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

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| **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.

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| 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** | * Current tools database is monitored and up to date * Reported incidences were attended to |
|  | * **Tools** | * Current tools are running * All escalated issues were resolved * No current outstanding issues to be resolved |
| **2.** | **IMPLEMENT NEWLY DEVELOPED TOOLS** | |
|  | * Business Idea Assessment * Pre-Startup Assessment * Export Readiness Assessment * Entrepreneurial Diagnostic * Small Business Assessment * Assessment of Company Operations-ACO | * The CRM test database was availed – **10.64.0.17\CRMTEST** * We completed the reconstructing of the integration components that were removed when the databases were updated * We are now waiting for the following processes to be done so we can start testing the integrated tools: * Register test users in the CRM-TEST database * Allocate the registered users CLIENTS/APPLICATIONS and BUSINESSES for testing purposes * Allocate registered users appropriate branches with valid branch managers to test the ASSESSMENT REVIEW cycles * Register the new users in the new Tools and pilot for 1 week * Rollout the piloting process to the rest of the users in the branches |
| **3.** | **DEVELOPMENT & IMPLEMENTATION OF NEW TOOLS** | |
|  | **Critical Planning Exercise**  **Please refer to document on the Git repository: Design Specifications: CPE** | * Developing the following UI/UX components as identified on the attached Design Specification- CPE   In this month of November 2021, we continued to develop the database access components of the CPE  ~~4.2 Company Information interfaces (CRUD REST-APIs)~~  ~~4.3 Detailed Sales Interfaces (CRUD REST-APIs)~~  **NOVEMBER 2021**  4.4 Detailed Debtors Interfaces (CRUD REST-APIs)  4.5 VAT Calculations (CRUD REST-APIs)  4.6 Continued conversion of the CPE from Server to WASM versions  Update GitHub repositories/branches   * Publish designed components to SEDA webserver |
|  | **Business Planning Tool**  **Please refer to document on the Git Repository: 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 interfaces~~   2. ~~Security and Housekeeping database entities and models~~   3. ~~Programming controllers for the security/housekeeping module (CRUD REST-APIs)~~   4. ~~Authenticated user landing page interfaces~~   5. ~~Database components of the landing page (authenticated user)~~   6. ~~Programable components of the landing page~~   7. ~~Selected Assessment Landing page interfaces~~   8. ~~Programable components of the selected assessment landing page~~   9. ~~Database components of the selected page interfaces~~   SEPTEMBER 2021  ~~4.1.1 Company Information CRUD REST-API Interfaces~~  ~~4.1.2 Database components of the company information~~  ~~4.1.3 Programmable components of company information page (CRUD REST-APIs)~~  ~~4.2.1 Executive Summary CRUD REST-API interfaces~~  ~~4.2.2 Database components of the Executive Summary~~  ~~4.2.3 Programmable Components of the Executive Summary~~  ~~4.3.1 Business Environment CRUD REST-API interfaces~~  ~~4.3.2 Database Components of the Business Environment~~  ~~4.3.3 Programmable components of the Business Environment~~  ~~4.4.1 Internal Analysis CRUD REST-API interfaces~~  ~~4.4.2 Database components of the Internal Analysis~~  ~~4.4.3 Programmable Components of the Internal Analysis~~  ~~4.5.1 Business Strategy CRUD REST-API interfaces~~  ~~4.5.2 Database Components of the Business Strategy~~  ~~4.5.3 Programmable Components of the Business Strategy~~  ~~4.6.1 Marketing Plan CRUD REST-API interfaces~~  ~~4.6.2 Database Components of the Marketing Plan~~  ~~4.6.3 Programmable Components of the Marketing Plan~~  ~~4.7.1 Business Risks CRUD REST-API interfaces~~  ~~4.7.2 Database Components of the Business Risks~~  ~~4.7.3 Programmable Components of the Business Risks~~  ~~4.8.1 SWOT Analysis CRUD REST-API interfaces~~  ~~4.8.2 Database Components of the SWOT Analysis~~  ~~4.8.3 Programming Components of the SWOT Analysis~~  ~~4.9.1 Financial Risks CRUD REST-API interfaces~~  ~~4.9.2 Database Entities for the Financial risks~~  ~~4.9.3 Programming Components of the Financial Risks~~  ~~4.10.1 Conclusions CRUD REST-API interfaces~~  ~~4.10.2 Database Component of the Conclusions APIs~~  ~~4.10.3 Programmable Components of the Conclusions APIs~~   * ~~Update GitHub repositories/branches~~ * Publish developed content to SEDA web server   **OCTOBER 2021**   * ~~All interfaces completed~~ * ~~All APIs completed~~ * ~~All database components completed~~   We currently implementing the IDENTITY authorization/authentication module; now that the CRMTest database was availed  **NOVEMBER 2021**   * Designing the IDENTITY module of the Business Plan tool * Development of the Authorization & Authentication modules of the Business Plan. |
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**4. Conclusions**

1. We continued to polish up the database and CRUD API components of the Business Plan Framework.
2. We started implementing the IDENTITY modules (Authentication and Authorizations) of the new Business Planning tool
3. We continued to work on the remaining interfaces and CRUD APIs of the CPE