platform
- f. Networking/Collaboration platform (Messaging, Notice Board, etc...).
- g. Business Building Models platform (BBM)
- h. Projects Management platform
- i. Finance Management platform
- j. Tender platform
- k. Knowledge Management platform
- l. BDSPs Database (a Database of Lesotho Business Development Service Providers who can be used as “coaches” and “Mentors” but also can be searched by anyone who created profiles in the VBI system. Data base should be searchable and organised by Categories (Finance, IT, Secretariat Services, etc...).
- m. Reports and Analytics platform
- n. Surveys platform

3. System Actors

Various individuals and organisations will have access to the VI system at BEDCO with the following main roles (each person can self-enrol in the system but approved by the System Administrator or the Incubation Manager) :

- a. System Administrator
- b. Incubation Manager
- c. Incubation Support Staff (Administration staff under Incubation Manager)
- d. Client User (Users that are part of the SMMEs)
- e. Coaches / Mentors
- f. Other stakeholders : (Funders, Government,

4. Logical Overview

Companies can be monitored and reported on from a variety of angles, including:

1. Coaching \ Mentoring sessions
2. Training and Events
3. Business Building Model progression, including activities completed
4. Progress and Performance relating to their finances and projects
5. Client Feedback
6. Knowledge Areas Gained:, including problems, best practices, after action reviews, participation in forums and case studies

Coaches have a versatile, user-friendly tool from which to:

1. Schedule and manage their coaching sessions
2. Interact with their companies
3. Capture learnings from each session for future use by other mentors and companies
4. Structure a project timeline through the BBM for each company
5. Update timesheets
6. Input progress reports for each of their companies

The Incubator Manager will have the facility to:

1. Manage the Incubation in general
2. Manage Clients (SMEs and Individuals enrolled in the Incubation programme).
3. Generate a broad range of analysis reports relating to the progress and performance of each company, mentor and incubator as a whole
4. Create custom surveys and monitor results for Quality Assurance
5. Interact with mentors and companies through the Messaging System
6. Post notifications and tenders
7. Track training and seminar events

II. System Specification

- 1) Incubation Manager access the URL, and creates a profile including the username and password. A Confirmation Email Sent to Incubation Manager; Another Email sent to System Administrator for Approval. Incubation Manager creation approved by System Administrator. Email Sent to Incubation Manager Email Address.
- 2) Incubation Manager logs in to the System using the newly created Username and Password.
- 3) Incubation Manager logs in and lands on “Incubation Manager Page” as described in the sections below.
- 4) The Incubation manager will be able to create an “Incubation Profile” which will be the first basis of starting /opening an incubation with the following details included :
 - a. Incubation Name :
 - b. Incubation Organisation (like BEDCO) including
 - a. Full name of the Organisation
 - b. Shortname of the Organisation (to be appended in Incubation
 - c. Automatic Incubation ID Number (Organisation Shortname + system generated incremental number)
 - d. Incubation Owner
 - e. Incubation Manager
 - f. Incubation Location including
 - a. Addresses (Physical, and Postal)
 - b. Email and Telephone
 - g. Incubation Period (e.g. 2 years or 6 months)
 - h. Incubation Dates (1st January 2010 to 31 December 2012)
 - i. Incubation Type : a. Incubation b. Acceleration c. Bootcamp d. Technological Exploration
 - j. Incubation Status : a. Planning b. Open c Running d. Finishing e. Closed.

WELCOME TO THE INCUBATOR SYSTEM PAGE FOR INCUBATOR MANAGER

(Explanatory Note for the page at this space).

CLIENTS MANAGEMENT

MENTORS / COACHES MANAGEMENT

BBM SYSTEM

PROJECTS MANAGEMENT

FINANCE MANAGEMENT

MEETINGS SYSTEM

TENDER SYSTEM

KNOWLEDGE MANAGEMENT

REPORTS

This Page is for Incubator Staff members ; They will be able to conduct activities including in line with their permissions :

- Access mentors/Coaches management system
- Projects management
- Scheduling Meetings
- Run Incubator Operations Related Reports,
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III. Detailed System Specification

CLIENTS MANAGEMENT

Actions by the Incubation Manager for Clients include :

1. Incubator Manager can approve/Reject Applications submitted by CLIENTS to be enrolled in the Incubation
2. Incubator Manager can list all Clients/Enterprises with their Status : Being Reviewed / Approved / Rejected.
3. Incubator Manager can allocate Coaches/Mentors to Clients...
4. Incubation Manager clicks on “Client Management” and the *Client Management Module* opens.
5. Incubation Manager can create the path for the CLIENT (Entry / Development / Milestones / Graduation /Exit) and their timing as agreed with Client, these can be phases : Pre-Incubation period (Milestones included) / Development or Incubation Period (Milestones included) / then Graduation or Exit
6. Client Status can also be marked : Enrolled / on Pre-incubation / on Incubation / Graduated / Exited
7. Emails sent to Clients every time actions are taken by the Incubation Manager and which require their attention. (Client Approved / or Rejected or More information required or Actions required by Client).

