



Mu'asherat Phase I SLA Delegation Scope of Work

Acceptance of Scope of Work:

Si.No.	Organization	Name	Date	Signature
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In Scope:

Req#	Functional Scope	Mitigation
CR Development & Execution		
1	Brief Scope description	<ul style="list-style-type: none"> Our scope is to develop 2 -3 web pages (dependent on the design from DEWA DX Team) with the following features: <ul style="list-style-type: none"> User delegation page <ul style="list-style-type: none"> User list with search option. KPI listing based on the user selection with search option Delegation popup (Permanent or Temporary) Delegation tracking page for admin <ul style="list-style-type: none"> Tracking the activities of Delegation page. Search with filter features. Export excels.
2	HTML design	<p>Convert the Design provided by DEWA to HTML Pages (2 pages) for user delegation page (Design to be provided by DEWA)</p> <p>Provide an interface where users can select the delegate user and KPIs to delegate into another user by permanent/ temporary</p>

		Implement date picker functionality in the temporary delegation UI.
3	Delegation page creation	<p>To provide navigation in delegation page and creation of</p> <p>add User grid list, KPI grid list</p> <p>Add a calendar-based or simple date selection interface in the delegation model for temporary delegation</p>
4	User list with search option	<p>To develop a user list that displays all users from SLA Portal and allows efficient searching, filtering and sorting.</p> <p>Display a paginated or scrollable user list</p> <p>Include user information like user code, username, display name, user type, email, user group</p> <p>Provide a search input box that allows users to search for a specific user by name or email</p>
5	Fetch KPIs	To develop that functionality that retrieves specific delegated KPIs from already existing database based on user selection
6	List out KPIs with search option	<p>To develop KPIs list that displays all KPIs and allows efficient searching, filtering and sorting.</p> <p>Display a paginated or scrollable user list</p> <p>Include KPI information like KPI code, KPI name, role type, period, owner name</p> <p>Provide a search input box that allows users to search for a specific user by KPI name or KPI code</p>
7	Multi-select option for delegation	<p>Add checkboxes beside each item in a list to allow users to select multiple items.</p> <p>Provide a "Select All" checkbox at the top of the list to allow users to select or deselect all items in the current view or filtered results.</p>

		Allow the user to perform delegation actions on the selected items.
8	Start date, end date selection for temporary delegation	<p>Implement a date picker that allows users to select a start date for the delegation.</p> <p>Implement a second date picker for selecting the end date of the delegation.</p> <p>Ensure that the end date cannot be earlier than the start date, and that both dates are in the future.</p> <p>Allow users to temporarily assign his / her role to another user for the specified date range.</p> <p>Allow users to cancel or modify the delegation period before the start date or during the delegation.</p>
9	Permanent delegation	Provide users with the ability to assign approval responsibilities to another user on a permanent basis.
10	Email template creation	<p>Develop reusable, customizable email templates that can be used for automated communications, ensuring consistency in branding, layout, and message delivery.</p> <p>Allow sections of the email to be dynamically populated with user-specific data</p>
11	Email notification	Send email notifications to the delegate (person receiving the delegation)
12	Common APIs for SLA delegation activity (Web Portal /Smart office)	<p>To develop two common, reusable APIs that can be consumed by smart office application</p> <p>API endpoints to handle data like insertion, updates, fetch.</p> <p>Provide meaningful and consistent error messages in the API responses (e.g., 400 for bad requests, 401 for unauthorized access).</p>

		Standardize responses in JSON format ensuring consistency across all endpoints.
13	Reset the temporary delegation	<p>Monitor and automatically revert delegations when the end date is reached.</p> <p>Restoring the task/role to the original owner.</p> <p>Implement background process to check for delegations that have expired (based on the end date) and automatically revert them.</p>
14	Delegation tracking page	<p>To provide delegation tracking list page with selected period. (Admin Features)</p> <p>To develop delegation tracking list that displays all delegations and allows efficient searching, filtering and sorting.</p> <p>Display a paginated or scrollable delegation list</p> <p>Include delegation information like Username, email address, KPI name, period delegation Start Date, End date if temporary</p> <p>Date Range: Filter users delegated within a specific period.</p>
15	Export excel delegation tracking list	<p>Enable admin role users to export the delegation user list with relevant details such as:</p> <p>Username, email address, KPI name, period delegation Start Date, End date if temporary</p> <p>Provide options to export in Excel only</p>
16	User access for delegation	<p>Implement proper permissions to restrict which roles can access the delegation</p> <ul style="list-style-type: none"> Normal user: To have access only to his name with his KPIs / in the delegation screen to have access to all users

		<ul style="list-style-type: none"> • SLA representative: To have access to all KPIs under his division / in the delegation screen to have access to all users • Admins: To have access to all KPIs and use
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Out of Scope:

Infrastructure

- Fix any problems related to Client network and infrastructure
- Fix any problems related to Active Directory and Exchange environments.
- Manage creating users or any existing profile synchronization.
- Fix any problem related to Hardware for the production client environment setup and deployment.
- Install/configure any third-party application.
- Providing any necessary third-party licenses, if require.
- New requirements or modifications are out of scope of warranty and considered as a separate CR.
- Fix any problems related to existing data and functional issues.

Assumption:

- Email content will be provided by DEWA
- Final UI design for the pages will be provided by DEWA
- Our scope includes the development of two additional web pages in the Muasherat Phase I SLA portal and the provision of a user delegation API to the Smart Office team. Any work beyond this will be considered a new change request.
- API integration of any kind is not included in our scope.
- Any delays in business activities will have an impact on the overall project timeline and will be considered as CR
- We assume that all business-related activities (e.g., requirement gathering, UAT, etc.) will be completed within the Planned duration. If these activities exceed the planned duration, additional effort and timeline adjustments may be required.
- Feedback or fixes related to the original Muasherat Phase I project are not included in this scope.
- The solution will support English only.
- Data migration and integration with existing applications are not included in this estimation scope.
- **As the existing Product (Phase 1) is not a responsive design. These pages also will not be responsive.**
- The Existing Portal code will be provided by DEWA on time as per the plan.
- The required approvals will be provided by DEWA as per the agreed timeline. Any delay in these activities will have an impact on the project timeline and the vendor will not be held responsible for.