|  |
| --- |
| SEDA LOGO New    **NORBAZ**  **DATA SOLUTIONS** |
| Project Progress Report |
| **Designing, Development, Maintenance and Support** |
| **SEDA BUSINESS TOOLS** |
| **CONTRACT NUMBER: L20202298** |
|  |

**REVIEW PERIOD: JANUARY 2021 – MARCH 2021**

1. **Background**

The Small Enterprise Development Agency (Seda) is an agency of the Department of Small Business Development, which was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004. Seda is mandated to coordinate and provide non-financial support services to potential, aspiring SMMEs through its Branches and Service Providers.

Seda currently has a delivery network compromising of fifty-five (55) service delivery points (Branch Offices), with 500 Business Advisors and approximately 50 Information Officers who use Seda’s existing diagnostic tools. The branches have a support structure of provincial offices and a national office supporting the provincial office network.

Seda Diagnostic Tools are different legacy systems used by practitioners at all Seda delivery points. These tools are managed by the Seda national office as follows:

* Assessment content, standards, certification and utilisation—Training and building capacity unit
* Electronic application/system—Business Systems

The Seda Diagnostic Tools are a package of vital applications, which complement the core business operations system, the CRM system, to facilitate and manage client interactions and operations of the provincial delivery network. Diagnostic and Assessment Tools are used to identify areas of weakness in small businesses, including individual entrepreneurs and develop strategies for client business performance improvements. They provide a basis for focused interventions, development and or improvement areas that address the needs of the entrepreneurs or businesses.

One of Seda’s key outcomes is Improved Service Access, through implementing integrated, flexible and responsive systems. The Seda Diagnostic and Assessment Tools support business enablement, process efficiency, thus improving service access. Sound knowledge and experience in system analysis, solutions design, programming, database systems and project management is required to effectively and efficiently deliver the desired solution. Completion and delivery of this work will ensure refinement and standardisation of technologies that support the tools, thus ensuring compatibility to interact with the current ICT infrastructure optimally. To ensure efficiency and productivity for Seda, the Seda stakeholders and clients, Diagnostic and Assessment Tools play a fundamental role in this regard.

1. **Purpose**

As Norbaz Data Solutions, we were awarded the opportunity to assist SEDA with the development, deployment and maintenance of the assessment tools for the period January 2021 to December 2021; with the following terms of reference.

|  |  |  |
| --- | --- | --- |
| **No.** | **Requirement** | **Description** |
|  | Business Analysis | Business and process analysis must be conducted and supporting document(s) provided |
|  | System Analysis | System analysis of the current system (s) must be conducted and supporting document(s) provided |
|  | System development   * Diagnostic and assessment tools portal * Basic assessment tools * Critical Planning Exercise Tool (CPE) * Assessment of Company Operations Tool (ACO) * Export Readiness Assessment Tool (ERAT) | All Tools must be designed and developed as per Seda requirements.   * Diagnostic and assessment tools portal   The Tools website (Portal) will house all the Tools   * Basic assessment tools   All basic tools Seda uses to assess existing and potential clients. Eg. Checks business idea, personality traits and entrepreneurial capabilities   * Critical Planning Exercise Tool (CPE)   The tool used to assess the business financial health   * Assessment of Company Operations Tool (ACO)   The tool used to assess the efficiency of business operations   * Export Readiness Assessment Tool (ERAT)   The tools used to assess the business readiness to venture into the export market |
|  | Database management (design, development and administration) | The existing database must be maintained and administered together with the database for the new portal that will be deployed. |
|  | System integration with other existing Seda applications | The system must be capable of integrating with other Seda systems |
|  | Offline enabled solution | The system must allow utilisation when users not connected to the network and sync data when they connect to the system |
|  | System maintenance and support | The existing portal must be maintained until the new system is fully implemented and the new one that will be deployed will replace the existing system. |
|  | Reports design and development | All required reports from the system must de be provided |
|  | System Testing | The system must be thoroughly tested before it is released to Seda |
|  | System Training | Train the training must be provided and the supporting documents |

1. **Project Deliverables**

Listed in the table below are the expected deliverables of this project.

|  |  |
| --- | --- |
| ITEM | DELIBERABLE |
| 1. | Documented business requirements specification and functional specification |
| 2. | Documented system analysis report |
| 3. | Designed, developed and Implemented Tools |
|  | * Diagnostic and assessment tools portal * Basic assessment tools * Critical Planning Exercise Tool (CPE) * Assessment of Company Operations Tool (ACO) * Export Readiness Assessment Tool (ERAT) |
| 4. | System support, maintenance and enhancements |
| 5. | Documented Monthly reports |
| 6. | Maintenance and Support plan |
| 7. | Integrated System |
| 8. | System integration report |
|  | Training |
|  | * User and admin training * Training guide * User guide * Admin guide |
| 9 | Testing   * Test cases and testing report |
| 10 | Project close-off report |

**3. Detailed Activities**

The table below details the activities carried out during the period under review.

