



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

DEVELOPMENT OF AN ELECTRONIC MONITORING & EVALUATION SYSTEM

**Data Verifier/Approver
User Manual**

DATAWORLD
think • innovate • create

Version 0.2

Disclaimers

The information contained in this document is the proprietary and exclusive property of Data World except as otherwise indicated. No part of this document, in whole or in part, may be, stored, transmitted, or used for design purposes without the prior written permission of Data World.

The information contained in this document is subject to change without notice.

The information in this document is provided for informational purposes only. Data World specifically disclaim all warranties, express or limited, including, but not limited, to the implied warranties of merchantability and fitness for a particular purpose, except as provided for in a separate software license agreement.

Privacy Information

This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved in the project or who will become involved during the lifecycle.

Document Change Control

| Revision No | Issue Date | Author | Description of Change |
|-------------|--------------|--------------|--------------------------------------|
| 0.1 | 02 June 2022 | Elga Kalenga | Document Creation |
| 0.2 | 15 Nov 2022 | Elga Kalenga | Document Update after System Changes |

Distribution

| Revision No | Issue Date | Distribution List |
|-------------|------------|---|
| 0.1 | | <ol style="list-style-type: none">1. Thilde Stevens2. Taki Sibuyi3. Mpho Ndadza4. Laven Pillay5. Xolani Mahlobo |

Document Abbreviations

| Abbreviation | Description |
|--------------|--|
| DSD | Department Of Social Development |
| GIS | Geographical Information System |
| HCBC | Home and Community Based-Care |
| HOD | Head Of Department |
| HR | Human Resources |
| M&E | Monitoring and Evaluation |
| NPO | Non-Profit Organization |
| PowerBI | Interactive dashboard reporting for data visualization |
| SASSA | South African Social Security Agency |

Primary Contact

The primary contact for questions regarding this document is:

Author

Project Name Electronic Monitoring and Evaluation System

Phone (011) 024 4451

Email



Definitions

| Key Word | Definition |
|----------------------|---|
| Data Capturer | A person who is responsible for inputting information from different sources into the system |
| Data Verifier | A person who is involved in the process of checking for accuracy and inconsistencies after data has been captured on the system |
| Facility | Also known as NPO, are buildings, structures or facilities funded by the government meant to facilitate the provision of social services through the development of primary and social amenities. Examples of facilities include residential facilities for older persons, persons living with disabilities, abused victims of abuse, substance abuse treatment centres, support to families and youth training facilities. |
| Facility/NPO Manager | Facilities managers are responsible for the security, maintenance and services provided by the NPO to ensure that they meet the needs of the organization, beneficiaries, and its employees. |
| Indicator | Performance indicator is a quantitative metric that provides information to monitor performance, measure achievement and determine accountability. |
| NPO | Non-Profit Organisation is a trust, company or other association of persons established for a public purpose, and the income and property of which are not distributable to its members or office bearers accept as reasonable compensation for services rendered. |
| Programme | Social programs administered by different branches or units within the department such as programme responsible for providing social protection services, care and services to older persons, services to persons with disabilities etc. |
| Service Point | Service point is the point of demarcation between the facility (NPO) by implementation of assistance and support programmes through which social programs are |

| | |
|-------------------------------------|---|
| | delivered to beneficiaries by social services practitioners. |
| Service Point Manager | Service point managers are responsible for the security, maintenance and services provided by the service point to ensure that they meet the needs of the organization, beneficiaries, and its employees. |
| Service Point Manager Data Capturer | A person who is responsible for inputting information at the service point into the system |
| Sub-Programme | A programme is a smaller programme making up part of the larger main programme. Social Welfare is the main programme providing welfare services, care and support to older persons is a sub-programme with specific focus and activities. |

Facilities

| Facility Type | Definition |
|--------------------------------------|--|
| CNDC | Poverty alleviation projects mainly aimed at addressing issues of hunger and poverty especially in deep rural areas. DSD supports these initiatives by ensuring food security and that communities are able to generate reasonable income and ways of sustaining themselves and their families through the supported CNDCs. |
| CYCC | The Children's Act (38 of 2005) ensures that youth and children that are orphaned, living on the streets, in conflict with the law, or are not safe at home or in their communities can be placed in alternative care. A CYCC is a facility that provides a form of alternative care for children outside of the family environment. |
| Child Care & Family Protection (CPO) | Social Development's Child Care and Family Protection Programme aims to safeguard and promote child well-being and build resilience of families and communities to care for and protect their children. These include placing children in foster homes, accessing shelters for families. |
| Community Care Center (CCC) | Community Care Centers provide psychosocial care and support services and skills development to orphans and vulnerable children, including child-headed households and youth. The goal of CCC's is to enhance the quality of |

| Facility Type | Definition |
|--|--|
| | services that are available to orphans and vulnerable children within their communities of origin. This approach also complements existing child-protection interventions and services such as Home Community-Based Care, drop-in centres, Isibindi, childcare forums and early childhood development. |
| Community Based Center | Community-based centers can meet the needs of young children and their families or caregivers by providing comprehensive, child-friendly services (e.g., education, nutrition, health, HIV care and treatment, and water and sanitation) through a central location. |
| Community Development Project | The aim of community development project is to eradicate poverty by improving social, environmental and economic situations of rural communities. |
| Day-Care Centre for Children with Disabilities | Provides a set of services to children with special needs to promote children's development, ensure comprehensive care for them during the day, meet their learning needs, provide motor and speech therapy, organize their free time, among others. |
| Drop-In center | Drop-in centres are facilities or community-based initiatives aimed at addressing the physical, emotional, psychological and social developmental needs of vulnerable children within their communities and closer to their homes. Drop-in centres provide basic services such as food, clothing, school support and hygiene, as well as optional services such as counselling, guidance, life skills development and educational and recreational programmes. |
| HCBC Organisation | HCBC is the provision of comprehensive services, including health and social services, by formal and informal caregivers in the home in order to promote, restore and maintain a person's maximum level of comfort, function and health, including care towards a dignified death. The objective of the programme is to reduce the psycho-social impact of HIV and AIDS on the infected and affected individuals and families |
| Homeless Shelter | Homeless shelters are a type of homeless service agency and facilities which provide temporary residence for |

| Facility Type | Definition |
|--|---|
| | homeless individuals and families. |
| Hospice | A healthcare facility for older persons who are terminally ill or near the end of life that emphasizes pain control and emotional support for the patient and family. |
| Independent living facility for persons with disabilities | Facilities that have been specifically developed to accommodate and care for persons with disabilities, these differ slightly and may be referred to as: "Self Help Centres", "Homes of Safety", "Quad Homes" or "Group Homes". These "Homes" are private residence for persons with chronic disabilities who cannot live with their families or on their own due to their disability and the assistance they require, they cater for young adults, adults and seniors. |
| Luncheon Club (Service Center) | Social welfare programmes responsible for serving hot midday meals to a society or group of older persons who meet regularly for an organized lunch. |
| Outreach Preventative | The Outreach Prevention Program provides intensive in-home counseling, case management, and is based on the evidenced based practice of Targeted Case Management. Structured interventions which promote life skills development, parenting skills, children's academic success, family unification, and stabilization of mental health symptoms. |
| Partial Care Facility | Partial care facility is the care of more than six children on behalf of their parents or caregivers for a temporary period during the day and could include overnight 'care'. |
| Partial Care Facility (Special Day-Care-Centre for Children with Disabilities) | Partial care is the care of children with disabilities or chronic illnesses on behalf of their parents or caregivers for a temporary period during the day and could include overnight 'care'. |
| Protective Workshop | Protective workshops are safe, disability-friendly environments providing opportunities for people with disabilities to develop the skills and abilities of these persons and to provide the necessary support which will allow them to find suitable employment or other forms of income generation. |
| Residential facility for older persons | Facilities providing community-based care and support |

| Facility Type | Definition |
|--|---|
| | services. Service centres give older persons the opportunity to engage in activities and services such as exercise, recreational activities, cultural and spiritual activities, awareness campaigns, educational and skills activities, and lunches. |
| Residential facility for persons with disabilities | Licensed care centres or assisted living facilities day care programmes focusing on the care and development of persons with disability. |
| Secure Care Center | A residential facility and/or programme of intervention which ensures the appropriate physical, behavioural and emotional containment of young people while providing an environment, milieu, and programme conducive to their care, safety, and healthy development. |
| Social Crime Prevention | The programme provide services to all persons at risk and in conflict with the law, ensuring social protection and contributing to a safer society, in support of law enforcement and crime combating initiatives. |
| Substance Abuse Prevention Programme | Early intervention school and family-based programs aimed to promote abstinence from alcohol and illicit drugs and the misuse of over-the-counter drugs |
| Substance use Disorder (SUD) inpatient treatment center | Offers 24-hour low to high-intensity treatment for both adults and adolescents in a residential setting like a rehabilitation centre. |
| Substance use Disorder (SUD) outpatient treatment center | The regularly scheduled sessions take place at a nonresidential treatment center administered by an addiction professional or trained clinician providing medication treatment, group and individual abstinence, counseling, relapse prevention programming, drug, and alcohol education. |
| Victim Empowerment Service Center | Victim empowerment service centers offers the services of both trauma debriefers, who engage with victims at the time of the incident, as well as trauma counsellors, who are available to counsel victims after the event. |
| Youth Development Centre | Youth development centre targets young persons between the ages 14 – 35 by providing support, services, and funding to youth organisations to implement youth services and programmes. |

Content

| | |
|---|----|
| Disclaimers | 2 |
| Privacy Information..... | 2 |
| Document Change Control..... | 2 |
| Distribution | 2 |
| Document Abbreviations | 3 |
| Primary Contact | 3 |
| Definitions..... | 4 |
| Facilities | 5 |
| Content | 9 |
| 1. Introduction | 11 |
| 2. Summary | 11 |
| 3. Access Control..... | 11 |
| 3.1. User Registration..... | 12 |
| 3.2. User Login | 14 |
| 3.3. Home Page | 15 |
| 3.4. User Logout..... | 15 |
| 3.5. Forgot Password | 16 |
| 3.6. Change Password | 18 |
| 4. Data Verification and Approval..... | 19 |
| 4.1. Data Verification and Approval roles | 19 |
| 4.2. Verification and Approval | 19 |
| 4.2.1. Verifying Data..... | 20 |
| 4.2.1.1. Service Point Verification | 20 |
| 4.2.1.2. District Verification | 30 |
| 4.2.1.3. Provincial Verification | 31 |
| 4.3. Approving Data | 32 |
| 5. Reports | 33 |
| 5.1. SQL Reports..... | 33 |
| 5.1.1. Available Reports | 33 |
| 1. NPO/Facility Register | 33 |
| 2. Electronic Template Report | 33 |
| 3. User Summary Report National | 33 |

| | | |
|--------|---|----|
| 4. | User Summary Report Provincial | 33 |
| 5. | Tree Maintenance Report..... | 33 |
| 6. | Indicator Report..... | 33 |
| 5.1.2. | Accessing Reports | 33 |
| 5.1.3. | Generating and Viewing reports..... | 34 |
| 5.1.4. | Exporting reports | 36 |
| 5.2. | PowerBI Reports | 41 |
| I. | Indicator Page | 41 |
| 1. | Viewing Indicator Information (Single Indicator)..... | 41 |
| 2. | Viewing Indicator Information (Multiple Indicators) | 48 |
| II. | Indicator Comparison..... | 51 |
| 6. | Help..... | 58 |

1. Introduction

The electronic Monitoring and Evaluation system is designed to assist the Social Development department in monitoring its national and provincial indicators and easing the data collection process.

Following are the M&E system Objectives:

- Incorporate existing data and indicators.
- Incorporate the M&E Framework in designing a robust and access control-based system.
- Integrate with other systems to get real time data on indicators.
- Facilitate Realtime data collection through the usage of mobile devices.
- Implement a system with role-based authority and secure authentication to allow the implementation of proper security and protection of the privacy and integrity of confidential information. It will allow multi-party simultaneous access to case records while protecting the integrity of the information.
- Retain and show audit trail for each process step and action taken.

2. Summary

This document details the operations of the implemented data capturing modules into the M&E System, and the modules are listed below:

- Module 1: Access control – the module is created for the system to manage users.
- Module 2: Data Verification – this module is there for verifying and approving data on the system.
- Module 5: Reports – this module is for accessing the system reports

3. Access Control

This system is web based and can be accessed through a machine connected to the internet using the credentials provided by the system. Users are sent login details after account approval from the administrator.

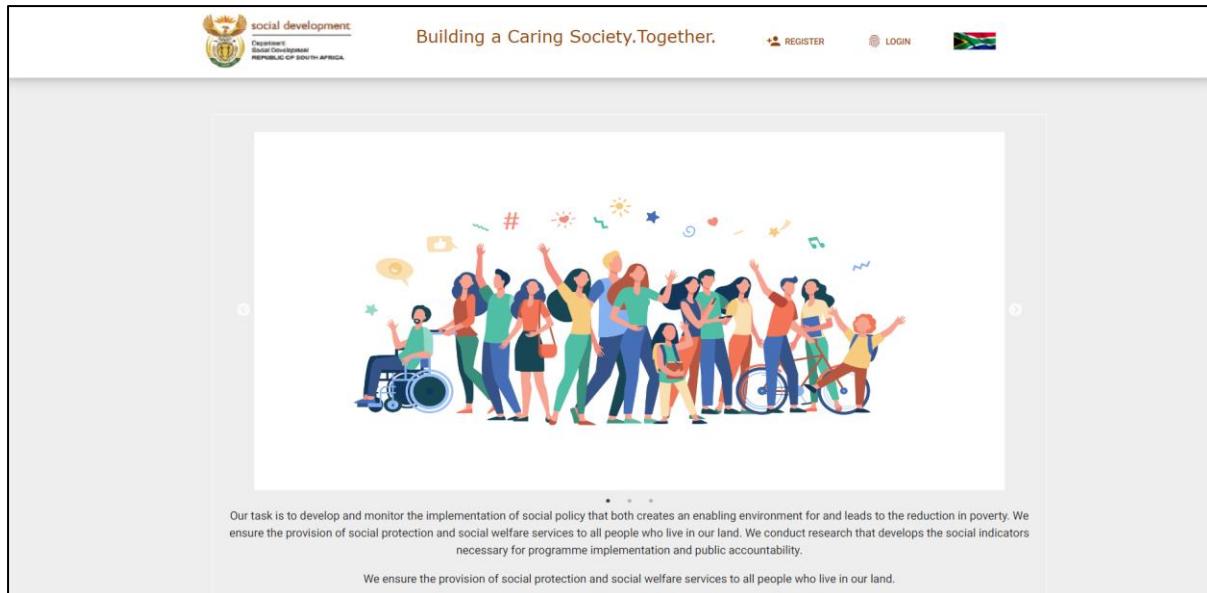
Note: The system can also be accessed offline.

This section will detail how the user can access the system and navigate to the desired part of the system.

- Open an internet browser i.e., Internet Explorer, Firefox, or Google Chrome
- Enter the following URL into the address bar: https://app1.terra.group/dsd_uat/

3.1. User Registration

- After entering the URL into the address bar, the user will be directed to the M&E system landing page.



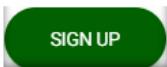
 REGISTER

- Click on  to register on the system.
- Below user registration page shall be displayed

A screenshot of the "Register" form on the Department of Social Development website. The form is titled "Register". It includes fields for first name ("Thavashin") and last name ("Moonsamy"), email ("thavashin@terra.group"), phone number ("0786534233"), and dropdown menus for "Service Point Manager" (set to "Service Point Manager"), "Service Point" (with options "Eastern Cape", "Nelson Mandela Bay", and "Walmer Service Office"), and "Sign Up".

- Capture user details.

