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Document Control Information

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Approval

This document was reviewed and approved in terms of accuracy and completeness by the following stakeholders:

Divisional / Business Representatives	Date	Sections to Review	Signature

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Glossary of Terms

Abbreviations

Abbreviation	Description
ACE	Analytics Centre of Excellence Department
ARIS	Architecture of Integrated Information Systems
BCP	Business Continuity Plan
BI	Business Intelligence (also known as Analytics)
BPM	Business Process Manager
BRM	Business Relationship Manager
BRS	Business Requirements Specification
CP	Chairperson
CR	Change Request
DFD	Data Flow Diagram
DR	Disaster Recovery
GIT	Group Information Technology Division, also referred to as Group IT
CoE IR/ People Relations	Centre Of Excellence Industrial Relations/People Relations
IRCAM	Industrial Relations Chairperson Allocation Management
IT	Information Technology
ITSO	Information Technology Service Operations
KPA	Key Performance Area
KPI	Key Performance Indicator
PCM	Process Control Manual
PfM	Portfolio Management
RFS	Request for service
SIS	Strategic Intent Statement
SLA	Service Level Agreement
UI	User Interface

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Definitions

Definitions	Description
Analytics	Refers to the business intelligence capability.
Business Continuity	Business continuity encompasses planning and preparation to ensure that an organization can continue to operate in case of serious incidents or disasters and is able to recover to an operational state within a reasonably short period.
Analytics	Refers to the business intelligence capability.
Business Continuity	Business continuity encompasses planning and preparation to ensure that an organization can continue to operate in case of serious incidents or disasters and is able to recover to an operational state within a reasonably short period.
Business Intelligence	The term Business Intelligence (BI) refers to technologies, applications and practices for the collection, integration, analysis, and presentation of business information. The purpose of Business Intelligence is to support better business decision making. It can also be described as a broad set of data analysis applications, including ad hoc analysis and querying, enterprise reporting, online analytical processing (OLAP), mobile BI, real-time BI, operational BI, cloud and software as a service BI, open source BI, collaborative BI and location intelligence.
Business Requirements Specification	Business requirements specification is the eliciting, analysing and documenting of business requirements early in the development cycle to guide the design of the solution.
Business Rule	A business rule is a rule that defines or constrains some aspect of business and always resolves to either true or false. Business rules are intended to assert business structure or to control or influence the behaviour of the business. Business rules describe the operations, definitions and constraints that apply to an organization. Business rules can apply to people, processes, corporate behaviour and computing systems in an organization, and are put in place to help the organization achieve its goals.
Change Request	A change request is when an enhancement is made to an existing system that meets specific criteria.
Disaster Recovery / Disaster Recovery Plan	A disaster recovery plan (DRP) is a documented process or set of procedures to recover and protect a business IT infrastructure in the event of a disaster. Such a plan, ordinarily documented in written form, specifies procedures an organization is to follow in the event of a disaster. It is "a comprehensive statement of consistent actions to be taken before, during and after a disaster".
External Agents	Sends information to and receive information from analysis area of study/focus area.
Innovation	Innovation generally refers to changing processes or creating more effective processes, products and ideas. For businesses, this could mean implementing new ideas, creating dynamic products or improving your existing services. Predominantly focuses on digitisation type projects.
Process	Set of activities that describe how an activity is executed.

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Definitions	Description
Project	A project consists of a concrete and organized effort motivated by a perceived opportunity when facing a problem, a need, a desire or a source of. It seeks the realization of a unique and innovative deliverable, such as a product, a service, a process, or in some cases, a scientific research. Each project has a beginning and an end, and as such is considered a closed dynamic system. It is developed along the 4 Ps of project management: Plan, Processes, People, and Power. It is bound by the triple constraints that are calendar, costs and norms of quality, each of which can be determined and measured objectively along the project lifecycle. Each project produces some level of formal documentation, the deliverable(s), of course, and some impacts, which can be positive and/or negative.
SAP HCM	SAP Human Capital Management module
Software License Purchase	A software license is a legal instrument (usually by way of contract law, with or without printed material) governing the use or redistribution of software. All software is copyright protected, in source code as also object code form. The only exception is software in the People domain. A typical software license grants the licensee, typically an end-user, permission to use one or more copies of software in ways where such a use would otherwise potentially constitute copyright infringement of the software owner's exclusive rights under copyright law.
System	An organized, purposeful structure that consists of interrelated and interdependent elements (components, entities, factors, members, parts etc.). These elements continually influence one another (directly or indirectly) to maintain their activity and the existence of the system, in order to achieve the goal of the system

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1 Introduction

The Functional Specification clearly defines what the functionality of the requested change will be by providing all the information that is necessary to design the requested change. The functional specification should describe the business requirements, the input, processing and output required to meet these User Requirement Specification.

