MAINTENANCE, SUPPORT AND CHANGES IMPLEMENTATION ACKNOWLEDGMENT FORM

Client: MINECOFIN

Date of support: 17 June 2024 to 14 September 2024

Status before support (Problem description)
The organization requested SSL installation over the Electronic Document Management System (EDMS) to provide a secure information protocol.   The system administrators, such as HR and others with privileges, need the functionality to create departments, assign employees to these departments, and designate managers to whom employees report their work.   The organization requested functionality to generate a list of all active employees, including their leave balance days and some other relevant fields.   The system needs to update the script for leave requests to prevent users from sending multiple leave requests at once while another leave request is still pending (not accepted or denied).

Task performed	Type (Specify)	Comment
17 June 2024 - 08 July 2024 The system administrators, HR and others with privileges, need the functionality to create departments, assign employees to these departments, and designate managers to whom employees report their work. The update and creation of the buttons to create the department has been added to the system with the functionality to create the department with the roles under the department.	Functionality upgrade	Completed
24 July 2024 The organization requested functionality to generate a list of all active employees, including their leave balance days and other relevant fields. The generate leave balance days button was added to the system to allow the user to generate the list of employees in the format of Excel.	Additional Feature	Completed

12 June 2024 to 28 June 2024 SSL (Secure Sockets Layer) as a standard security technology for establishing an encrypted link between a server and a client. to ensure that all data transmitted between the web server and browsers remain encrypted and secure. The organization needs SSL to: ● Protect sensitive data from being intercepted by unauthorized parties. ● Establish a secure connection for users accessing the EDMS. ● Enhance trust and credibility by ensuring the website is secure. The ssl has been added to the edms web/ system as it was requested after generating the certificate.	System Update	Completed
2 July 2024 to 8 July 2024 The system needed to update the script for leave requests to prevent users from sending multiple leave requests at once while another (usually duplicate) leave request is still pending approval. This was leading to double consumption of their leave days causing problems in leave balances if both duplicate requests are inadvertently approved by the approvers.	Functionality Modification	Completed
8 August 2024 to 13 August 2024 Due to the changes in the script to avoid users sending duplicate requests, there were some unforeseen consequences causing issues for users applying and canceling leave. The issue was resolved by modifying the script to take into account scenarios of canceled leave.	User support	Resolved
14 September 2024 Upon investigation, it was discovered that the storage location on the server was no longer mounted. This led to the inability of the system to access certain files that were intended to be stored in the specified directory. **Resolution and Next Steps:** ● The storage mount issue has been identified, and corrective actions have been implemented to ensure that the storage location is correctly	Troubleshooting	Resolved

mounted and remains stable moving forward.		
14 September 2024 The file migration process was designed and scheduled using Microsoft Visio, ensuring a clear workflow and timeline. Queries were implemented to monitor system performance, check functionality, and detect any errors during migration. After successful testing, the process was moved to the live server. Due to the large number of files accumulated over the years while the server was operating, the migration was estimated to last 43 days. This is because the system has been set to migrate files during night time hours only to avoid disruptions during business hours due to the anticipated workload on the server that comes with moving multitudes of documents.	Migration	Progress

Status after support

Following the completion of support, the status regarding the aforementioned issues is as follows:

1. **SSL Installation and Secure Information Protocol:** SSL has been successfully installed, providing the required secure information protocol for the system.
   ➜ Verified and tested the SSL installation to ensure secure communications.
   ➜ The organization now benefits from encrypted data transmission, protecting sensitive information from potential interception and enhancing trustworthiness.

2. **Department Creation and Employee Assignment:** System administrators now have the ability to create departments, assign employees, and designate managers.
   ➜ Verified functionality and access control to ensure only authorized personnel can perform these actions.

3. **Generate List of Active Employees with Leave Balance:** The system can now generate a list of all active employees with their leave balance days and other fields.
   ➜ Tested and confirmed the report generation feature for accuracy and completeness.

4. **Prevent Multiple Leave Requests:** The script for leave requests has been updated to prevent multiple submissions while a request of the same period is pending approval or has been previously approved.

➔ Verified functionality to ensure users cannot submit multiple leave requests simultaneously.
5. **File migration** was successfully planned, tested, and executed over 43 days, with minimal disruptions by scheduling during off-peak hours. Queries ensured smooth functionality throughout.
6. **Mounting issues** caused some files to be temporarily inaccessible post-migration. This has been resolved, and measures are in place and working as intended.

With systematic troubleshooting and collaboration between the IT team, all identified issues related to the EDMS at Minecofin have been successfully resolved. Users can now benefit from enhanced security, administrative functionalities, accurate employee records, and improved leave request handling.

CLIENT'S Employee

Name: Josiane GIRAMAHORO

Signature:
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COSEKE Engineer

Name: Elizabeth NAKIRIJJA

Signature:
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