Note: When selecting location type, Provincial users will be requested to select name of province, district users will be requested to select province then district, service point users will select province, district then service point, facility/NPO users will select province, district, service point, then facility/NPO

5. Click  button.
6. System will display below message to indicate that the user has been successfully created on the system

User registered successfully 

7. User will then receive below email notification, awaiting confirmation and approval from system administrator

DSD Monitoring Evaluation Inbox



to me 

Dear EI

You have been registered successfully on the DSD M&E System.

Please note you will receive an email with your credentials once your request has been approved.

Kind regards
System Admin

8. Once the system administrator approves the user account, system will send below notification with credentials

DSD Monitoring Evaluation Inbox



to me 

Dear EI

Your account request for access to DSD M&E system has been approved.
Kindly log in with the below credentials.

Username: 
Password: RSCacjF?

Kind regards
System Admin

9. User will then log into the system

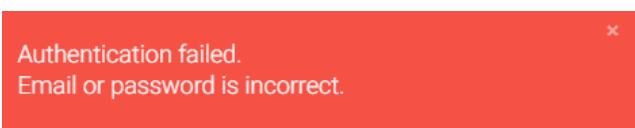
Notes:

- Once logged into the system, the password can be changed (refer to Change Password in section 3.6)
- Each province will have its own System Administrator who will be responsible for managing and approving user accounts in the province, National Users will be managed by the System Administrator at National

3.2. User Login

- Access the following URL to log in to the system
URL: https://app1.terra.group/dsd_uat/
- The screen below will be displayed for the system user to enter **Username** and **Password** to access the system

- Use the view function to view your password before clicking on login
- Click on the **Login** button to access the system.
- For valid login details, the Data verifier **home Page** screen shall be displayed.
- For an incorrect Username and/ Password, system will display below message requesting valid details:



3.3. Home Page

The screenshot shows the EME system's dashboard. At the top, there is a header with the South African Social Development logo and the title "Electronic Monitoring and Evaluation". A user profile for "Thavashin Moonsamy" is on the left. A sidebar on the left has links for "Dashboard", "Form", and "Reports". The main area contains a "Tasks" section with a table showing no records available, three performance charts, and a "Completed Tasks" section.

- Website Views: Bar chart showing views from January to December. Approximate data: Jan (400), Feb (150), Mar (700), Apr (600), May (200), Jun (300), Jul (150), Aug (200), Sep (400), Oct (500), Nov (600), Dec (700).
- Forms Captured: Line chart showing forms captured from Monday to Sunday. Approximate data: M (10), T (15), W (5), Th (10), F (15), S (10), Su (35).
- Completed Tasks: Line chart showing completed tasks from Monday to Sunday. Approximate data: M (100), T (600), W (200), Th (150), F (100), S (100), Su (100).

Completed Tasks Last Year Performance: Campaign sent 2 days ago.

Note that as a verifier, user will be able to access below functions/menus of the M&E system.

1. **Dashboard** – The overall view of captured forms and completed tasks and verification of captured data
2. **Form** – capturing and submission of forms on the system
3. **Reports** – Reports and dashboards
4. **Help** – Manuals and Videos on how to use the system

3.4. User Logout

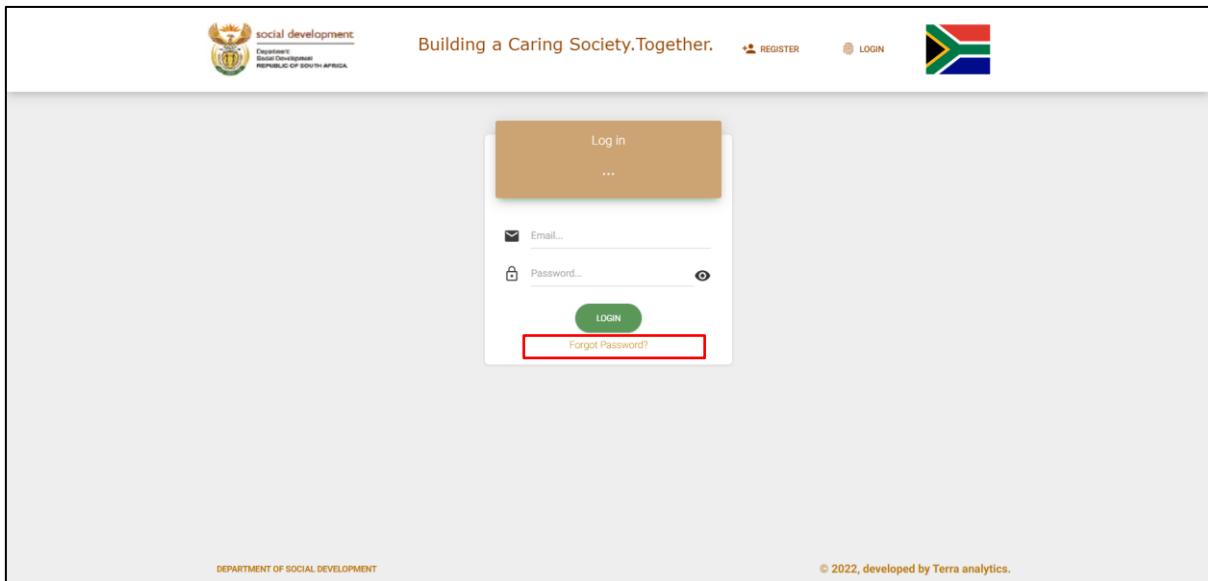
1. After a successful user login, user can logout from the system as shown on below screen

This screenshot is identical to the one above, but the "Logout" link in the sidebar is highlighted with a red box. The rest of the interface, including the charts and tables, remains the same.

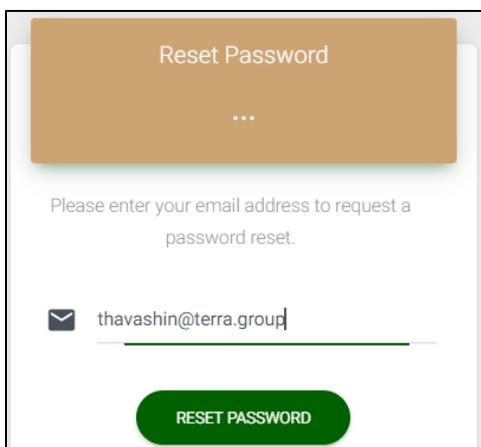
2. Click **Log out**  on home page or click on username then on  to logout of the system.

3.5. Forgot Password

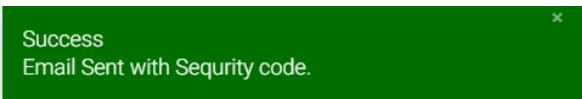
1. If you forget your password, you should be able to reset the password on the login screen by clicking the “Forgot password?” link as highlighted below.



2. Once user clicks on the “Forgot password?” link shown above, system will request the registered email address of the user


 A screenshot of a "Reset Password" page. At the top, it says "Reset Password" and has a placeholder "...". Below that, there is a text input field with the placeholder "Please enter your email address to request a password reset." An email address "thavashin@terra.group" is typed into the field. At the bottom, there is a green "RESET PASSWORD" button.

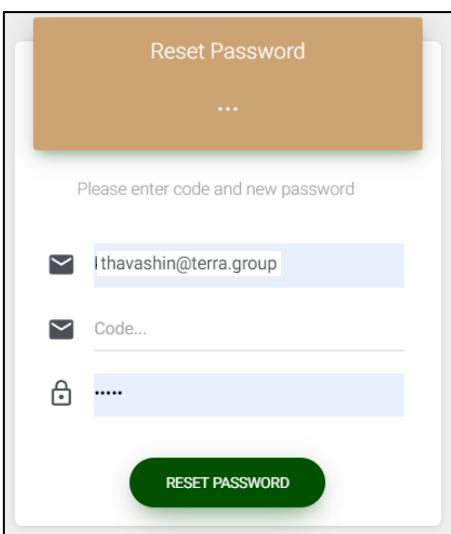
3. Enter registered email address and click “Reset Password” button
 4. System will display below notification



5. User shall receive below email with the security code



6. Enter the above system generated code on the screen below and click the '**Reset Password**' button

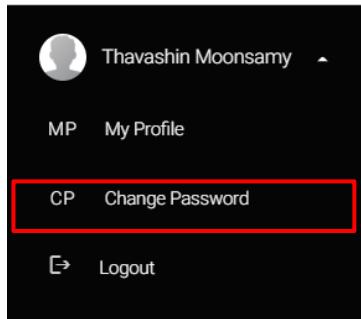


7. System will display below notification
8. User shall be able to log into the system with new password

3.6. Change Password

Once logged into the system user can change their password

1. Access Username as shown below and click on Change password



2. System will display below change password screen

A screenshot of a 'Change Password' form. It has three input fields: 'Current Password', 'New Password', and 'Confirm Password', each with a red error message below it. The 'New Password' and 'Confirm Password' fields also have their own red error messages. A green 'SAVE CHANGES' button is located at the bottom right.

3. Enter the **Current Password**.
4. Enter **New Password**.
5. **Confirm Password**.
6. Click the button to save the changes

A screenshot of the same 'Change Password' form, but now the 'New Password' and 'Confirm Password' fields are highlighted with blue outlines, indicating they are valid. The 'SAVE CHANGES' button is still at the bottom right.

7. System will display below notification
8. Password shall be changed, and user will log in using the new password

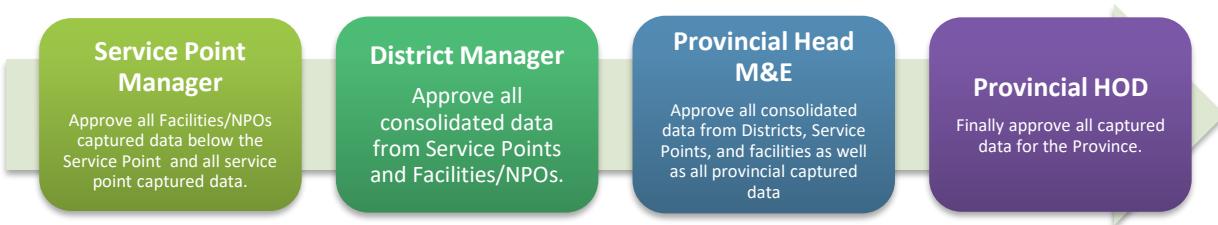
4. Data Verification and Approval

Data Verification function enables verifiers/approvers to verify and approve all captured data below their location on the system. Data will ideally be captured at Facilities, submitted at Service points, Districts and Provincial office for verifications and approvals.

As soon as capture period closes, task will be opened in Service Point Manager 'inbox' for verification and approval then will move to the district manager 'inbox' until the last verifier/approver in the workflow.

Note: Each verifier/approver in the workflow will have 3-5 days to verify and approve captured data below their location.

4.1. Data Verification and Approval roles



4.2. Verification and Approval

1. Once logged in as an approver/verifier and the approval period is opened, the user will access the '**Dashboards**' menu
2. Click on '**View Task**' link as shown on below screen

The screenshot shows the 'Electronic Monitoring and Evaluation' dashboard. The main section displays a table titled 'Tasks' with columns for Action Required, Process, PostedOn, User, and Task. A red callout points to the 'View Task' button in the 'Task' column. Below the table are three charts: 'User Registration' (Number of Users Registered Per Month), 'Forms Captured' (Monthly Form Statistics), and 'Completed Tasks' (Current Approvals Per Role). The left sidebar includes a user profile for Thavashin Moonsamy and navigation links for Dashboard, Form, Reports, and Help.

Note: Depending on where verification is happening, user will view/verify all consolidated submitted data below them

4.2.1. Verifying Data

4.2.1.1. Service Point Verification

Note: The service Point Manager will verify all consolidated data from facilities/NPOs

- After clicking on the '**View Task**' link, System will display indicator approval screen below

The screenshot shows the 'Electronic Monitoring and Evaluation' system interface. At the top, there's a header with the South African Social Development logo and a 'LOGOUT' button. Below the header, a 'Task' section includes a 'Comment' input field and a 'COMPLETE' button. The main content area is divided into sections: 'Process' (Indicator Approvals), 'Task' (Service Point Approval), and 'Task will close on: 03 Nov 22'. A red box highlights the 'Process' and 'Task' sections. Below this, a table shows consolidated values for various indicators grouped by programme and sub-programme. A red callout bubble points to the 'Task Details' link at the bottom of the page.

| Indicator | October |
|---|---------|
| programme: Programme 1: Administration subProgram: Sub-Programme 1.2: Corporate Management Services Indicator 155-Number of women participating in poverty alleviation programmes | 300 |
| programme: Programme 2: Social Welfare Services subProgram: Sub-Programme 2.2: Services to Older persons Indicator 557 - Number of older persons accessing community-based care and support services. | 132 |
| subProgram: Sub-Programme 2.3: Services to Persons with Disabilities Indicator 156-Number of persons with disabilities accessing residential facilities | 510 |
| Indicator 161-Ratio of social workers to persons with disabilities at residential facilities | 0.3 |
| Indicator 181-Number of residential facilities for persons with disabilities | 90 |
| Indicator 193-Number of reported cases of abuse of persons with disabilities at facilities | 330 |
| Indicator 630 - Number of Social and Behaviour Change Programmes implemented | 54 |

Items per page: 300 Current page: 1 1 - 25 of 25 items

Click on Task Details for more information on task(s)

Task Details

The above screen shows the process name, the role task, the current year, the capture month (which will be the previous month), and the date the task will close

- Further down, the screen shows consolidated values for each indicator grouped per programme and sub-programme.
- The screen also shows Task Details as indicated at the bottom
- Click on Task Details link
- Below screen will display

| Task Details | | | | | | |
|--------------|------------------------|-----------------------|----------------------------|--------------------|------------------------|---------|
| # | Task | Role | Location | User | Completed On | Comment |
| 1 | Service Point Approval | Service Point Manager | Bethelsdorp Service Office | Thavashin Moonsamy | 2022-11-10T11:56:58.77 | None |

6. Type key word using below bar to search for an indicator

| Indicator | October |
|-------------------|---------|
| Number of persons | 510 |

programme: Programme 2: Social Welfare Services

subProgram: Sub-Programme 2.3: Services to Persons with Disabilities

Indicator 156-Number of persons with disabilities accessing residential facilities 510

7. Click on each value for verification

| | |
|--|-----|
| Indicator 156-Number of persons with disabilities accessing residential facilities | 510 |
|--|-----|

8. The system will then display the breakdown values with the location where each value was captured.
9. On the below displayed screen 160 was captured at '**Nelson Mandela Bay Cares: Inn Safe Hands CFCS B**' Facility, and 350 at '**Indlela Mental Health (Herberg Residential)**' Facility which makes up the total/consolidated value of 510

| Indicator 156-Number of persons with disabilities accessing residential facilities | |
|--|-------|
| Location | Value |
| Facility: Nelson Mandela Bay Cares: Inn Safe Hands CFCS B | 160 |
| Facility: Indlela Mental Health (Herberg Residential) | 350 |

10. Click on each value to verify the actual submitted form

11. Below form will display

The screenshot shows a web-based form interface. At the top right, there is a dropdown menu labeled "Select page" with "Page 1" selected. Below the menu are three buttons: "Prev & Save", "Save", and "Next & Save". Underneath these buttons, the text "Page 1 / 1" is displayed. A horizontal navigation bar below the buttons includes tabs for "Data", "Photos(2)", "Files(0)", and "Comments(0)". The main content area has a header titled "Provincial Indicators". Below this header, a section titled "Services to Persons with Disabilities" is visible. A red arrow points upwards from the bottom of this section towards the header, indicating that it is collapsed or expandable.

12. Expand/click on tab(s) to view the data as on below screen.

The screenshot shows the same web-based form interface as above, but the "Services to Persons with Disabilities" section is now fully expanded. The expanded section contains several data entries:

- Total Number of Persons With Disabilities Accessing Residential Facilities: 160
- Number of Males: 80
- Number of Females: 80

At the top right of the expanded section, there are three small icons: a speech bubble, a paperclip, and a camera. The rest of the interface remains consistent with the first screenshot, including the header, tabs, and page navigation.