MENTORS / COACHES MANAGEMENT

Actions by the Incubation Manager for Clients include :

1. Incubator Manager can invite Mentors/Coaches to participate in an incubation programme (email, and then the person can create a profile on the system). Peut etre Incubation Number/Code peut etre inclus dans l’invitation.
2. Incubator Manager approves / rejects the inclusion of Mentors / Coaches in the Incubation programme.
3. Incubator Manager allocates Coach / Mentor to a Client (SME or Individual)
4. Incubator Manager can setup reporting timelines/Milestones for the Mentor /Coach
5. Incubator Manager can suspend Mentor/Coach’s participation (leave / low performance / other reasons)
6. Incubator manager receives feedback from Mentor/Coach for each client the coach/mentor is assigned to.

BBM SYSTEM

1. Incubator Manager establishes the BBM for each Client
2. Incubator Manager links each target on the BBM to a Mentor/Coach
3. Incubator Manager can monitor progress on the BBM Chart for each client
4. Incubator Manager can see/print report on BBM for each client

PROJECTS MANAGEMENT

1. Incubator Manager to create streams of projects in the tool related to either the Incubation in general or to each client.
2. Incubator Manager can setup activities and tasks for each client
3. Incubator Manager can monitor progress for each project/task in the incubation
4. Incubation Manager can allocate resources for each project / task
5. Incubation Manager can print reports on each project /task

9 Building Blocks for projects and tasks :

- (1) *Value Proposition*
- (2) *Customer Segment*
- (3) *Customer relationships*
- (4) *Channels*
- (5) *Key Activities / Key Configurations*
- (6) *Key Resources / Capabilities*
- (7) *Key Partners*
- (8) *Cost Structure*
- (9) *Revenue streams*

FINANCE MANAGEMENT

1. Incubator Manager can have high level Incubation financial management on the system
 - a. Money received for the Incubation
 - b. Money spent on the incubation and which categories of spending
2. Incubator Manager can run Finance Management for each client in the Incubation program
 - a. Money allocated to each client for the Incubation
 - b. Money spend for each client on the incubation and possibly for which category
3. Incubator Manager can produce reports on Finance for the Incubation and for each client

MEETINGS SYSTEM

1. Incubation manager can setup meetings in the Meeting System (Rooms, People invited, Emails sent to people)
2. Incubation Manager can print reports on Meetings for a certain period of time or for certain clients or certain coaches/mentors.

TENDER SYSTEM

1. Incubation manager can publish tenders on the tender system (messages to appear on the Notice Board visible by each Client)
2. Incubation Manager can modify/remove tender publications
3. Incubation Manager can print Tenders reports (list of all tenders for a certain period or certain attributes like “paper”, “ toner”, etc...

KNOWLEDGE MANAGEMENT

1. Incubation manager will access the knowledge management platform to post, read, remove any resources : Documents, Articles, Videos, Audio materials.
2. Incubation Manager can print list of all items posted/removed from the Knowledge management system.

REPORTS

1. The Incubation Manager will be able to view and print all reports from the system, except those related to IT System Administration.

ADDITIONNALLY, the Office of the Incubation manager may have staff members for the secretariat office, who will have access to all that the Incubation Manager can do, except taking actions on Client or Mentors or Coaches (Adding, Removing, Suspending, etc...).

WELCOME TO THE INCUBATOR SYSTEM PAGE FOR MSMEs (CLIENTS)

(Explanatory Note for the page at this space).

MENTORS / COACHES MANAGEMENT

BBM SYSTEM

PROJECTS MANAGEMENT

FINANCE MANAGEMENT

MEETINGS SYSTEM

TENDER SYSTEM

KNOWLEDGE MANAGEMENT

REPORTS

This Page is for Incubator Staff members ; They will be able to conduct activities including in line with their permissions :

- Access mentors/Coaches management system
- Projects management
- Scheduling Meetings
- Run Incubator Operations Related Reports,
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IV. Detailed System Specification

The CLIENT Representative will be able to create an “CLIENT Profile” which will be the first basis of starting /opening a CLIENT profile with the following details included, ONCE a confirmation mail for approval is received from Incubation Manager :