2 Business Requirements

Business needs to replace the existing solution where Chairpersons are chosen randomly and independently for disciplinary hearings and Incapacities within Eskom. The process is currently done through IRCAM.

1. **Purpose** – To allow a user to request a Chairperson to handle a request, the system randomly selects the Chairperson and the selected Chairperson eventually chairs the case hearing
2. **Input** – IR advisor selects the region where the incident happened indicating the band level of the accused, select the misconduct/incapacity of the accused
3. **Process** - allow a user to request a Chairperson that is randomly selected by the system to handle a request, and eventually chair the case hearing
4. **Output** – The relevant Chairperson is selected, charges/incapacities are selected and the hearing is chaired by the appointed Chairperson.

3 High-Level Design

3.1 System Architecture

IRCAM system is a standalone system that uses Active Directory (AD) credentials to log in. The to-be system needs to update user information from SAP HR system.

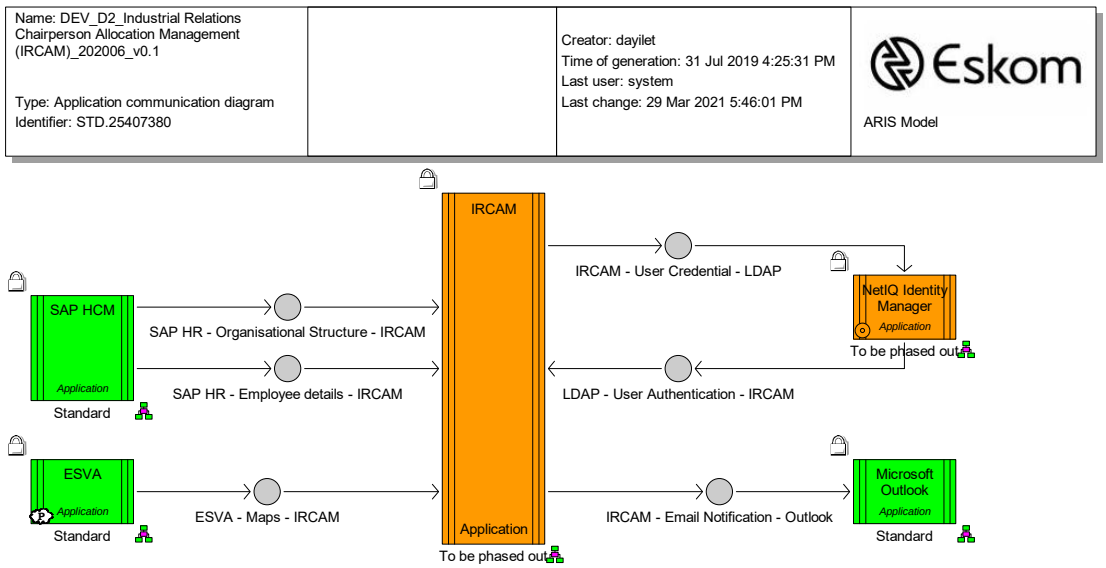

Figure 1: Communication Diagram (Logical View)

Figure 1 above shows that the SAP HCM module will update the IRCAM with organisational structure and the employee details messages. The SAP HCM will be a repository for this information that will no longer be maintained in IRCAM. The system that has geographical maps information is called ESVA. ESVA will also be updating IRCAM with maps information. A user will be authenticated via Active Directory to access the IRCAM system. MS Outlook will be used to send email notifications from IRCAM to users.