13. The verifier will be able to view all attachments uploaded by the capturer



14. Click on comment, file, or photo icons to view uploaded attachments

15. For photo verification, below screen will display

X

Select page
 Page 1

Prev & Save | Save | Next & Save
 Page 1 / 1

Data
Photos(2)
Files(0)
Comments(0)

Upload/Download Photo

Choose Photo(Max Size:4MB)
SELECT

UPLOAD

Drag a column header and drop it here to group by that column

| Preview | Photo Name | Photo Description | Created On | Download |
|---|--|-------------------|------------|---|
|  | Total Number of Persons With Disabilities Accessing Residential Facilities(TotalNumWithDisabilities)_0 | .JPG | 2022-11-04 |  |
|  | Total Number of Reported Cases of Abuse of Persons With Disabilities at Facilities(AbuseCasesOfDisabled)_0 | .JPG | 2022-11-04 |  |

< > 1 < >

16. User will be able to use the download  functionality to download an attachment should they wish to.

17. Use same process to verify uploaded file(s) and captured comment(s)

Note: Verifiers/Approvers may capture a comment, upload a file, or photo that will be displayed and accessed by the next verifier/approver in the workflow

Capturing a Comment

1. To capture comment, click  and screen below will display

X

Select page
 Page 1

Prev & Save | Save | Next & Save
 Page 1 / 1

Data
Photos(2)
Files(0)
Comments(0)

Comments

Leave a comment
 Data verified

ADD COMMENT

Drag a column header and drop it here to group by that column

| Date Added | Comment | Added By | Fields Linked To |
|------------|---------|----------|------------------|
| | | | |

No records available.

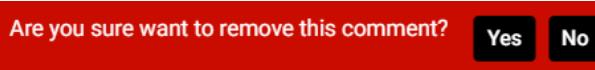
2. Capture comment and click the **ADD COMMENT** button
3. The below screen with notification shall display

The screenshot shows a software application window titled "Task". A green notification bar at the top right says "Form comment has been saved successfully!". Below it is a table with one row, highlighted by a red border. The table columns are "Date Added", "Comment", "Added By", and "Fields Linked To". The data in the table is:

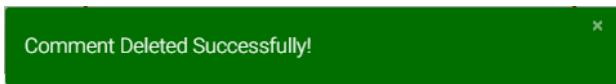
| Date Added | Comment | Added By | Fields Linked To |
|----------------------|---------------|----------|--|
| 2022-11-07T23:25:927 | Data verified | Elga2 | Total Number of Persons With Disabilities Accessing Residential Facilities(TotalNumWithDisabilities) |

4. Comment shall be added
5. The above screen shows date the comment was added, the captured comment, user who added the comment, their role, their location, and the field the comment was captured against (Indicator Name). Note: in case where comment is not linked to a field, the information field will display blank

6. Click Delete Icon  to delete comment
7. Prompt message below shall display



8. Click 'Yes' button
9. Below notification shall display



10. Comment shall be deleted

11. Click  to edit the comment

24

12. Below screen will display

The screenshot shows a software application window. At the top right is a dropdown menu labeled "Select page" with "Page 1" selected. Below the menu are three buttons: "Prev & Save", "Save", and "Next & Save". A status bar at the bottom indicates "Page 1 / 1". The main area has tabs for "Data", "Photos(2)", "Files(0)", and "Comments(1)". The "Comments(1)" tab is active, showing a single comment entry. The comment text is "Data verified". Below the comment is a green "EDIT COMMENT" button. A note above the comment says "Leave a comment". A table below the comment lists data: Date Added (2022-11-07T23:23:25.927), Comment (Data verified), and Added By (Elga2). To the right of the table is a column labeled "Fields Linked To" containing the text "Total Number of Persons With Disabilities Accessing Residential Facilities(TotalNumWithDisabilities)".

13. Click on the comment field and edit comment as on below screen

This screenshot is identical to the one above, except the comment text has been changed to "All Data has been verified". The green "EDIT COMMENT" button is visible at the bottom of the comment section.

14. Click on **EDIT COMMENT** button

15. The below screen with notification shall display

Task

Form comment has been updated successfully!

Prev & Save Save Next & Save

Page 1 / 1

Data Photos(2) Files(0) Comments(1)

Comments

Leave a comment

ADD COMMENT

| Drag a column header and drop it here to group by that column | | | |
|---|----------------------------|----------|--|
| Date Added | Comment | Added By | Fields Linked To |
| 2022-11-07T23:35:27.717 | All Data has been verified | Elga2 | Total Number of Persons With Disabilities Accessin |

16. Comment shall be edited

3. Click on  to close the form.

 Uploading a File

1. To upload a file, click  and screen below will display

Prev & Save Save Next & Save

Page 1 / 1

Data Photos(0) Files(0) Comments(1)

Upload/Download Files

Choose File(Max Size 4MB) **SELECT**

UPLOAD

| Drag a column header and drop it here to group by that column | | | | |
|---|-----------|------------------|----------------|-----------|
| Uploaded On | File Name | File Description | File Extension | File Size |
| | | | | |

No records available.

2. Click on **SELECT** button to select a file
3. Click **UPLOAD** button to upload file

Note: System will allow Word, Excel, .pptx, file extensions and not more than 4MB of size

4. The below screen with notification shall display

| Uploaded On | File Name | File Description | File Extension | File Size | | |
|------------------------|---|-------------------------------------|----------------|-----------|--|--|
| 2022-11-02T00:01:22.46 | Total Number of Persons With Disabilities Accessing Residential Facilities(TotalNumWithDisabil... | J450_beneficiaries-declaration-form | .pdf | 321723 | | |

5. File shall be uploaded
 6. The above screen shows date the file was uploaded, the file name (the indicator the file has been uploaded against), the file description, file extension, and file size
- Note: in case where file is not linked to a field, the file name will be same as file description

7. Click on to download the file

8. Click Delete Icon to delete the file

9. Prompt message below shall display

Are you sure want to remove this file? **Yes** **No**

10. Click 'Yes' button

11. Below notification shall display

File Deleted Successfully!

12. File shall be deleted

Uploading a Photo

1. To upload a photo, click on photo icon  and screen below will display

X

Select page
Page 1

Prev & Save **Save** **Next & Save**

Page 1 / 1

Data Photos(0) Files(0) Comments(1)

Upload/Download Photo

Choose Photo(Max Size:4MB) **SELECT**

UPLOAD

Drag a column header and drop it here to group by that column

| Preview | Photo Name | Photo Description | Created On |
|---------|------------|-------------------|------------|
| | | | |
| | | | |
| | | | |

No records available.

2. Click on **SELECT** button to select a photo
 3. Click **UPLOAD** button to upload photo

Note: System will allow JPEG, PNG, GIF, images/photo extensions

The below screen with notification shall display

The screenshot shows a web-based application for managing photos. At the top, there's a header with the South African coat of arms and the text "social development". A green notification bar says "Photo has been saved successfully!". Below the header, there are buttons for "Prev & Save", "Save", and "Next & Save". A dropdown menu for "Select page" shows "Page 1". The main area has tabs for "Data", "Photos(1)", "Files(1)", and "Comments(1)". Under "Photos(1)", there's a section for "Upload/Download Photo" with a "Choose Photo(Max Size:4MB)" input field, a "SELECT" button, and an "UPLOAD" button. A table lists one photo entry:

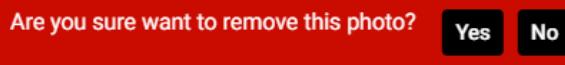
| Preview | Photo Name | Photo Description | Created On | | |
|---------|--|-------------------|------------|--|--|
| | Total Number of Persons With Disabilities Accessing Residential Facilities(TotalNumWithDisabilities)_0 | .jpeg | 2022-11-02 | | |

4. Photo shall be uploaded
5. The above screen shows the preview, photo name, photo description, and date the photo was uploaded

6. Click on to download photo

7. Click on the delete Icon to delete the photo

8. Prompt message below shall display



9. Click 'Yes' button

10. Below notification shall display



11. Photo shall be deleted

12. After uploading all attachments, click on top left of the capture form to close the form

13. Prompt message below shall display

Are you sure you want to close this form?

14. Click 'Yes' button

15. Form shall be closed

4.2.1.2. District Verification

Note: The District Manager will verify all consolidated data from Service Points with Facilities/NPOs below each Service Point

1. After clicking on the '**View Task**' link, System will display indicator approval screen below

 social development
Department of Social Development
REPUBLIC OF SOUTH AFRICA

Electronic Monitoring and Evaluation

[LOGOUT](#)

Task

Comment

COMPLETE

| | | | |
|-----------------------------|---------------------|---------------|---------------------------|
| Process: | Indicator Approvals | Task: | District Manager Approval |
| Year: | 2022 | Month: | October |
| Task will close on : | 15 Nov 22 | | |

Indicator October

▼ programme: Programme 1: Administration

 ▼ subProgram: Sub-Programme 1.2: Corporate Management Services

 Indicator 155 - Number of women participating in poverty alleviation programmes **300**

▼ programme: Programme 2: Social Welfare Services

 ▼ subProgram: Sub-Programme 2.2: Services to Older persons

 Indicator 557 - Number of older persons accessing community-based care and support services. **132**

 ▼ subProgram: Sub-Programme 2.3: Services to Persons with Disabilities

 Indicator 156 - Number of persons with disabilities accessing residential facilities **510**

Indicator 2 - Number of communities profiled **240**

Indicator 6 - Number of community-based plans developed **300**

Indicator 12 - Number of community mobilisation programmes implemented **200**

Indicator 13 - Number of people reached through community mobilisation programmes **300**

▼ subProgram: Sub-Programme 5.4: Poverty alleviation and sustainable Livelihoods

 Indicator 50 - Number of individuals accessing nutritious foods through DSD Food Programmes **300**

 Indicator 90 - Number of poverty reduction initiatives implemented **100**

 Indicator 91 - Number of people benefitting from poverty reduction initiatives **120**

▼ subProgram: Sub-Programme 5.6: Youth Development

 Indicator 16 - Number of youth (19-35) participating in youth skills development programmes **300**

 Indicator 23 - Number of youth mobilisation programmes implemented **60**

1 ▶ 300 ▶ Items per page Current page: 1 1 - 25 of 25 items

Task Details 

The above screen shows the process name, the role task, the current year, the capture month (which will be the previous month), and the date the task will close

2. Further down, the screen shows consolidated values for each indicator grouped per programme and sub-programme.
3. The screen also shows Task Details as indicated at the bottom
4. Click on Task Details link
5. Below screen will display

| Task Details | | | | | | |
|--------------|------------------------|-----------------------|----------------------------|-------|-------------------------|---------------|
| # | Task | Role | Location | User | Completed On | Comment |
| 1 | Service Point Approval | Service Point Manager | Bethelsdorp Service Office | Wayne | 2022-06-02T15:20:28.643 | Approved Task |
| 2 | Service Point Approval | | IBhayi Service Office | | 2022-06-02T15:47:06.837 | None |
| 3 | Service Point Approval | | NMM District Office | | 2022-06-02T15:47:06.837 | None |
| 4 | Service Point Approval | | Uitenhage Service Office | | 2022-06-02T15:47:06.837 | None |
| 5 | Service Point Approval | | Walmer Service Office | | 2022-06-02T15:47:06.837 | None |

Note: All verifiers/Approvers from the District to the provincial office will be able to view who has approved and who has not yet approved data below them.

The above screen shows all Service Points below '**Nelson Mandela**' District and shows that only the '**Bethelsdorp Service Office**' Service Point data/task has been approved

6. Click on each consolidated value and follow verification process as demonstrated in section 4.2.1

4.2.1.3. Provincial Verification

After District verification, data will move to the Provincial Head of M&E then Provincial HOD for final verification and approval.

Verifiers and Approvers at Provincial office will follow above process to verify and approve data

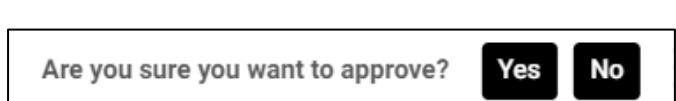
4.3. Approving Data

- After verifying data for all indicators, a comment may be added if needed as per below screen

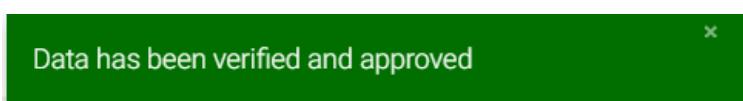
The screenshot shows a web-based application titled "Electronic Monitoring and Evaluation". At the top left is the logo of the "Department of Social Development, Republic of South Africa". On the right is a "LOGOUT" link. Below the title, there's a "Task" icon and a red-bordered input field containing the text "Comment: Data Verified and Approved". To the right of this field is a green "COMPLETE" button. The main area contains several sections: "Process:", "Indicator Approvals", "Task:", and "Service Point Approval". Under "Process:", there are fields for "Year: 2022" and "Month: October". A "Task will close on:" field shows "03 Nov 22". The "Indicator Approvals" section is a grid table with columns "Indicator" and "October". It lists three categories under "programme":

- Programme 1: Administration
 - Sub-Programme 1.2: Corporate Management Services
 - Indicator 155 - Number of women participating in poverty alleviation programmes: 300
- Programme 2: Social Welfare Services
 - Sub-Programme 2.2: Services to Older persons
 - Indicator 557 - Number of older persons accessing community-based care and support services: 132
 - Sub-Programme 2.3: Services to Persons with Disabilities
 - Indicator 156 - Number of persons with disabilities accessing residential facilities: 510
 - Indicator 161 - Ratio of social workers to persons with disabilities at residential facilities: 0.3

- Click the **COMPLETE** button to approve the data
- Prompt message below shall display



- Click 'Yes' button
- Below notification shall display



- Data shall be approved, and the next user/verifier in the workflow will then receive the task and perform same process for verification and approval of data

5. Reports

5.1. SQL Reports

5.1.1. Available Reports

1. NPO/Facility Register

The report keeps record of all registered NPOs/Facilities on the system.

2. Electronic Template Report

The report keeps track of all modifications made to electronic/form templates on the system.

3. User Summary Report National

The report keeps record of all registered National users on the system.

4. User Summary Report Provincial

The report keeps record of all registered Provincial users on the system.

5. Tree Maintenance Report

The report keeps track of all modifications made to trees/hierarchies on the system.

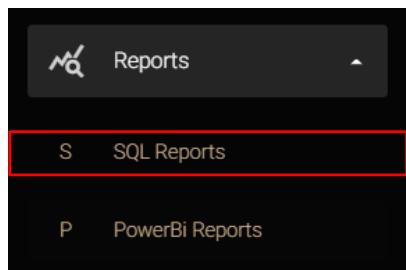
6. Indicator Report

The report displays information on indicators filtered at National or Provincial level

5.1.2. Accessing Reports

To access the SQL reports,

1. Click on ‘SQL Reports’ under the ‘Reports’ menu as on below screen



2. A list of available reports will display

The screenshot shows the 'Electronic Monitoring and Evaluation' interface. At the top left is the logo of the Department of Social Development, Republic of South Africa. At the top right is a 'LOGOUT' link. Below the header, there is a sidebar with a 'Reports' icon and a list of report names:

- Report Name
- NPO/Facility register
- Electronic Template Report
- User Summary Report National
- User Summary Report Provincial
- Tree Maintenance Report
- Indicator Report

5.1.3. Generating and Viewing reports

NPO/Facility Register

1. To view and generate the report, click on the report name, below screen will display

This screenshot shows a filtering interface for generating a report. It includes dropdown menus for 'Province' (selected: Eastern Cape) and 'District' (selected: Alfred Nzo, Amathole, Buffalo City), and a dropdown menu for 'ServicePoint' (selected: Aberdeen Service Office, Adelaide). A 'View Report' button is located to the right of the filters.

