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| SEDA LOGO New    **NORBAZ**  **DATA SOLUTIONS** |
| Project Progress Report |
| Development, Implementation, Maintenance and Support |
| Seda Business Tools |
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| Project number | L2022/2606 |
| Project description | Development and Deployment of the Automated Business Diagnostic and Assessment Tools & Maintenance of Existing Tools |
| Project Owner | Small Enterprise Development Agency (SEDA) |
| Document name | Monthly Progress Report |
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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 **23 March 2022** to **22 February 2023**; 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.

|  |  |
| --- | --- |
| **ITEM** | **DELIVERABLE** |
| 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 |

1. **Project Activities**

For convenience, we have grouped the activities into four categories that approximately map to the expected objectives of this project.

**4.1 Activity Categories**

The four service categories are described as:

1. **Maintenance and Support of the current tools**

This category of the project deals with all issues related to the maintenance and support of the currently running automated diagnostic 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 (eight) 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 (CPE, Business Planning Framework)**

In this service 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

1. **Transfer of skills to identified Seda for sustainability and institutional capability**

We will transfer skills to the Seda stuff as will be advised and agreed. This will be in the form of user and administrator’s training, to enable Seda to use the tools effectively, and give minimum level support on especially notn-technical issues.

**4.2 Detailed Activities**

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

| **ITEM** | **TOOL/ASPECT** | **PROGRESS/COMMENT** |
| --- | --- | --- |
| **1.** | **CURRENT TOOLS SUPPORT & MAINTENANCE** | |
|  | * **Database** | * Current tools database is monitored and up to date * No database related incidences were reported in the current month of November |
|  | * **Current Tools** | * All current tools are running, reported issues brought within the reporting period were attended to and resolved * CPE tool being used is still the Ms Excel based version. A number of issues were escalated to us and these were resolved too. |
| **2.** | **IMPLEMENT NEWLY DEVELOPED TOOLS** | |
| **2.1** | **Development activities on the newly developed tools awaiting implementation** | |
|  | * Business Idea Assessment (BIAT) * Pre-Startup Assessment (PST) * Export Readiness Assessment (ERAT) * Entrepreneurial Diagnostic (EDT) * Small Business Assessment (SBAT) * Assessment of Company Operations (ACO) | * We conducted and completed training of all selected users from all provinces on sessions that were scheduled for the 10th, 11th and 12th of May. The training was done virtually * The developed tools are ready to be rolled out in the piloting process * We are waiting for further instructions on the commencement of the piloting process * We continued to add and improve utilities to further improve the appeal and usability of the tools * We did further regression testing to ensure all added functionalities are performing as expected * Email feedback facility is now functional |
| **3.** | **Development & implementation of new tools** | |
|  | **Critical Planning Exercise**  **Please refer to document on the Git repository: Design Specifications: CPE** | * We are in the process of finalizing all the data-input interfaces of the CPE * The following interfaces are now complete: * Company information details form * What-If analysis form * Sales, Sales Categories entry forms * Expenses entry forms * VAT forms * We are now developing interfaces for the reporting components and the CRUD API’s |
|  | **Business Planning Tool**  **Please refer to document on the Git Repository: Design Specifications: Business Planning Framework Tool** | * Final implementation of the IDENTITY modules complete, but database users need to be registered in the CRM-Test database for activation and testing * Design the RDCL FINAL REPORT of the Business Planning tool * Development of the RDCL final report of the Business Planning Tool |
| **4.** | **Skills Transfer** | |
|  | **Training** | * Training for all users in all provinces was scheduled from the 10th to 12th of May in preparations of the piloting process * We conducted and completed training of all selected users from all provinces on sessions that were scheduled for the 10th, 11th and 12th of May. The training was done virtually |

1. **Conclusions**

All the activities scheduled for the period under review were successfully covered.

We are now entering the 4th month of the contract and the main focus would be on:

* piloting the currently developed new tools
* finalizing all data-entry components of the CPE
* developing reports for the Business Planning Tool
* Further and continuous training on all new modules of the tools