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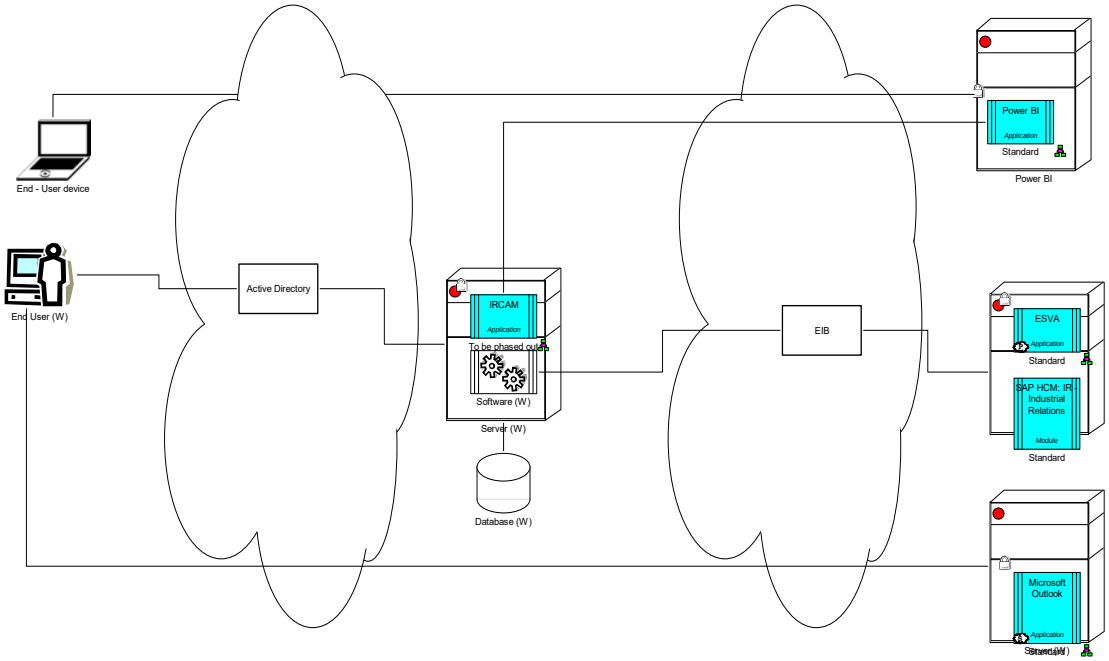

Figure 2: IRCAM network security diagram (Logical View)

IRCAM will be on Demilitarised Zone (DMZ) for users who are on the Eskom network. Users will use their active directory credentials in order to access IRCAM. The Enterprise Integration Bus (EIB) is a layer through which the ESVA, SAP HCM and Power BI will communicate with IRCAM system as depicted in the Figure 2 above. The EIB is running on Eskom corporate network which is behind the firewall.

4 Functional Requirements

The main function is a reliable system that selects chairpersons randomly and independently. Chairpersons' information needs to be updated automatically from SAP HR. Eskom provinces will match all provincial boundaries while the Eskom regions will be grouped provinces. There needs to be a response when a selected chairperson is not available.

When chairperson is selected, the IR advisor and the selected chairperson gets an email notification on the case assignment. The IR advisor is then requested on the email notification to contact the chosen chairperson to arrange for the meeting.

A response should be sent when a selected chairperson is not available at the time of the request hearing/investigation or where there is an objection to the assigned chairperson, and then CoE IR/People Relations administrator to manually give the user a list of three chairpersons from which to select or manually assign the chairperson.

The IR advisor may reject a list of chairpersons due to a mismatch between the chairperson profiles and the required profile for the case. The time frame for the selected chairperson to accept the role should be within 2 working days after which it should be regarded as rejected. The system instructs the IR advisor to initiate communication with the selected chairperson to arrange for the disciplinary hearing/ incapacity investigation.

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Incapacity chairpersons are also required to be appointed in writing with specific templates as the brief of the chairpersons differ in as far as the incapacity types. The incapacity chairperson does not have the same decision-making powers as that of the disciplinaries, the incapacity chairperson makes recommendations that are to be considered by line managers. The incapacity chairpersons need to have requisite skills for the investigation, an example would be that a chairperson that is found to be competent after being trained on incapacity management.