2. Select the filters (Province(s), District(s) as well as Service Point(s).

Note: All or multiple Provinces, Districts and Service Points may be selected, the system will also filter the Districts and Service Points based on the selected province(s)

This screenshot shows the same filtering interface as above, but with specific filters applied: 'Province' set to 'Eastern Cape', 'District' set to 'Alfred Nzo, Amathole, Buffalo City', and 'ServicePoint' set to 'Aberdeen Service Office, Adelaide'. The 'View Report' button is visible.

3. The user can then generate the filtered data into a report, where the data is summarized in a cross-table, by clicking on **View Report** button.

Electronic Monitoring and Evaluation

LOGOUT

Province: Eastern Cape District: Alfred Nzo, Amathole, Buffalo City

ServicePoint: Aberdeen Service Office, Adelaide

View Report

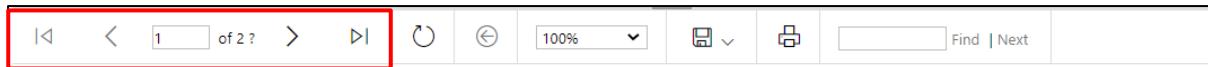
1 of 2 Find | Next

NPO/FACILITY REGISTER REPORT as of 11/9/2022 12:58:58 PM

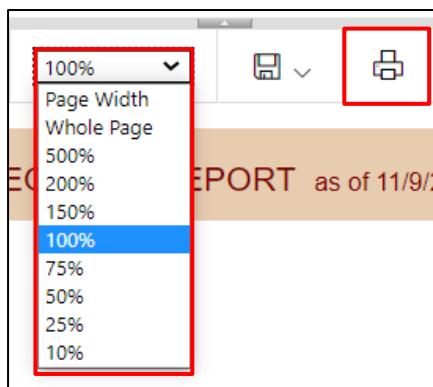
| Province | District | Service Point | Facility Name | NPO or GOV | Facility Type | Person Responsible | Contact Person Cellphone | Contact Person Telephone | Email | Physical Address | Status |
|--------------|--------------------|--|---|-----------------------|--|--------------------|--------------------------|--------------------------|-------|------------------|--------|
| Eastern Cape | Alfred Nzo | Winnie Madikizela Mandela Service Office | Abadala Nkantolo Project | | Luncheon Club (Service Center) | | | | | | Active |
| Eastern Cape | Nelson Mandela Bay | iBhayi Service Office | Abathunywa Special Needs Education & Wellness | | Residential facility for persons with disabilities | | | | | | Active |
| Eastern Cape | Sarah Baartman | Aberdeen Service | Aberdeen Older Persons Service | Government Funded NPO | | Ms. C. Fyvers | | 0498460002 | | | Active |

This user has the ability to:

Scroll to next page(s), using page navigation function as highlighted below



Zoom to multiple page widths and print as highlighted below.



Use the search function as show below

The screenshot shows a report interface for the National Development Agency (NDA). At the top, there are navigation buttons (back, forward, search, etc.) and a status bar indicating "100%". A search bar contains the text "Alfred Nzo" with a red box highlighting it. Below the header, the title "NPO/FACILITY REGISTER REPORT" is displayed along with the date "as of 11/9/2022 1:10:07 PM". The report details the following search parameters:

- Province: Eastern Cape
- District: All
- Service Point: All

The main table lists facilities, with one row highlighted for "Alfred Nzo". The columns include Province, District, Service Point, Facility Name, NPO or GOV, Facility Type, Person Responsible, Contact Person Cellphone, Contact Person Telephone, Email, Physical Address, and Status.

| Province | District | Service Point | Facility Name | NPO or GOV | Facility Type | Person Responsible | Contact Person Cellphone | Contact Person Telephone | Email | Physical Address | Status |
|--------------|------------|--|--------------------------|------------|--------------------------------|--------------------|--------------------------|--------------------------|-------|------------------|--------|
| Eastern Cape | Alfred Nzo | Winnie Madikizela Mandela Service Office | Abadala Nkantolo Project | | Luncheon Club (Service Center) | | | | | | Active |

5.1.4. Exporting reports

To extract a report, click on the 'Save' icon dropdown and select a format to extract the report in. Reports can be exported into pdf, word, excel as well as other formats listed below.

This screenshot shows the same report interface as above, but the "Save" icon dropdown is open, revealing a list of export formats. The "PDF" option is selected and highlighted with a red box. Other options include Word, Excel, PowerPoint, TIFF file, MHTML (web archive), CSV (comma delimited), XML file with report data, and Data Feed.

| Province | District | Service Point | Facility Name | NPO or GOV | Facility Type | Person Resp |
|--------------|--------------------|--|---|------------|--|-------------|
| Eastern Cape | Alfred Nzo | Winnie Madikizela Mandela Service Office | Abadala Nkantolo Project | | Luncheon Club (Service Center) | |
| Eastern Cape | Nelson Mandela Bay | iBhayi Service Office | Abathunywa Special Needs Education & Wellness | | Residential facility for persons with disabilities | |

Below is example of an exported report into PDF format

The screenshot shows a PDF document titled "NPO/FACILITY REGISTER REPORT as of 11/9/2022 1:20:40 PM". The report header includes the South African Social Development logo and the text "social development Department: Social Development REPUBLIC OF SOUTH AFRICA". Below the header, filters are set to "Province: Eastern Cape", "District: All", and "Service Point: All". The main content is a table with the following columns: Province, District, Service Point, Facility Name, NPO or GOV, Facility Type, Person Responsible, Contact Person Cellphone, Contact Person Telephone, Email, Physical Address, and Status. The table contains 7 rows of data, each representing a different facility.

| Province | District | Service Point | Facility Name | NPO or GOV | Facility Type | Person Responsible | Contact Person Cellphone | Contact Person Telephone | Email | Physical Address | Status |
|--------------|--------------------|--|---|-----------------------|--|--------------------|--------------------------|--------------------------|------------|----------------------------|--------|
| Eastern Cape | Alfred Nzo | Winnie Madikizela Mandela Service Office | Abadala Nkantolo Project | | Luncheon Club (Service Center) | | | | | | Active |
| Eastern Cape | Nelson Mandela Bay | iBhayi Service Office | Abathunywa Special Needs Education & Wellness | | Residential facility for persons with disabilities | | | | | | Active |
| Eastern Cape | Sarah Baartman | Aberdeen Service Office | Aberdeen Older Persons Service Centre | Government Funded NPO | | Ms. C Fwyers | | 0498460002 | | | Active |
| Eastern Cape | Sarah Baartman | Aberdeen Service Office | Aberdeen Victim Support Centre | Government Funded NPO | | Thembeka Mkoko | | 0498460002 | | | Active |
| Eastern Cape | Sarah Baartman | Sarah Baartman District Office | Abethu Valencia Service Centre | Government Funded NPO | | K Mongo | 0422307100 | | | Addo | Active |
| Eastern Cape | Sarah Baartman | Aberdeen Service Office | ACVV Aberdeen Aalwyn Hof Old Age Home | Government Funded NPO | | Rene Jongkind | 0832328331 | | | | Active |
| Eastern Cape | Anamthole | Adelaide Service | ACVV Adelaide | Government Funded NPO | | A Loots | | | 0466840226 | 24 Church Street, Adelaide | Active |

□ Indicator Report

To view the Indicator Report, click on the report link below.

The screenshot shows a web-based reporting system titled "Electronic Monitoring and Evaluation". The top navigation bar includes the South African Social Development logo and a "LOGOUT" link. The main content area displays a list of report types under a "Reports" tab. The reports listed are: Report Name (NPO/Facility register), Electronic Template Report, User Summary Report National, User Summary Report Provincial, Tree Maintenance Report, and Indicator Report. The "Indicator Report" link is highlighted with a red box.

Screen below will display

The screenshot shows a search form for the Indicator Report. The form includes dropdown menus for "Tree" (with placeholder "<Select a Value>"), "Level 1:" (with placeholder "Indicators"), "Level 2:" (with placeholder "Level 3:"), "Year" (with placeholder "<Select a Value>"), "Month" (with placeholder "Month"), "LocationType" (with placeholder "Province"), "Province" (with placeholder "Facility"), and "View" (with placeholder "Service Point"). A "View Report" button is located at the top right of the form area.

Note: The user is able to view data at National or Provincial level

At national level the user will select the branch from the level 1 dropdown, select the chief directorate from the level 2 dropdown and select the directorate from level 3 dropdown.

Should the user select provincial level, the user will select the programme from the Level 1 dropdown and select the subprogramme from the level 2 dropdown. The level 3 dropdown will not be applicable. Note: multiple branches, chief directorates and directorates may be selected (for the National Tree selection) and multiples programmes, sub-programmes may be selected (for the Provincial Tree selection)

The below screen displays selections at Provincial level, programme(s), sub-programme(s), indicator(s), year, month, location type. Note that since the location type is at provincial level, all districts, service points and facilities will be selected by default. The user must then select the view type. The data can be displayed by total value, by location, by disaggregation or all. The user must generate the filtered data by clicking on view report.

Note: multiple provinces, districts and service points may be selected at the same time.

| | | | | | | | | |
|---------------------|-----------------------------------|-----------------|----------------------------------|----------------------|---------------------------------|-----------------|-----|--------------------|
| Tree | Provincial Government Tree | Level 1: | N/A,Programme 1: Administration, | Level 2: | N/A,Sub-Programme 1.2: Corporat | Level 3: | N/A | View Report |
| Indicators | Indicator 1-Number of households | | | | | | | |
| Year | 2022 | Month | Sept | | | | | |
| LocationType | Province | | | | | | | |
| Province | Eastern Cape,Free State,Gauteng,K | District | All | Service Point | All | | | |
| Facility | All | | | | | | | |
| View | Totals,Location,Disaggregation | | | | | | | |

Note that there are 4 types of indicators which are **whole number**, **percentage**, **ratio**, and **rand value**.

1. Whole Number Indicator

Whole number indicators report will appear in the following format.

The screenshot shows a web-based report titled "Indicator Report" for the Department of Social Development, Republic of South Africa. The report details the following parameters:

- Reporting Period: Sept 2022
- Display: Totals, Location, Disaggregation
- Province: Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, North West, Western Cape
- Service Point: All
- District: All
- Facility: All

The report section "Programme 2: Social Welfare Services" includes a sub-programme "Sub-Programme 2.4: HIV/AIDS" and a frequency "Frequency: Monthly". The indicator "Indicator 672 - Number of beneficiaries served by Community Care Centers (CCCs)" is listed. A table provides data for the Eastern Cape location:

| Location | Total | 0 to 18 | 19 to 35 | 36 to 59 | 60+ | D | F | M | Beneficiaries Served by CCCs |
|--------------|-------|---------|----------|----------|--------|-------|--------|--------|------------------------------|
| Eastern Cape | 980 | 300.00 | 600.00 | 100.00 | 112.00 | 60.00 | 145.00 | 387.00 | 900.00 |

Note: User may use report functionality (export, print and navigate to next pages) as demonstrated in section 5.1.3 above

2. Percentage Indicator

Percentage indicators report will appear in the following format.

The screenshot shows a web-based report titled "Indicator Report" for the Department of Social Development, Republic of South Africa. The report details the following parameters:

- Reporting Period: Sept 2022
- Display: Totals, Location, Disaggregation
- Province: Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, North West, Western Cape
- Service Point: All
- District: All
- Facility: All

The report section "Programme 5: Development and Research" includes a sub-programme "Sub-Programme 5.3: Institutional Capacity Building and Support for NPOs" and a frequency "Frequency: Monthly". The indicator "Indicator 124 - Percentage expenditure against provincial budget allocated for NPOs" is listed. A table provides data for three provinces:

| Location | Total | Actual Amount Transferred | Total Budget Allocation NPO | Percentage Expenditure |
|---------------|-------|---------------------------|-----------------------------|------------------------|
| Gauteng | 68 % | 546000.00 | 800000.00 | 68.25 |
| Northern Cape | 37 % | 365222.00 | 1000000.00 | 36.52 |
| Western Cape | 44 % | 40.00 | 90.00 | 44.44 |

Note: User may use report functionality (export, print and navigate to next pages) as demonstrated in section 5.1.3 above

3. Ratio Indicator

Ratio indicators report will appear in the following format.

The screenshot shows a report titled "Indicator Report" for the "social development" department. The reporting period is Sept 2022, and the display is set to Totals, Location, Disaggregation. The Province selected is Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, North West, and Western Cape. The Service Point is set to All. The District and Facility are also set to All. The report displays data for "Programme 2: Social Welfare Services" under "Sub-Programme 2.2: Services to Older persons". The frequency is listed as Annually, and the indicator is "Indicator 552 - Ratio of care givers to older persons in residential facilities". A table provides the ratio of care givers to older persons across three provinces: Eastern Cape (1:2), KwaZulu-Natal (1:2), and Northern Cape (1:3).

| Location | Total | Government Funded NPO | Government Facility | X: Number Of Care Givers | Y: Number Of Older Persons | Ratio Of Care Givers |
|---------------|-------|-----------------------|---------------------|--------------------------|----------------------------|----------------------|
| Eastern Cape | | | | 0.00 | 0.00 | 0.00 |
| KwaZulu-Natal | 1:2 | | 1.00 | 50.00 | 100.00 | 0.50 |
| Northern Cape | 1:3 | | 1.00 | 5.00 | 15.00 | 0.33 |

Note: User may use report functionality (export, print and navigate to next pages) as demonstrated in section 5.1.3 above

4. Rand Value Indicator

Rand Value indicators report will appear in the following format.

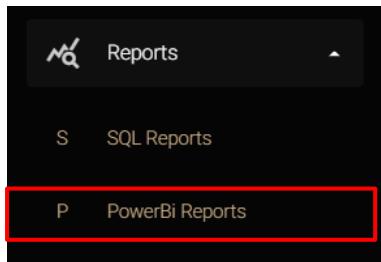
The screenshot shows a report titled "Indicator Report" for the "social development" department. The reporting period is Sept 2022, and the display is set to Totals, Location, Disaggregation. The Province selected is Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, North West, and Western Cape. The Service Point is set to All. The District and Facility are also set to All. The report displays data for "Programme 1: Administration" under "Sub-Programme 1.2: Corporate Management Services". The frequency is listed as Annually, and the indicator is "Indicator 134 - Rand value of the budget allocated to provincial gender mainstreaming units". A table provides the total rand value for three provinces: Eastern Cape (R 0.00), Gauteng (R 1884000.00), and Northern Cape (R 1400000.00).

| Location | Total Assets Rand Value | Compensation Rand Value | Operational Rand Value | Total Rand Value |
|---------------|-------------------------|-------------------------|------------------------|------------------|
| Eastern Cape | R 0.00 | 0.00 | 0.00 | 0.00 |
| Gauteng | R 1884000.00 | 1234000.00 | 400000.00 | 250000.00 |
| Northern Cape | R 1400000.00 | 600000.00 | 200000.00 | 1400000.00 |

Note: User may use report functionality (export, print and navigate to next pages) as demonstrated in section 5.1.3 above

5.2. PowerBI Reports

- Under 'Reports' menu, click 'Power BI Reports' link



- Screen below will display

A screenshot of a Microsoft Power BI report. The interface includes a left sidebar with navigation icons (three horizontal lines, magnifying glass, 'C'). The main area features a world map with labels for continents and oceans. Above the map, there is a header with fields for 'Chief Directorate', 'Directorate', 'Indicator', 'Service Point', and 'Timeline'. Below the map is a 'Timeline' section with a large empty box and a small 'Timeline' label. At the bottom of the main area is a table with two rows: 'Indicators' and 'Total'. The bottom of the screen shows the Microsoft Power BI logo, a page number '1 of 2', and zoom controls.

I. Indicator Page

1. Viewing Indicator Information (Single Indicator)

- Click on the below highlighted button to Open the Filter Pane.

Chief Directorate :
Directorate :
Indicator :
Service Point :
Timeline :

Timeline

Indicators Total

Total

Microsoft Power BI 1 of 2 75%

2. Once the highlighted button is clicked the user can select '**Province**' or '**National**' and all dropdowns to filter information to view at Provincial or National level.

