

MONTHLY PROGRESS REPORT

DEPARTMENT: Department of Information and Communications Technology

DATE: 24/03/2023

This report is compiled collaboratively by the ICT Department comprising of:

- 1) IF Oliphant as an **ICT Manager**
- 2) A Sikhosana as an **ICT Officer**
- 3) M Langa as an **ICT System Administrator**
- 4) CS Theledi as an **Intern**

Disclaimer: Please note that this report we are preparing will solely focus on our tasks as well as their progression. As such it will not include any information regarding the meeting undertaken and their respective details.

Furthermore – this report shall be confined to internal project only, as the inclusion of external ones would unduly lengthen this report.

Additional Note: May we please be allowed to express our gratitude for the news of our colleague's – (Ms Langa) recovery. We are thrilled to hear that she is doing well and will soon be re-joining our team.

We would like to take this opportunity to acknowledge the valuable and immeasurable contributions that she brings to our team. Her skills and expertise have been instrumental in driving our success, and her absence was felt deeply within the team. We are grateful to have her back with us, and we are confident that she will hit the ground running as soon as she returns.

We are inordinately amped to have her back on the team.

Lastly, We are delighted to welcome Ms CS Theledi on our team, as her contributions as an Intern have already proven invaluable. With her talents and skills we have no doubt that with further nurturing and cultivation, she will continue to excel and make a significant impact in our department and the organisation at large.

1. SCOPE OF WORK

Forek Institute of Technology

We specialize in the following areas within the realm of ICT, which forms the primary scope of our work.

- System Analysis and Design
- Network Infrastructure, Maintenance and Setup
- Configuration of LAN Devices and setup
- Relational Database Management and the configuration thereof
- Gathering and understand business requirements to set functional specifications
- Design, code, test, debug and document software according to the functional requirements
- Business Digitization
- Analysis and design for internal systems (Functional and Non-Functional Requirements)
- Guide and supervise my adjutant-co-workers.
- Website Development & Design (Inclusive of Upgrade & Maintenance)
- App Development (Hybrid & Cross-Platform)
- Content-Curation for Social-Media Platforms
- Front-End Development

Additional Responsibilities

- Graphics Design [Posters, Flyers, Adverts for marketing]
- Student Stipends Payment
- Payments of online add-ons.
- 1st Line support of Forek Systems
- Managing and Monitoring of Network IP Conflict for all electronic accessories and add-ons.
- Continuous and standard protocol to facilitate communication with newly onboarded employee personnels by generating email accounts on our proprietary domain.
- Posting marketing-related content on our social media.
- Managing of ZKTeco Biometrics System for the gate
- Ensuring that all staff and students are registered with our biometrics system for entrance to the premises at certain times.
- Removing obsolete records from the gate – prohibiting them from entering the premises.
- Visitor Cards production and monitoring.

2. SCOPE OF WORK

Victor Khanye Local Municipality

Our scope at the municipality in essence boils down to:

- Leading a team of 5 IT Personnel
- Model and accordingly address bottlenecks in municipal's manual operations
- Propose viable and pragmatic digital solutions – to expedite municipal operations.
- Develop contingency-plans for possible network and infrastructural failure
- Data Recovery and Data Backup
- Modification, Modernization of municipal websites without the compromising of municipal data (Data Integrity)
- ICT Policy and Analytics as well as the adherence thereof
- CCNA Cybersecurity implementation plan
- Gradually instituting and introducing of Web Application Systems (Helpdesk Management System & Consumer Satisfaction System)

3. Task / Projects

Soccer Games Management System (Complete)

- Due to the sizeable and scaling nature of projects – this project transcended to the new year. We had to work on Server Scalability and deployment related issues. The production of different SQL reporting mechanisms for the relevant parties.
- Microsoft Azure Platform

Graphics Design

- The resumption of posters and the need thereof saw us reeling in on the exact day of opening. This was a continuation of unfinished posters from last year. Ever since then – It has become almost impractical to quantify the number of posters per the deliverable-quota we worked on, simply due to the continuous need thereof. In line with the overall quadruple-aggression strategy and implementation plan – its almost apparent that we'll be working quite a lot on these. This has become the cornerstone of marketing – hence we are constantly fine-tuning our acumen to produce even more aesthetically-pleasing and prepossessing flyers.

Xneelo Management

- This platform enables and disables the following:
 - The creation of company-domain emails for new employees
 - The possible removal of such users should the need arise
 - The maintenance or the creation of website(s).