The incapacity chairpersons are to be selected from a specifically trained and competent pool of incapacity chairpersons across the business/divisions/clusters etc. The administrator will be empowered to create this pool of incapacity chairpersons and the selection of the incapacity chairpersons will be based on the exception rule. The incapacity chairperson may be selected outside the regions in a case where an incapacity chairperson is required. A line manager needs to consider the firm recommendations by the incapacity Chairperson and implement in the interest of the employer and the employee.

Please see annexure 2 for the grouping of the regions, which are as follows:

1. Western Cape and Eastern Cape
2. KZN and Free State
3. Gauteng/Limpopo/Mpumalanga
4. North West/Northern Cape

The chairperson random selection by the system will then treat each of these regions as one when a province within a region is selected, for instance if Gauteng is the selected province, then chairpersons from Gauteng, Mpumalanga and Limpopo will be selectable.

4.1 List of functions

- A user logs into the systemusing the active directory cedentials.
- A user may log a request
- A user needs to be able to select a province where an province boundaries matches the country's province boundaries.
- A user neesd o be able to select the bamd level of the sought chairperson
- When a Chairperso list is generated, all the randonly slected options should alos receive an email notification.
- The CoE PR administrator may have the following functions:
    - Audit trail
    - Emails content maintenance
    - Profile properties
    - Registered Chairpersons (Attributes?)
    - Security wit submenus such as the access groups, logins?, users, user access, etc.

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4.2 Data tables

The structure of some of the objects is listed in the tables below.

Table 1: Region

Name	Type	Size
RegionID	Number	10
RegionName	VarChar2	100
RegionCoordinates	Number	10
LastChosenChairpersonNumber	Number	10
Active	Number	1
RegionDescription	VarChar2	400

Table 2: SiteUser

Name	Type	Size
SiteUserID	Number	10
SiteUserName	VarChar2	100
SiteUserSurname	VarChar2	100
TelH	VarChar2	50
TelW	VarChar2	50
TelC	VarChar2	50
DivisionID	Number	10
BusinessUnitID	Number	10
Active	Number	1
Email	VarChar2	300
RegionID	Number	10
UniqueID	VarChar2	10

Table 3: Requestor

Name	Type	Size
RequestorID	Number	10
Name	VarChar2	100
Surname	VarChar2	100
Email	VarChar2	300
DivisionID	Number	10
BusinessUnitID	Number	10
DateAdded	Date	
TelW	VarChar2	50
TelC	VarChar2	50
Active	Number	1
UniqueID	Number	10

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Table 4: Request

Name	Type	Size
RequestID	Number	10
RequestorID	Number	10
CreateDate	Date	
SiteUserID	Number	10
AccusedBandLevelID	Number	10
RegionID	Number	10
IsBandLevelException	Number	1
RequestStatusID	Number	10
CandidateChairpersonSetID	Number	10
RequestorName	VarChar2	100
RequestorSurname	VarChar2	100
RequestorEmail	VarChar2	300
RequestorTelW	VarChar2	50
RequestorTelC	VarChar2	50
RequestorDivisionName	VarChar2	255
RequestorBusinessUnitName	VarChar2	255
SiteUserName	VarChar2	100
SiteUserSurname	VarChar2	100
SiteUserEmail	VarChar2	300
SiteUserTelW	VarChar2	50
SiteUserTelC	VarChar2	50
SiteUserDivisionName	VarChar2	255
SiteUserBusinessUnitName	VarChar2	255
Active	Number	1
BandLevelCode	VarChar2	20
ProfileComment	VarChar2	4000
GUID	VarChar2	40
PauseDate	Date	

Table 5: Division

Name	Type	Size
DivisionID	Number	10
DivisionName	VarChar2	255
DivisionDescription	VarChar2	1000
Active	Number	1