National level dropdown options

National Province

Province, District All Service Point All

Chief Directorate All Directorate Indicators Timeline All All

Timeline

Indicators Total

Total

Microsoft Power BI 1 of 2 75%

Province level dropdown options

The screenshot shows a Microsoft Power BI dashboard with the following interface elements:

- Top Filter Bar:** Includes dropdowns for "Province, District" (set to "All"), "Service Point" (set to "All"), "Programme" (set to "All"), "SubProgramme" (set to "All"), "Indicators" (set to "All"), and "Timeline" (set to "All").
- World Map:** A map of the world with continents labeled: NORTH AMERICA, EUROPE, ASIA, AFRICA, SOUTH AMERICA, and AUSTRALIA.
- Indicator Selection:** A table titled "Indicators" showing "Total" selected.
- Timeline:** A bar chart titled "Timeline" showing data for April 2022, March 2022, Feb 2022, and Jan 2022. The Y-axis is labeled "Sum of Value/Num".
- Bottom Navigation:** Includes a "Microsoft Power BI" logo, a "1 of 2" page indicator, and zoom controls.

3. On the above screen, use the dropdowns to select the desired parameters.
4. Once the user selects all parameters, the dashboard will show information depending on the selected indicators, as on screen below

The screenshot shows a Microsoft Power BI dashboard with the following details:

Header Information:

- Programme : Children and Families
- SubProgramme : Child and Youth Care Centres
- Indicator : Indicator 405-Number of children who have been placed in temporary safe care
- Service Point :
- Timeline :

Indicator Data:

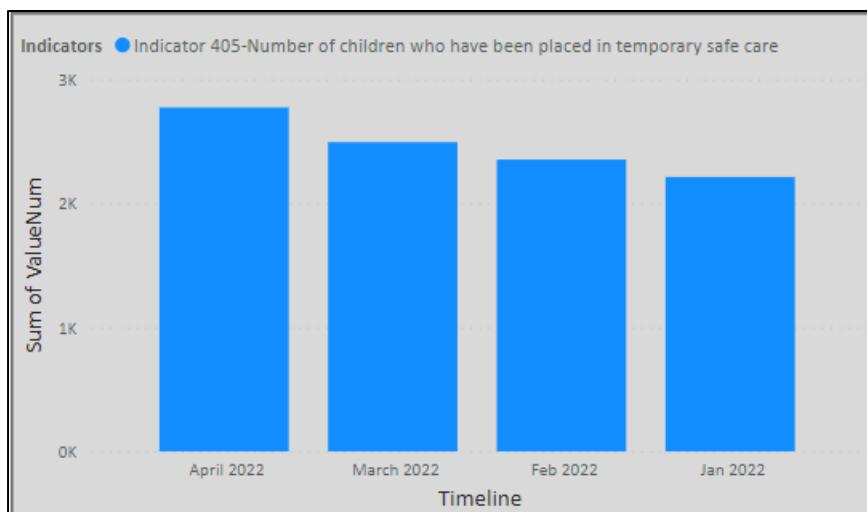
| Indicators | EC | Total |
|--|-------------|-------------|
| Indicator 405-Number of children who have been placed in temporary safe care | 9828 | 9828 |
| total | 9828 | 9828 |

Map: A map of South Africa and surrounding regions (Lesotho, Eswatini, Mozambique) showing data points. Labels include Mafeteng, Mohale's Hoek, Port Elizabeth, Durban, and Johannesburg.

Bottom Navigation: Includes a "Microsoft Power BI" logo, a "1 of 2" page indicator, and zoom controls.

❖ Indicator Timeline

The indicator chart below shows information timelines in a bar graph per month for the selected indicator/s.



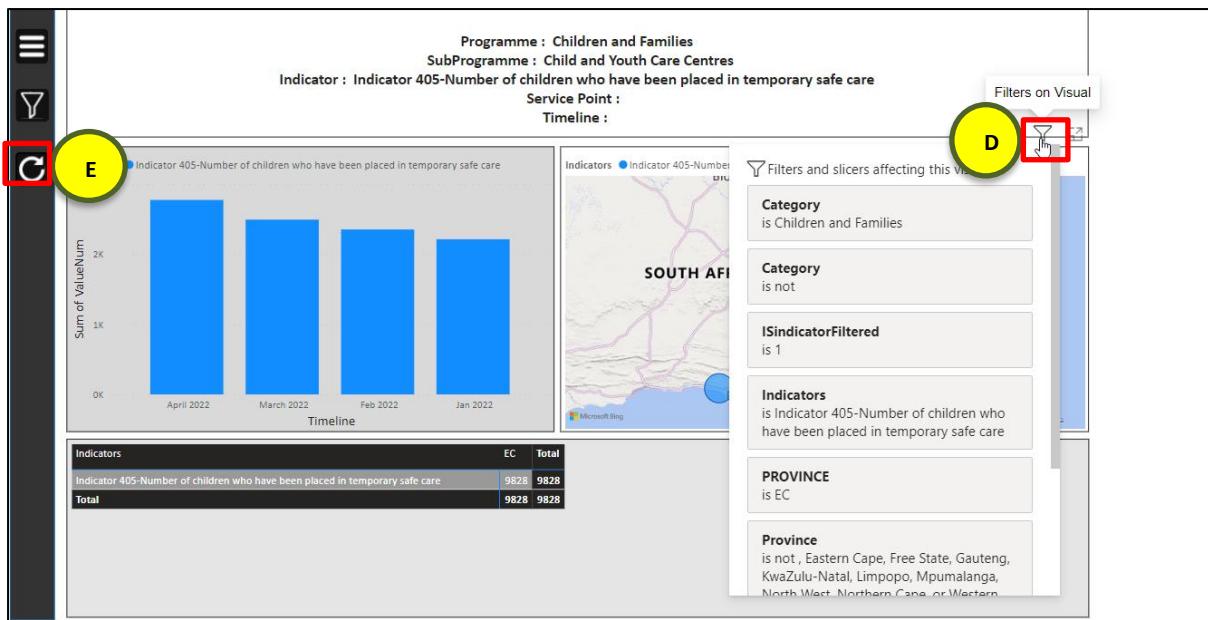
❖ Map Tools



A – Zoom in button

B – Zoom out button

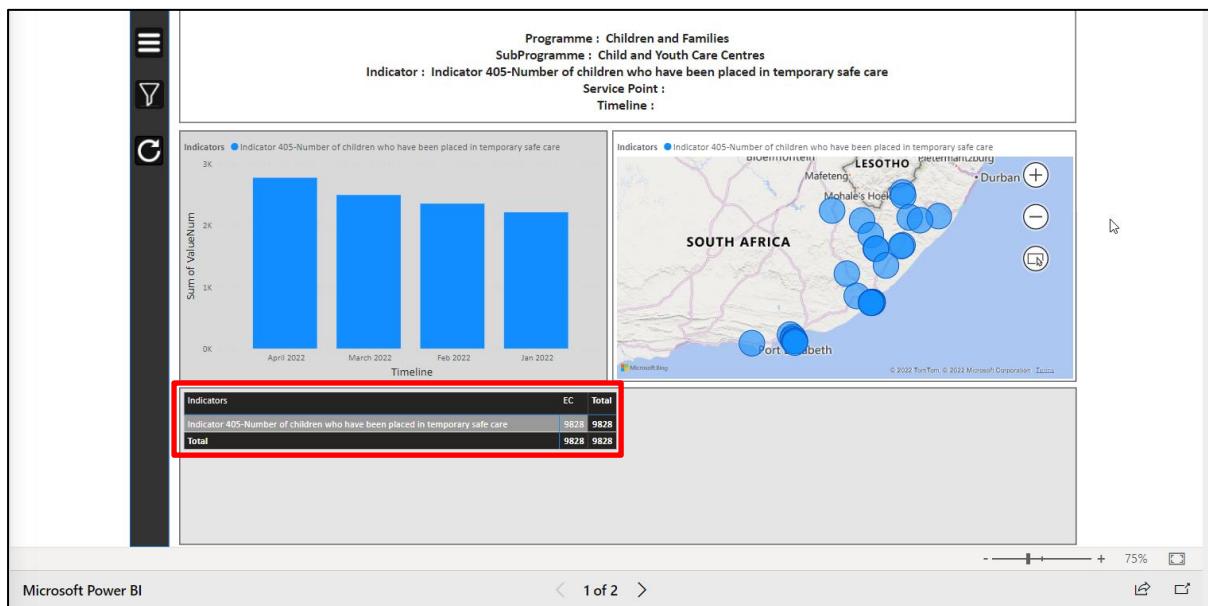
C – Use this to select a specific area on the map



D – This function displays information depending on the selected parameters

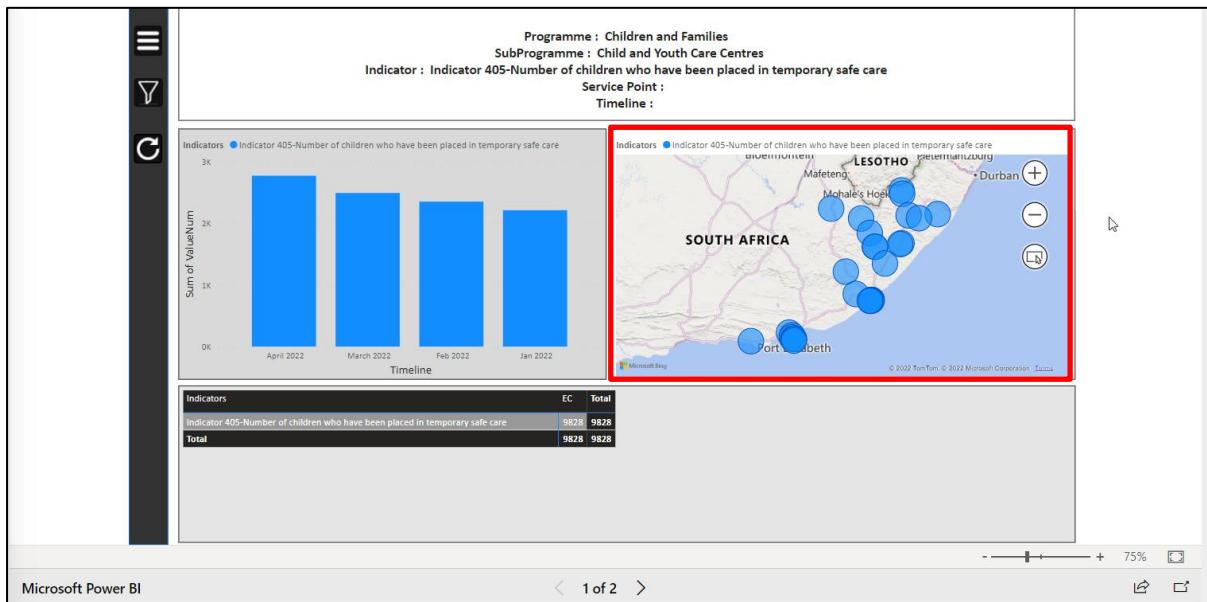
E – Use this to clear selections

Tabular values for the indicator and the selected Province with a Total.

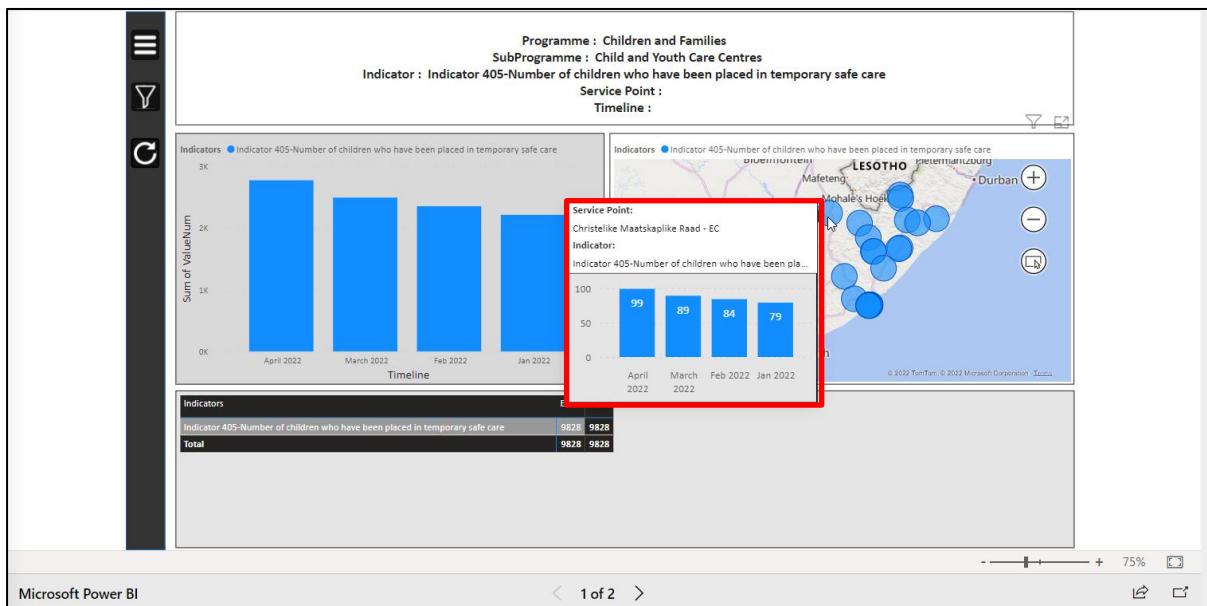


❖ Map view

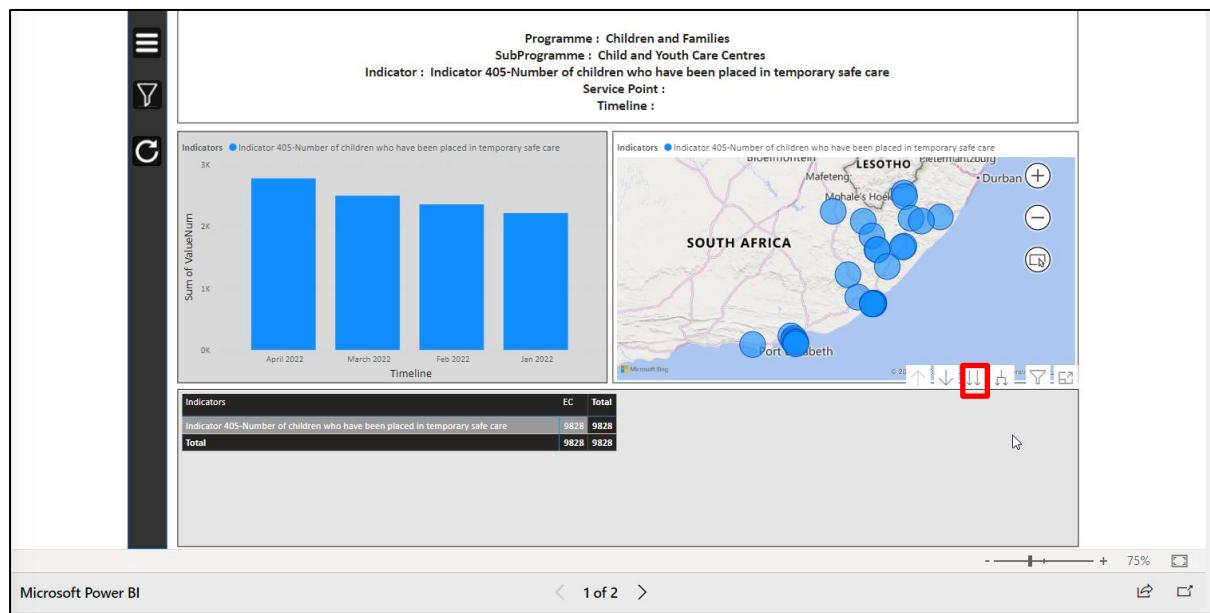
The blue dots are the different service points in the selected province(s).



