

Weekly Activities (07 - 11th August 2023) - DANIEL PETER KINDIMBA

The following are the activities done over this week

1. Dail System Support
 - a. I hve being support IMIS users over different reported issues reported via Email, Help Desk and Phone Conversation
 - Some of the Tickets on HelpDesk
[TIK-NIC-004548](#), [TIK-NIC-004525](#), [TIK-NIC-004482](#), [TIK-NIC-004476](#),
[TIK-NIC-004605](#), [TIK-NIC-004601](#) e.t.c
2. Troubleshooting IMIS on Document Generation for the business submitted via SMARTPOLICY. (the matter has being resolved, and it was updated in production)
3. Supporting Ms **Clipa & Elinsia** in report reconciliation (Commission Report Reconciliation)
4. Resolving a Recursive Bag in Endorsement Cancellation in IMIS as error screen short shows below

```
tmisv2      sql, params = compiler.compile(child)
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/db/models/sql/compiler.py", line 430, in compile
tmisv2      sql, params = node.as_sql(self, self.connection)
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/db/models/lookups.py", line 302, in as_sql
tmisv2      return super().as_sql(compiler, connection)
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/db/models/lookups.py", line 180, in as_sql
tmisv2      lhs_sql, params = self.process_lhs(compiler, connection)
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/db/models/lookups.py", line 171, in process_lhs
tmisv2      lhs_sql, params = super().process_lhs(compiler, connection, lhs)
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/db/models/lookups.py", line 85, in process_lhs
tmisv2      lhs = lhs.resolve_expression(compiler.query)
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/db/models/expressions.py", line 247, in resolve_expression
tmisv2      c = self.copy()
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/db/models/expressions.py", line 348, in copy
tmisv2      return copy.copy(self)
tmisv2      File "/usr/local/lib/python3.8/copy.py", line 102, in copy
tmisv2      return _reconstruct(x, None, *rv)
tmisv2      File "/usr/local/lib/python3.8/copy.py", line 264, in _reconstruct
tmisv2      y = func(*args)
tmisv2      File "/usr/local/lib/python3.8/copyreg.py", line 91, in __newobj__
tmisv2      return cls.__new__(cls, *args)
tmisv2      File "/usr/local/lib/python3.8/site-packages/django/utils/deconstruct.py", line 16, in __new__
tmisv2      obj = super(klass, cls).__new__(cls)
tmisv2      RecursionError: maximum recursion depth exceeded while calling a Python object
```

The error was due data mis-matching during Endorsement, the issue raised to Query reported by the user, error was fixed, But unfortunately for the this particular Query reported, the policy was underwritten by VODACOM, so it was communicated to VODACOM for TIRA cancellation.

Note:

Currently we have being getting a lot of requests for cancellation on those Policies that were underwritten via VODACOM, and it is becoming very tedious in supporting.

Am suggesting if possible to see another possible solution to this.

5. Attending ICT Plan Development/Creation Team Meetings
6. Matters Arising from ICT Meeting of 31st July 2023

- a. I made some initiative follow up on all matters that I was supposed to attend
 - For those requiring to establish communication, I have done it

Note: I have submitted Status that was requesting via Email to Mr. Mohamed Rashidi.

- Most of the issues were involving Smartpolicy Cloud, ... I have communicated (**Send Emails**) with Them, hopefully next week we will do an online meeting to trying aligning ouself.
- For the matter of Travel Insurance, I have Communicated with **Shemsa & Anthonia** they have agreed to allocated time next week (**Next week Tuesday after lunch - comment from Anthonia via Email**)
 - I did request them to prepare and provide policy data/informations and to meet with me so that I can get full understanding of Travel Inurance, and to see what I can do to accomplish the task.