- a. Incubation Name : (Incubation Manager to allocate)
- b. CLIENT Organisation (like CustomerIT, picked from initial Profile registration) including
 - a. Full name of the Organisation
 - b. Shortname of the Organisation
- c. Automatic CLIENT Incubation ID Number (Organisation Shortname + system generated incremental ID number)
- d. CLIENT Owner
- e. CLIENT Representative Manager
- f. CLIENT Location including
 - a. Addresses (Physical, and Postal)
 - b. Email and Telephone
- g. Incubation Period (e.g. 2 years or 6 months)
- h. Incubation start Dates (1st January 2010 to 31 December 2012)
- i. Incubation Type : a. Incubation b. Acceleration c. Bootcamp d. Technological Exploration
- j. Incubation Phase : a. Pre-Incubation b. incubation c. Exited (Date) d. Graduated. e. Post-Incubation

CLIENT REPRESENTATIVES MANAGEMENT

Actions by the Main member representative for Clients include :

1. Main member of the Company can approve/Reject Applications for its Staff members to be connected to the Client's profile in the Incubation programme.
2. Main member of the can list all staff members of the Client with their Status : Active/Inactive/Rejected/Suspended/Removed.
3. Emails (SMSs) sent to its staff members, Coaches, Mentors, Incubation Manager every time actions are taken by the Client members and which require their attention. (Client Requests / or Finished tasks or More information required or Actions required by Targeted message from Client).

MENTORS / COACHES MANAGEMENT

Actions by the CLIENTs for Mentors/Coaches include :

1. CLIENTs can send messages to Coaches / Mentors
2. CLIENTs can invite Mentors/Coaches to participate in meetings/ sessions.
3. CLIENTs rate mentors/coaches sessions (each session and monthly / quarterly ratings)
4. CLIENTs can receive feedback from Mentor/Coach for each client the coach/mentor is assigned to / for each session.
- 5.

BBM SYSTEM

1. Client can access its BBM and make updates
2. Client can monitor progress on the BBM Chart and comments from the Incubator Manager or Coach / Mentor
3. Client can see/print report on BBM

PROJECT MANAGEMENT

1. CLIENTs participate with Incubation Manager to in setting up projects and tasks
2. CLIENTs can monitor progress for its projects in the incubation
3. CLIENTs can update content of the projects and tasks
4. CLIENTs to access streams of projects in the tool related to either the Incubation in general or to the client.
5. CLIENTs can access activities and tasks setup by the Incubation manager
6. CLIENTs can access resources for each project
7. CLIENTs can see/print report on projects and tasks

9 Building Blocks :

- (1) *Value Proposition*
- (2) *Customer Segment*
- (3) *Customer relationships*
- (4) *Channels*
- (5) *Key Activities / Key Configurations*
- (6) *Key Resources / Capabilities*
- (7) *Key Partners*
- (8) *Cost Structure*
- (9) *Revenue streams*

FINANCE MANAGEMENT

1. CLIENTs can access high level Incubation financial management on the system and update/modify in order to report
 - a. Money received for the Incubation
 - b. Money spent on the incubation and which categories of spending
2. Incubator Manager can produce reports on Finance for the Incubation and for each client

MEETINGS SYSTEM

1. CLIENTs can setup meetings in the Meeting System (Rooms, People invited, Emails sent to people)
2. CLIENTs can print reports on Meetings for a certain period of time or for itself with coaches/mentors, Incubation Manager, etc...

TENDER SYSTEM

1. CLIENTs can search/select/read tender publications
2. CLIENTs can print Tenders reports (list of all tenders for a certain period or certain attributes like “paper”, “ toner”, etc...

KNOWLEDGE MANAGEMENT

1. CLIENTs will access the knowledge management platform to read / access any resources : Documents, Articles, Videos, Audio materials.

REPORTS

1. CLIENTs will be able to view and print selected reports from the system, except those related to IT System Administration.

WELCOME TO THE INCUBATOR SYSTEM PAGE FOR COACHES/MENTORS

(Explanatory Note for the page at this space).

CLIENT MANAGEMENT

BBM SYSTEM

PROJECTS MANAGEMENT

FINANCE MANAGEMENT

MEETINGS SYSTEM

TENDER SYSTEM

KNOWLEDGE MANAGEMENT

REPORTS

This Page is for Incubator Staff members ; They will be able to conduct activities including in line with their permissions :

- Access mentors/Coaches management system
- Projects management
- Scheduling Meetings
- Run Incubator Operations Related Reports,
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V. Detailed System Specification

A Coach / Mentor will first register a profile like everyone. The Incubation Manager will then confirm a Coach/Mentor as a member of the Incubation; Once approved, an email will be sent to the Coach/Mentor.

A COACH / MENTOR will be able to create an “COACH/MENTOR Profile” which will be the first basis of starting /opening a COACH/MENTOR profile with the following details included, ONCE a confirmation mail for approval is received from Incubation Manager :

- a. MENTOR/COACH Organisation (like CustomerIT, picked from initial Profile registration) including
 - a. Full name of the Organisation
 - b. Shortname of the Organisation
- b. Automatic MENTOR/COACH Incubation ID Number (Organisation Shortname + system generated incremental ID number)
- c. MENTOR/COACH Location including
 - a. Addresses (Physical, and Postal)
 - b. Email and Telephone
- d. MENTOR / COACH specialties : Drop Down List (find the most advanced list possible) : Accountant, Lawyers, Psychologist, Project Manager, Business Owner, etc...
- e.