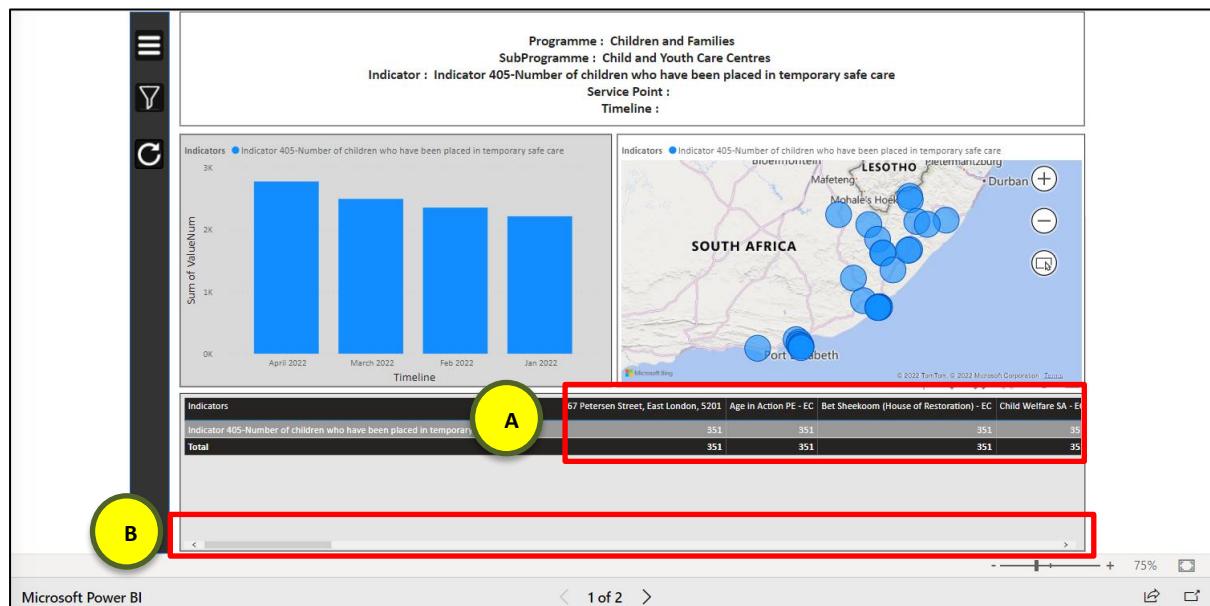
When hovering over a dot the values and information for the selected service point is displayed.



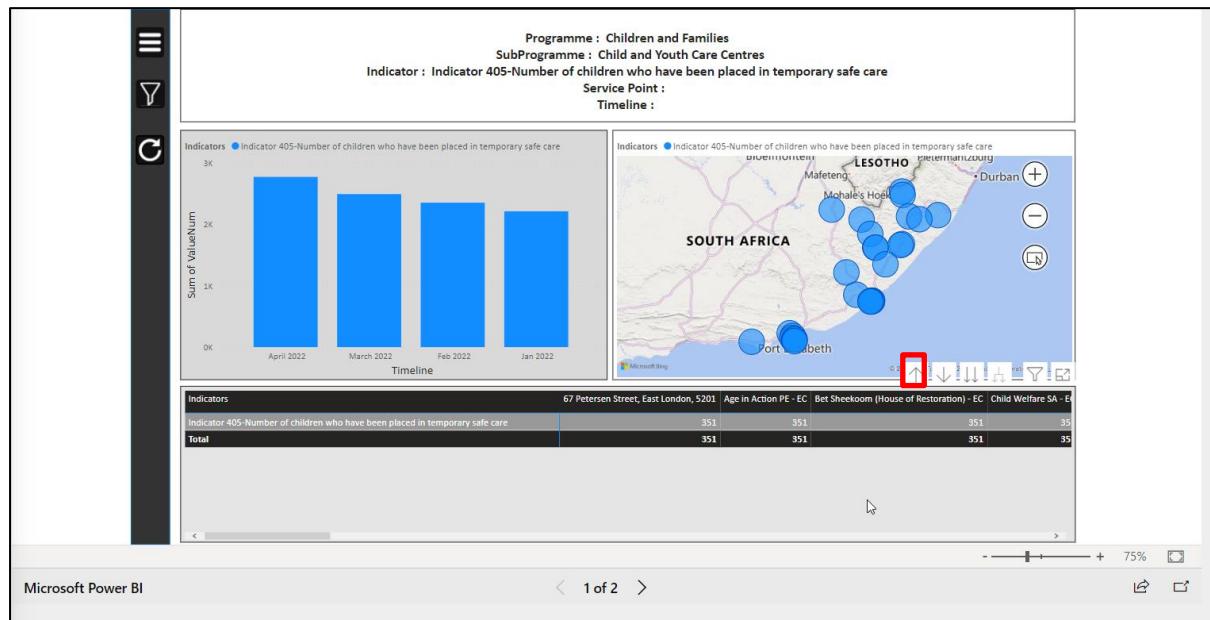
Go to next level hierarchy (drilling down to Service Points) by clicking on the highlighted button.



Once opening the next level hierarchy, it will be displayed as per below image. This shows a total value of each Service Point for the selected province and indicator/s 'A'. There is a scroll bar available to view all the Service Points for the selected province and indicator/s 'B'.

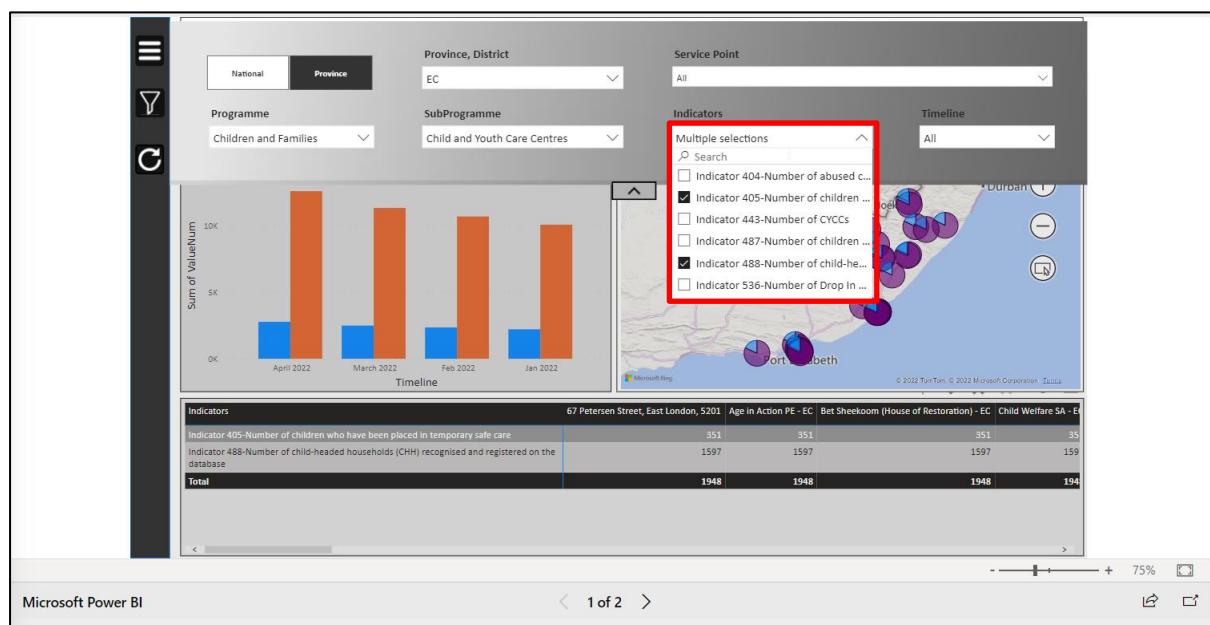


To collapse the hierarchy to display only the total for the selected Province and indicator/s, the user should click on the highlighted button. This is the ‘Drill Up’ button.

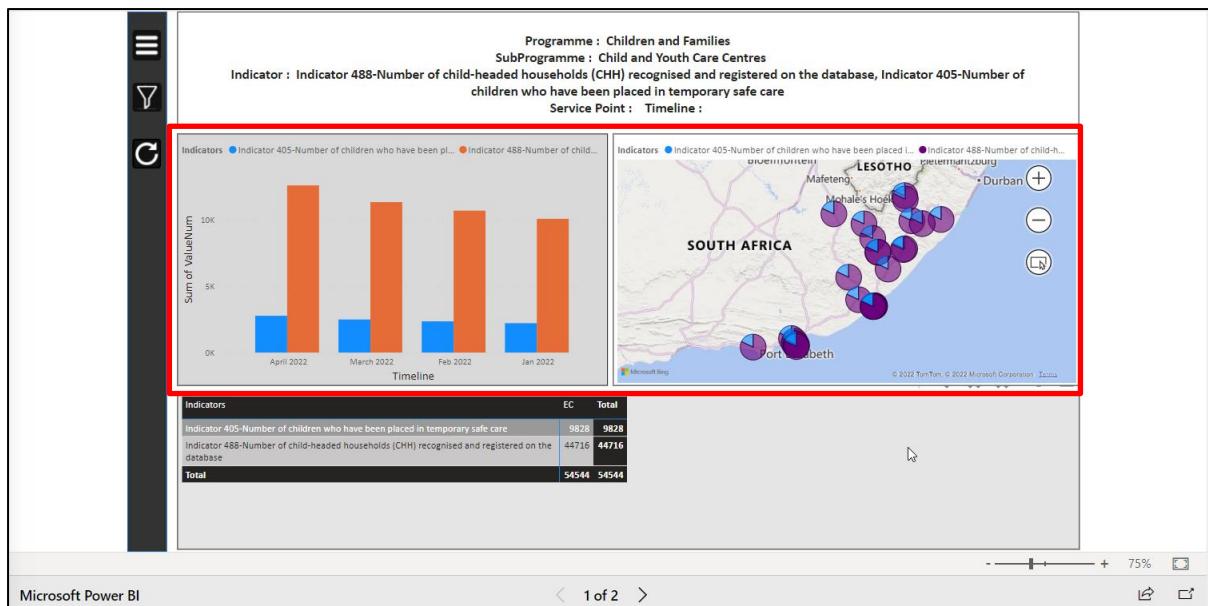


2. Viewing Indicator Information (Multiple Indicators)

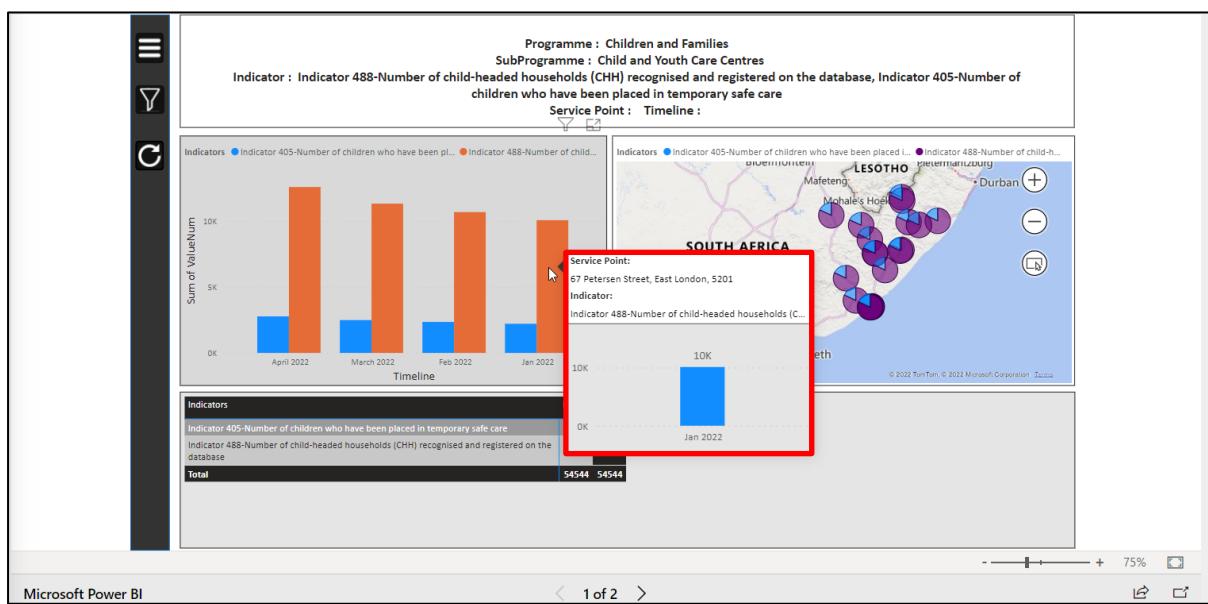
1. The user can select multiple indicators by clicking in the box next to each indicator.



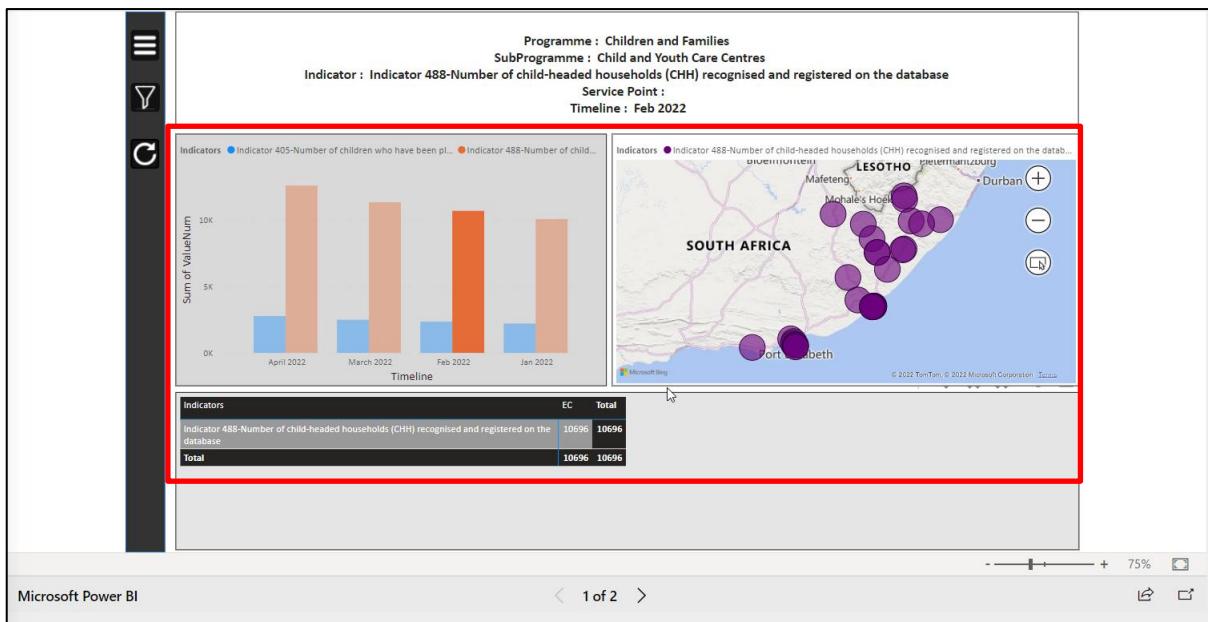
2. Once the indicators have been selected the graph and map will populate the data, as per image. Each indicator displays in a different colour. The selected indicators are also listed in the display.