U-17 Tournament

- Forek has taken an initiative to sponsor the U-17 league this year, before this was actioned – it had to be packaged accordingly. The Department was quite instrumental in the Graphical User Interface, Letterhead, Awareness Posters and Digital Signages of this project. It's our projection that this project will still need a lot of marketing-injection, therefore we are armoured to deliver accordingly.

We modelled the following designs, which were subsequently approved:



Victor Khanye Local Municipality

- This year – as mandated by the CEO, we had to work on revamping our ICT Team at the above-mentioned municipality. This plea was instituted by the degrading quality of the services offered. This new strategic and innovative-plan resulted in Mr IF Oliphant being introduced as the Team-Lead.

Part of the scope of the team-lead will be to, *inter-alia*:

- Restructure the team in accordance with initial Scope Allocation Plan
- Bringing in viable and innovative solutions to the benefit of the municipality
- Implementing approved systems
- Recruiting new team-members
- Reporting and attending to detrimental incongruities

Projects

On exactly the 24th February 2023 the CEO forwarded the following:

Good Day Mr Chinyuke;

I hope this email finds you well

Kindly note the following matters which have not yet been finalized by FOREK, and kindly provide urgent feedback:

1. Forek was expected to deliver desktop computers for help desk operations by 24/03/2023.
2. Forek needed to finalize the helpdesk ticketing systems by 31/02/2023.
3. Forek was supposed to submit specifications for the procurement of an Access Point at the Municipal Council Chamber by 31/03/2023.
4. Forek was expected to update/upgrade the municipal website by 31/02/2023.

Further note that the above matters emanate from the monthly report developed and submitted by Mr Thokmozani Ngwenyama (FOREK - Project Manager).

It will be appreciated if you could respond before close of business on 28 Feb 2023 by providing an action plan with due dates.

Kind Regards

Muzi Duma
Manager: Strategic Support

After perusing the email, I have then elected to undertake the most arduous task (**Helpdesk & Ticketing System**) of the four in order to provide assistance. Furthermore, I'm contemplating assuming another responsibility as delineated in the email once I have successfully concluded the current system.

Project Progress:

We anticipate the completion of the project within the forthcoming two weeks, as per our commitment, and without any unforeseeable obstacles.

Please refer to Annexure A1 to see a pictorial representation of how we have designed the VKLM Helpdesk and Ticketing System as well as the progress so far



e-POE System

- At the heart of what we do as a department is Business Digitization. We are supremely proud of the fact that we have delivered our first big project for the year. Our e-POE is a result of collaborative work and has seen it's live production over just a week ago. This POE as it stands is able to:
 - ✓ Upload Learner Documents (ID, CV, Guardian ID, Qualifications)
 - ✓ Upload Training Documents (Timetable, Learner Contracts, Enrolment Forms)
 - ✓ Upload Learner Assessments (Formative, Summative & Practical)
 - ✓ Upload Learning Material (Memorandums, eBooks, Past Question Papers)
 - ✓ Upload Learner Progress Reports
 - ✓ Upload Learner Financial Statements
 - ✓ Upload Learner Gallery (Simulation/Evidence)
 - ✓ Manage Reports (Instructor Weekly, Monthly Annual Report)

New Features

- **Managing of Lesson-Plans**

Lesson Plans are administrated in the following sequence:

- 1) Facilitators add or upload a lesson plan
- 2) Training manager gets an alert of the plan. The plan has a corresponding ref number.
- 3) Upon going through the lesson-plan, the Training Manager either approves or rejects the Lesson-Plan.
- 4) An update is sent to the facilitator should the LP be rejected detailing why as well as the remedial action.

- **Notifications**

- 1) Students gets notified on Progress Report upload

Please refer to Annexure A2 to see a pictorial representation of how we have designed the e-POE system and the latest developments & changes

4. ACHIEVEMENTS

- Our biggest success is attributed to our inclination to work beyond normal work hours. If we stuck to our normal working, we would not have achieved anything fundamentally significant.

5. CHALLENGES

- Miss Langa's absence truly exposed us in many facets of what we do. She is an instrumental and an indispensable component of the department, without her we've been suffering immensely.
- CCTV still not operational
- Biometrics for one gate is malfunctioning.

6. RECOMMENDATIONS

- If possible, may we give our dysfunctional CCTV Cameras apex-priority.

7. CONCLUSION

- N/A
-

COMPILER: ICT Department