CLIENTS MANAGEMENT

Actions by the MENTORS/COACH for Clients include :

1. MENTORS/COACHES can send messages to CLIENTS
2. MENTORS/COACHES can invite CLIENTS to participate in meetings/ sessions.
3. MENTORS/COACHES rate CLIENTS' sessions (each session and monthly / quarterly ratings)
4. MENTORS/COACHES can receive feedback from each client the coach/mentor is assigned to / for each session.

BBM SYSTEM

1. MENTORS/COACHES participate with Incubation Manager to setting up BBMs (see below).
2. MENTORS/COACHES CANNOT update content of the BBM Chart
3. MENTORS/COACHES can see/print report on BBM

9 Building Blocks :

- (1) *Value Proposition*
- (2) *Customer Segment*
- (3) *Customer relationships*
- (4) *Channels*
- (5) *Key Activities / Key Configurations*
- (6) *Key Resources / Capabilities*
- (7) *Key Partners*
- (8) *Cost Structure*
- (9) *Revenue streams*

PROJECTS MANAGEMENT

1. MENTORS/COACHES to access streams of projects in the tool related to either the Incubation in general or to the client.
2. MENTORS/COACHES can access activities and tasks setup by the Incubation manager or from Clients
3. MENTORS/COACHES can monitor progress for CLIENTs project in the incubation
4. MENTORS/COACHES can access resources for each project and for each client.
5. MENTORS/COACHES can print reports on project

FINANCE MANAGEMENT

1. MENTORS/COACHES cannot access high level Incubation financial management on the system.
2. MENTORS/COACHES cannot produce reports on Finance for the Incubation and for each client

MEETINGS SYSTEM

1. MENTORS/COACHES can setup meetings in the Meeting System (Rooms, People invited, Emails sent to people)
2. MENTORS/COACHES can print reports on Meetings for a certain period of time or for itself with coaches/mentors, Incubation Manager, etc...

TENDER SYSTEM

1. MENTORS/COACHES can search/select/read tender publications
2. MENTORS/COACHES can print Tenders reports (list of all tenders for a certain period or certain attributes like “paper”, “ toner”, etc...

KNOWLEDGE MANAGEMENT

1. MENTORS/COACHES will access the knowledge management platform to read / access any resources : Documents, Articles, Videos, Audio materials.

REPORTS

1. MENTORS/COACHES will be able to view and print selected reports from the system, except those related to IT System Administration.

WELCOME TO THE INCUBATOR SYSTEM PAGE FOR OTHER STAKEHOLDERS

(Explanatory Note for the page at this space).

KNOWLEDGE MANAGEMENT

TENDER SYSTEM

REPORTS

This Page is for Incubator Staff members ; They will be able to conduct activities including in line with their permissions :

- Access to Knowledge Management resources
- Run Incubator Operations Related Reports,
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VI. Detailed System Specification

A Stakeholder is a person with vested interest in the Incubation like Government, Funders, Interested Academics, Interested individuals or organisations in general; They will first register a profile like everyone. The Incubation Manager will then confirm a “stakeholder person/organisation” as a member of the Incubation; Once approved, an email will be sent to the person as a stakeholder.

An interested stakeholder will be able to create an “Profile” which will be the first basis of the journey in the incubation and the following details included :

- a. STAKEHOLDER Organisation (like University, or Government, picked from initial Profile registration) including
 - a. Full name of the Organisation
 - b. Shortname of the Organisation
- b. Automatic STAKEHOLDER ID Number (Organisation Shortname + system generated incremental ID number)
- c. STAKEHOLDER Location including
 - a. Addresses (Physical, and Postal)
 - b. Email and Telephone
- d. STAKEHOLDER specialities : Drop Down List (find the most advanced list possible) : Accountant, Lawyers, Psychologist, Project Manager, Business Owner, etc...
- e. STAKEHOLDER Interest in the Incubation : Drop Down List (find the most advanced list possible) : Government, Funder, Academics, etc...

TENDER SYSTEM

1. STAKEHOLDER can search/select/read tender publications
2. STAKEHOLDER can print Tenders reports (list of all tenders for a certain period or certain attributes like “paper”, “ toner”, etc...

KNOWLEDGE MANAGEMENT

1. STAKEHOLDER will access the knowledge management platform to read / access any resources : Documents, Articles, Videos, Audio materials.

REPORTS

1. STAKEHOLDER will be able to view and print relevant selected reports from the system (user based access). Stakeholders will be able to make comments from the Feedback form provided for all users.