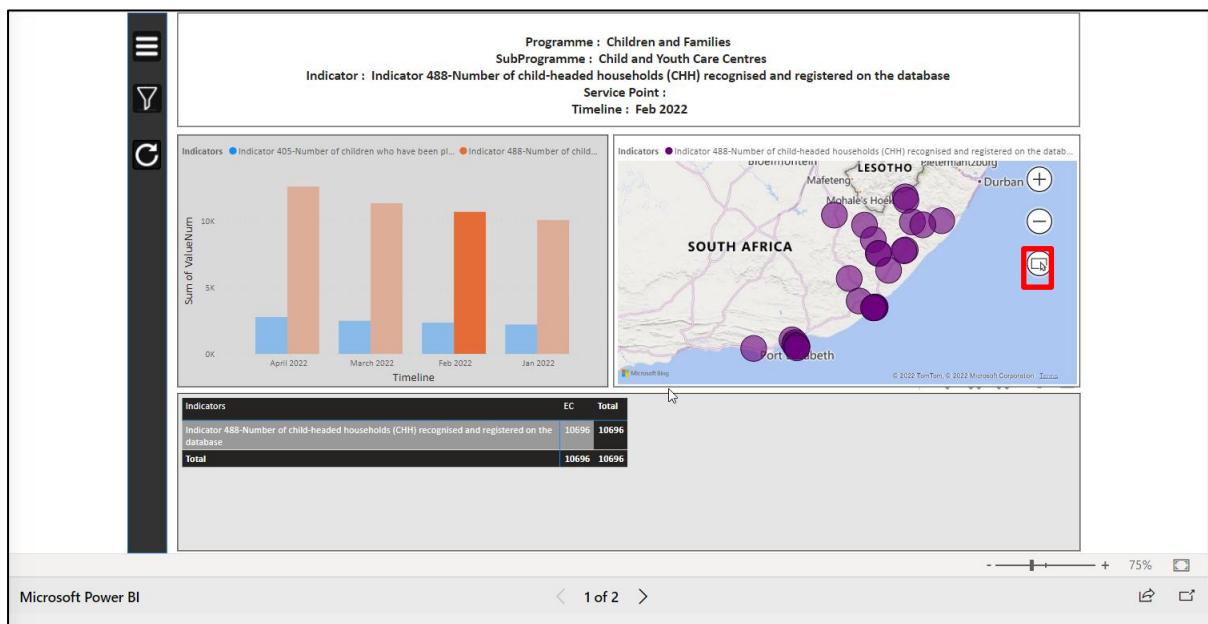
- The user can hover on the different indicator colours and the data will display for each month displaying the totals for each indicator.



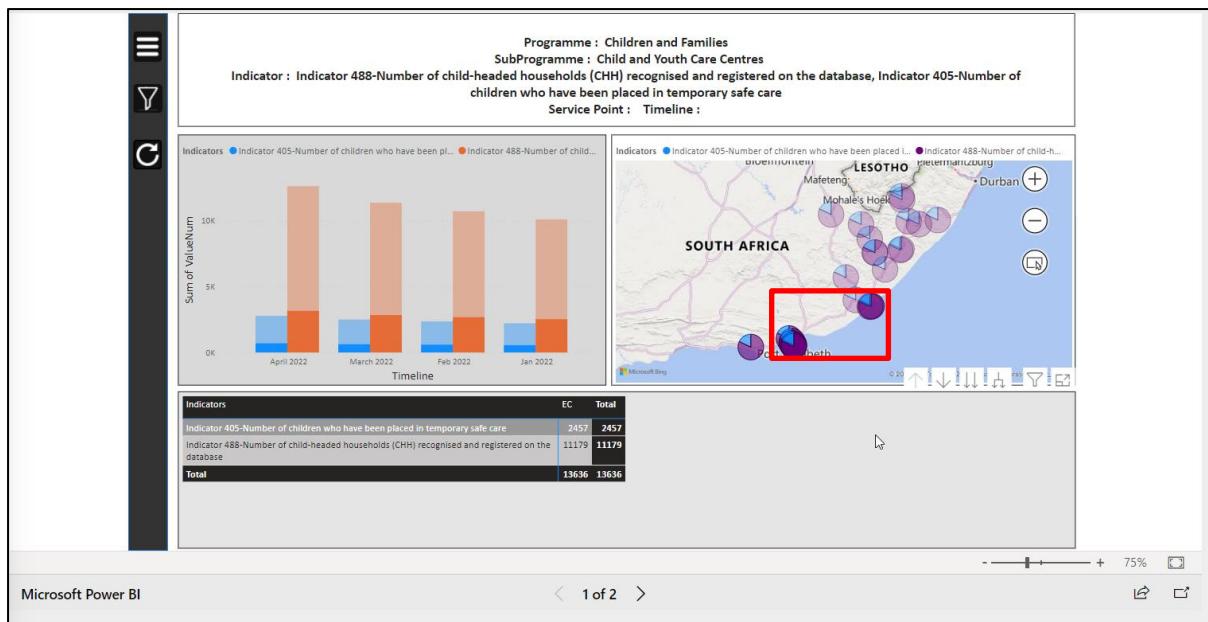
- The user can click on any of the months and the data will display according to the month selected.



5. The user can view a few of the service points at a time by selecting the highlighted tool on the map. This tool is called 'Rectangle Select'.

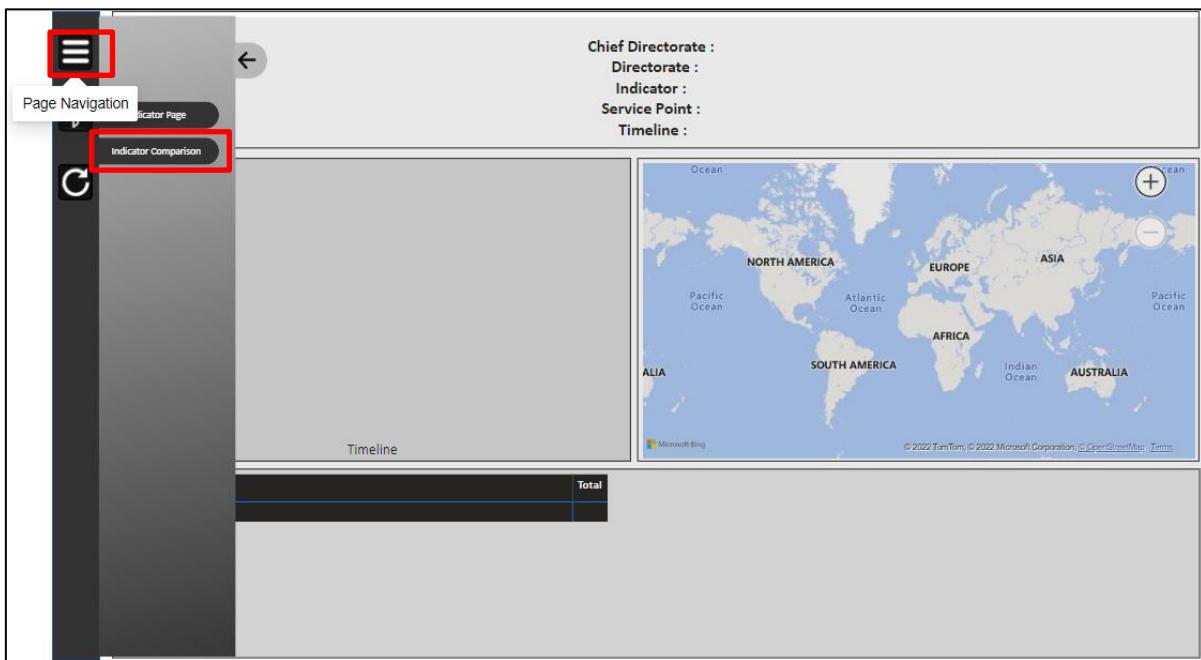


6. The data will display as per below. The selected 'Service Points' is highlighted; the darker shade is the selected 'Service Point'.



II. Indicator Comparison

1. Go to next page to view indicator comparison, or click on 'Page Navigation' icon highlighted below, then 'Indicator Comparison'

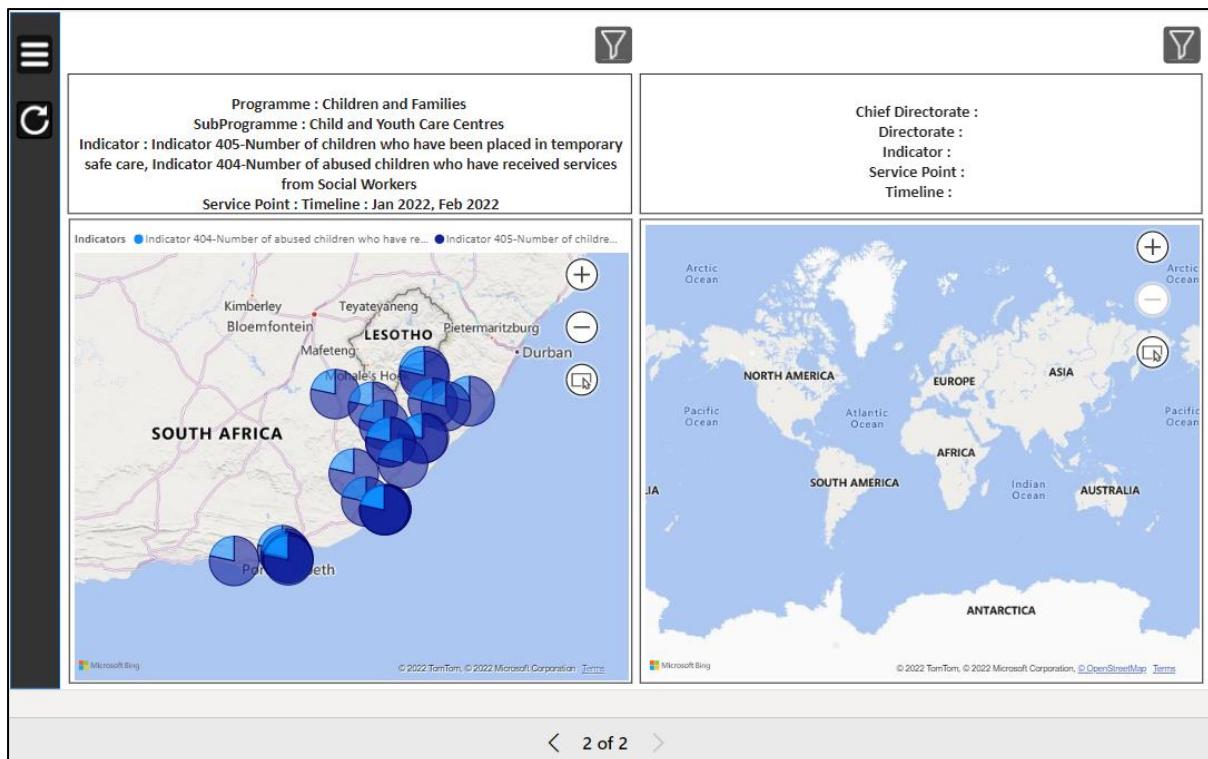


2. Screen below will display

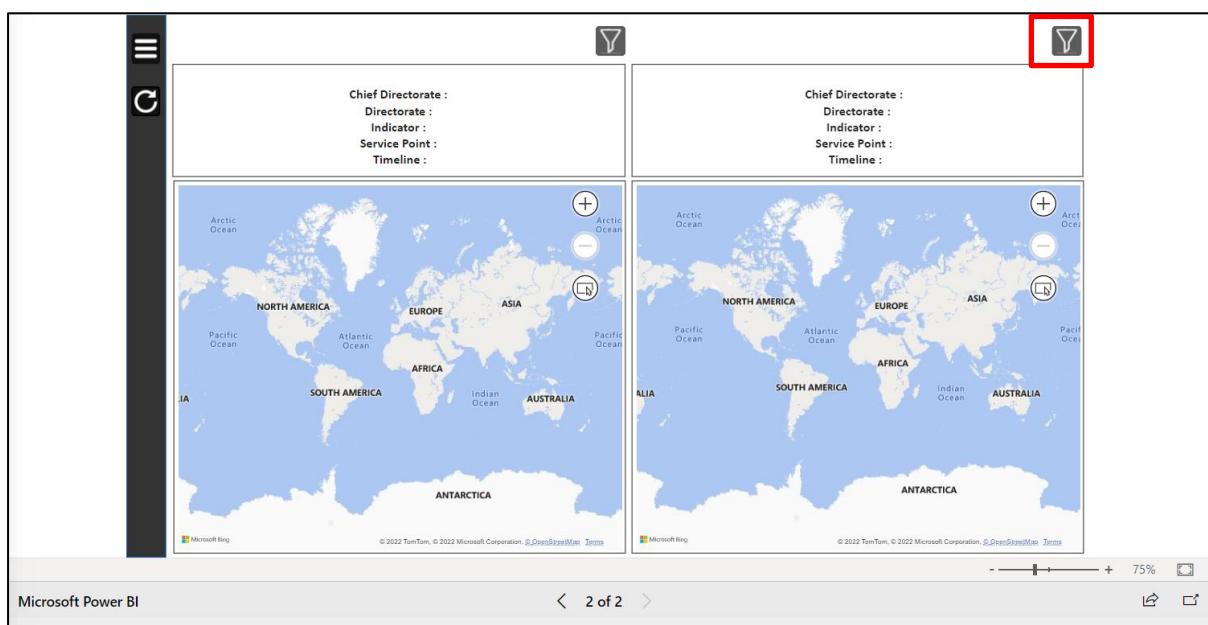
3. Click on the highlighted filter icon to choose from the dropdowns for **Pane 1**.

4. The highlighted dropdowns are available for the user to select in **Pane 1**.

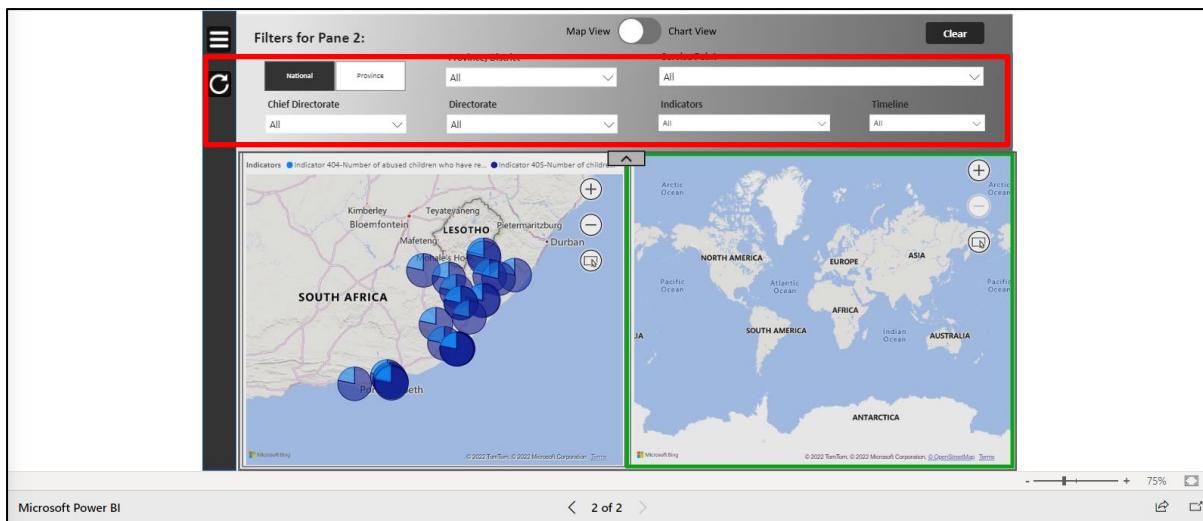
5. The user is able to use National or Provincial view
 6. Once selecting from the dropdowns on **Pane 1** the indicators will display on the map as per below.