For convenience, we have grouped the deliverables into three main categories that approximately map to the main deliverables of the project at hand.

The three categories are described as:

1. **Maintenance of the current tools**

This category of the project deals with all issues related to the maintenance and support of the currently running assessment tools. The project’s intention is to retire these tools when the new tools have been implemented.

1. **Implementation of the developed tools**

There is a total of 8 new tools that were developed and almost ready to be rolled out into production. We will outline continuous progress related to the implementation of these tools under this category

1. **Development and implementation of the remaining tools**

In this category, we are in the process of designing and developing the new, online versions of the Critical Planning Exercise and the Business Planning Framework Tool

| **ITEM** | **TOOL/ASPECT** | **PROGRESS/COMMENT** |
| --- | --- | --- |
| **1.** | **CURRENT TOOLS SUPPORT & MAINTENANCE** |  |
|  | * **Database** | * The database was in good functional state within the period January 2021 to March 2021 |
|  | * **Tools** | * All tools were functional * All maintenance/support issues reported during the period were addressed and resolved |
| **2.** | **IMPLEMENT NEWLY DEVELOPED TOOLS** | * Updating the GitHub repository for the project * All feedback gathered from last testing sessions by selected users were gathered * Incorporated all system changes and updates requested by system testers from last testing sessions * Developing and implementing System Administrators’ reports * Uploaded all updated content to the SEDA servers for further testing and confirmation * Updated and submitted user manual for review by SEDA |
| **3.** | **Development & implementation of new tools** |  |
|  | **Critical Planning Exercise**  **Please refer to Attachment: Design Specifications: CPE** | * Setting up and configuring the GitHub repository for the project * Designing of rest of UI/UX components * Developing the following UI/UX components as identified on the attached Design Specification- CPE   1.1 Unauthenticated user landing page  2.1 Authorized user landing page  3.1 Selected Assessment landing page   * Update GitHub repositories/branches * Publish designed components to SEDA webserver |
|  | **Business Planning Tool**  **Please refer to Attachment: Design Specifications: Business Planning Framework Tool** | * Setting up and configuring the GitHub repository for the project * Re-designing the UI/UX of the Business Planning Tool using the new submitted template * Developing the following UI/UX components as identified on the attached Design Specification- Business Planning Framework Tool   1. Unauthenticated user landing page   2.1 Authenticated user landing page  3.1 Selected Assessment Landing page  4.1 Company Information CRUD REST-API Interfaces  4.2 Executive Summary CRUD REST-API interfaces  4.3 Business Environment CRUD REST-API interfaces  4.4 Internal Analysis CRUD REST-API interfaces  4.5 Business Strategy CRUD REST-API interfaces  4.6 Marketing Plan CRUD REST-API interfaces  4.7 Business Risks CRUD REST-API interfaces  4.8 SWOT Analysis CRUD REST-API interfaces  4.9 Financial Risks CRUD REST-API interfaces  4.10 Conclusions CRUD REST-API interfaces   * Update GitHub repositories/branches * Publish developed content to SEDA web server |

**4. Conclusions**

In the period under review (January 2021 – march 2021) we prioritized the development of most of the remaining user interface components of Business Planning tool using the newly submitted template. This was done with the aim of quickly finishing the Business Planning tool, so that full attention can quickly be diverted to the Critical 0lanning tool, which has a lot of work; and where more team-work would be required.

In the next quarter, we hope to concentrate on developing the back-end and middle-tiers of the Business Planning Framework tool, so we can publish it for Initial review by the SEDA committee. This will be done while some limited attention may be given to the CPE, especially in all areas where common functionality is required.

We await the advice of SEDA on the way forward regarding the implementation of the tested tools that are ready for final tests and piloting.