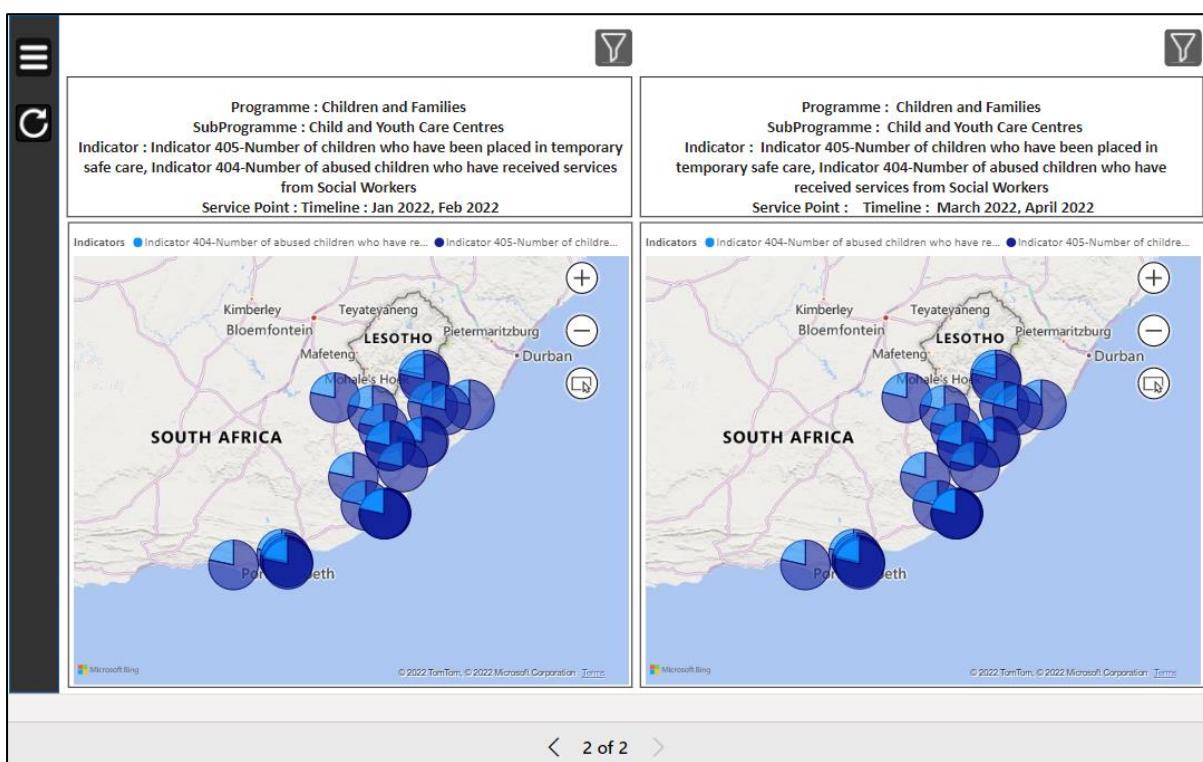
7. The user will then click on the filter icon below for **Pane 2**.



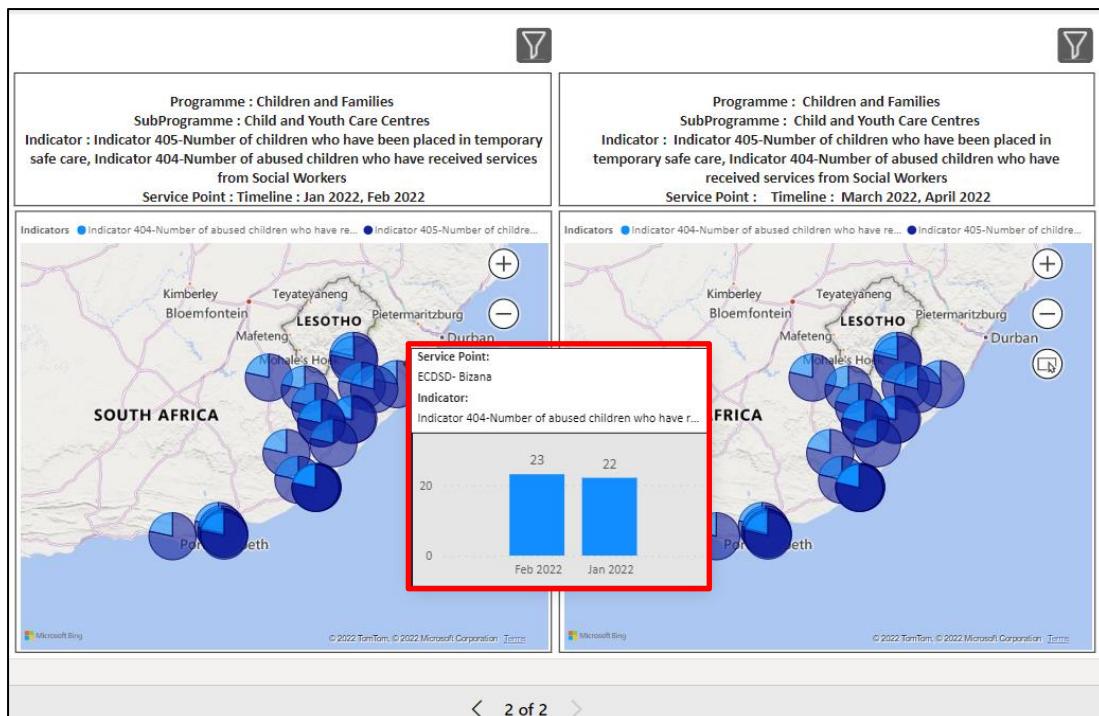
8. The highlighted dropdowns are available for the user to select in **Pane 2**.



The comparison of the selected indicators will be displayed as per below.



7. The user can hover on the different service point and the data will display for each selected indicator with the selected timelines as below.



< 2 of 2 >

Note: The user can use the comparison as follows:

- Choose the same indicator(s) and different Provinces
- Choose the same indicator(s) in same Province but different timelines (as per above example)
- Choose the same Province, different indicators in different service points

The comparison will be based on the selections made in each pane.

❖ Map View / Chart View

The user can toggle between Map View and Chart View using the highlighted icon.

Map View

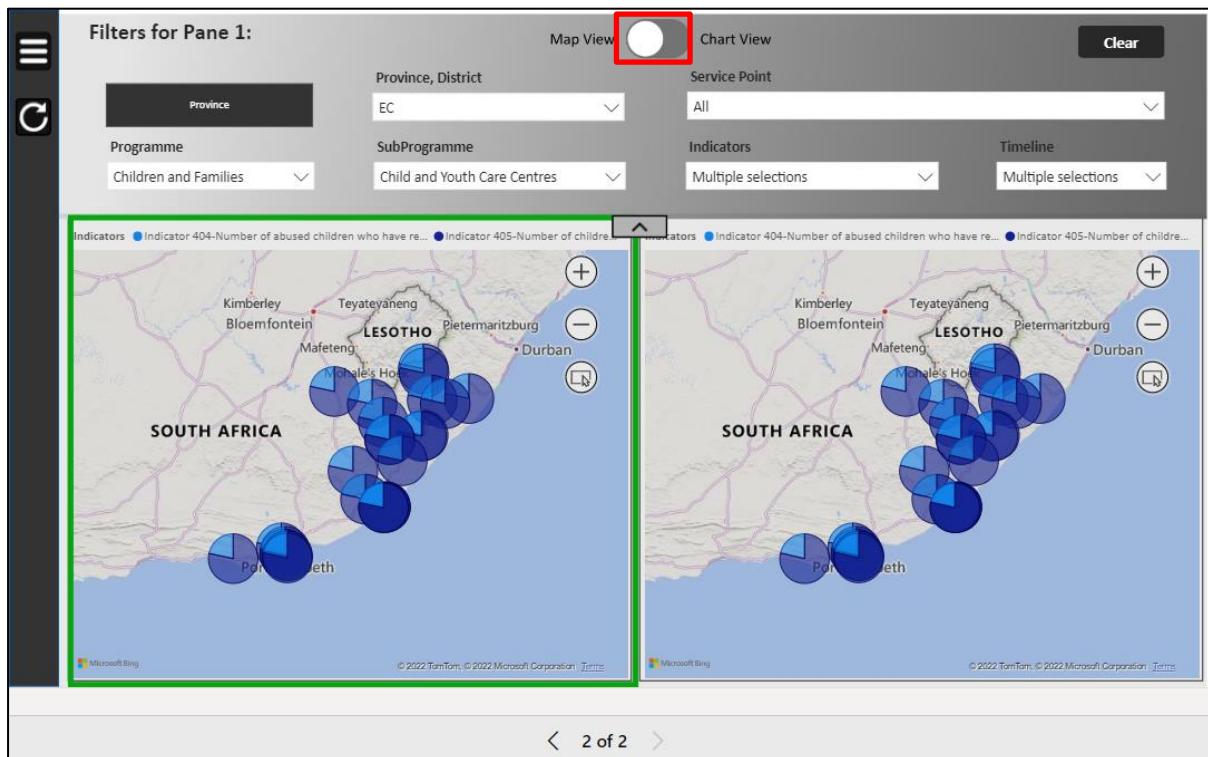
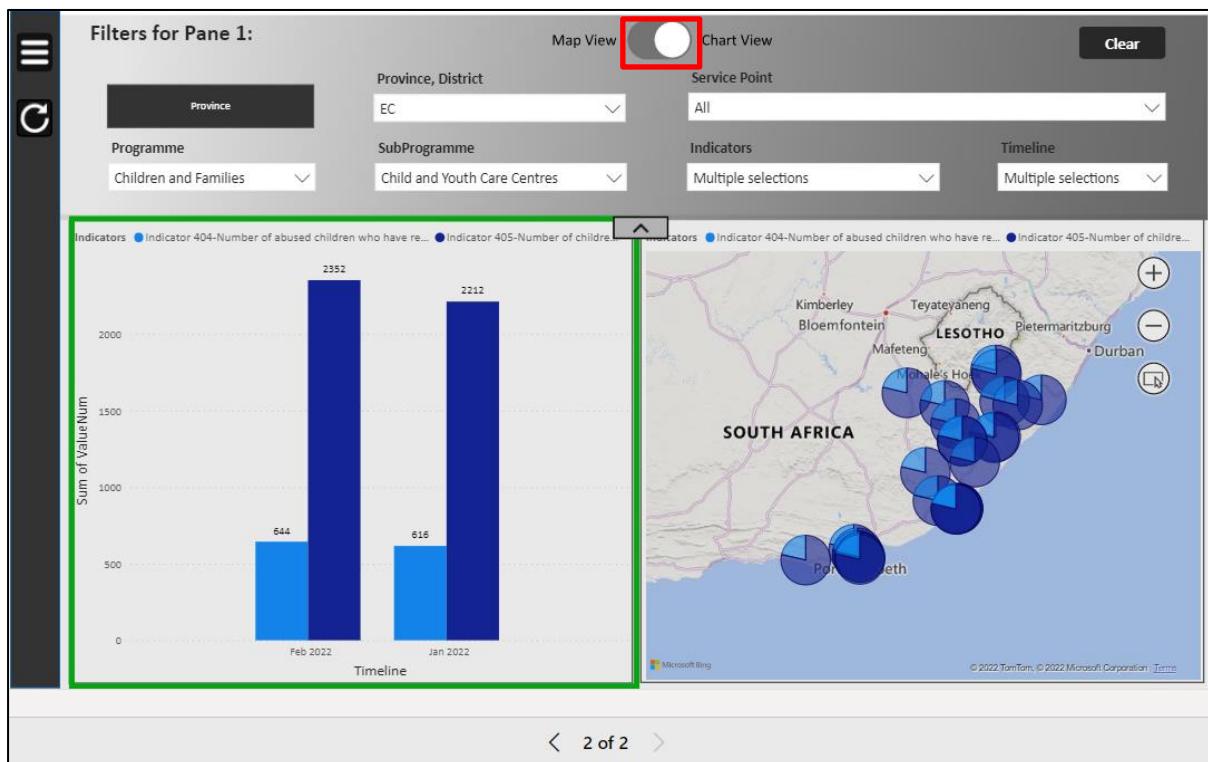
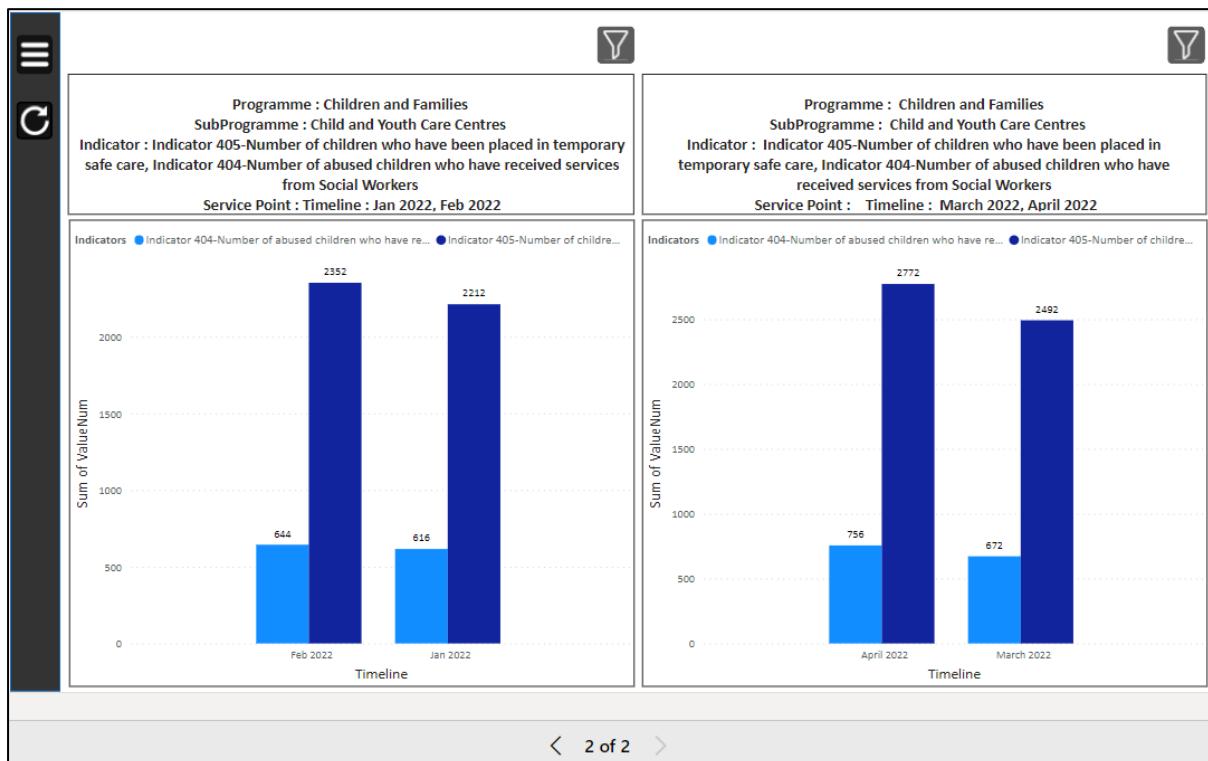


Chart View



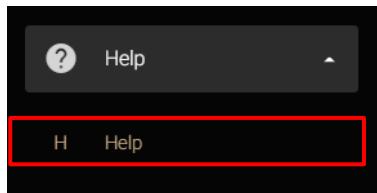
Screen below shows chart view on both panes



6. Help

The 'Help' function is available for users to view manuals and videos on how to use the M&E System

To access this function, click '**Help**' under **Help** menu as below



1. Screen below shall display

A screenshot of a 'Help' screen. On the left, there is a section titled 'Pdf Manuals' with three download buttons: 'Download Data Capturer User Manual', 'Download Data Verifier/Approver User Manual', and 'Download Oversight Viewer User Manual'. A red callout bubble points to these buttons with the text 'Click on buttons to download manuals'. On the right, there is a 'Videos' section with a video player showing a thumbnail for 'User Registration and Password Management'. Below it is another video player showing a thumbnail for 'DSD Dashboard'. Both video players have play bars at the bottom.

2. Go to a specific video to download and display full screen

A screenshot of a video player window titled 'DSD Dashboard'. The video player has a play bar at the bottom showing '0:00 / 4:32'. A red callout bubble points to the play button with the text 'Click to play the video'. Another red callout bubble points to the download icon in the video player controls with the text 'Click to download video'. A third red callout bubble points to the full-screen icon in the video player controls with the text 'Click to display full screen'.