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Table 6: Chairperson

Name	Type	Size
ChairpersonID	Number	10
Name	VarChar2	100
Surname	VarChar2	100
DivisionID	Number	10
BusinessUnitID	Number	10
RegionID	Number	10
Email	VarChar2	300
TelW	VarChar2	50
TelH	VarChar2	50
TelC	VarChar2	50
LocationID	Number	10
RaceID	Number	10
GenderID	Number	10
PhysicalLocation	VarChar2	2000
GradeID	Number	10
Designation	VarChar2	255
WorkExprience	VarChar2	2000
AcademicQualifications	VarChar2	2000
DisciplineExperienceID	Number	10
Active	Number	1
UniqueID	Number	10
TempID	Number	10
TempBandLevelCode	VarChar2	20
TempBandLevelID	Number	10
OriginalGrade	VarChar2	50
OriginalGradeID	VarChar2	10

Table 7: Incapacity

Name	Type	Size
IncapacityID	Number	10
Description	Varchar2	800
Number_	Number	10
IsException	Number	1
Active	Number	1

Table 8: Misconduct

Name	Type	Size
MisconductID	Number	10
Description	Varchar2	800
Number_	Number	10
IsException	Number	1
Active	Number	1

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Table 9: RequestIncapacity

Name	Type	Size
RequestIncapacityID	Number	10
RequestID	Number	10
IncapacityID	Number	10
IsException	Number	1
Number_	Number	10
Description	Varchar2	800

Table 10: RequestMisconduct

Name	Type	Size
RequestMisconductID	Number	10
RequestID	Number	10
MisconductID_	Number	10
IsException	Number	1
Description	Varchar2	800
Number_	Number	10

4.3 Use Cases

The main function of the IRCAM system is to allow a user to request a randomly selected Chairperson to handle a request and eventually chair the disciplinary hearing or incapacity investigation. Only trained and found to be competent chairpersons will be allocated a role to chair incapacity investigations.

In the simplest scenario, chairpersons are requested by “IR Advisors”:

- Selecting the province/region where the incident happened
- Indicating the band level of the accused, selecting the misconducts the accused is suspected of having committed or selecting the incapacity type under which the incapacitated employee is to be investigated.
- Selecting one out of three candidate chairpersons (the candidate list randomly chosen by the system) to handle the request.

There are four potential situations, which slightly complicates the requesting process. They are:

1. The “IR Advisor” selects a region where there is less than the minimum allowed number of candidate chairpersons
2. The “IR Advisor” selects a region where there are less than 3 chairpersons with a band level greater than or equal to the band level of the accused
3. The “IR Advisor” selects misconducts and/or a band level that are classified as exceptions
4. None of the three candidates the system randomly chooses fits the needs of the specific incident at hand
5. The “IR Advisor” decides to save the request in order to be able to consult other parties.

- In the case of point (1), the process aborts and the user is advised to contact the administrator (please note that this minimum number of chairpersons per region can be changed in the “Settings” data maintenance facility by the administrator). When this happens the system runs a check on all the regions and sends an email to the “CoE IR/People Relations” administrator person for each region where there is less than the minimum number of chairpersons. This check is also run by the system whenever a chairperson is edited or deleted.

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- Point (2) can occur because the band level of the accused also influences the amount of available chairpersons the random selection process can select from. This is the case because only chairpersons with a band level greater or equal to that of the accused can be selected. If this causes the amount of eligible chairpersons to drop below 3 the request process will be aborted with an appropriate message. An email will also be sent to the “CoE IR/People Relations” administrator email address(es) as set on the “Maintenance” -> “Settings” page.
- When point (3) happens, the “IR Advisor” and the “CoE IR/People Relations” person are notified. The process is then suspended until the “CoE IR/People Relations” person accesses the web interface and manually chooses a list of candidate chairpersons. Once the “CoE IR/People Relations” person has chosen chairperson candidate, the system informs the “IR Advisor”, and the “IR Advisor” is then able to select one of these (manually chosen candidates) as the chairperson.
- In the event of point (4), the web interface will prompt the “IR Advisor” to specify a profile describing a more fitting chairperson to handle the request. After specifying the more fitting chairperson profile, the system sends the profile to the “CoE IR/People Relations” person. The “CoE IR/People Relations” person will then in turn choose a new set of candidate chairpersons, this time basing his/her choices on the specified profile. Once again, the “IR Advisor” will be able to select one of these new candidates as the Chairperson.
- When the “IR Advisor” decides to save the request, point (5), the system will retain the randomly selected list of candidates and the request detail.

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Use case diagrams:

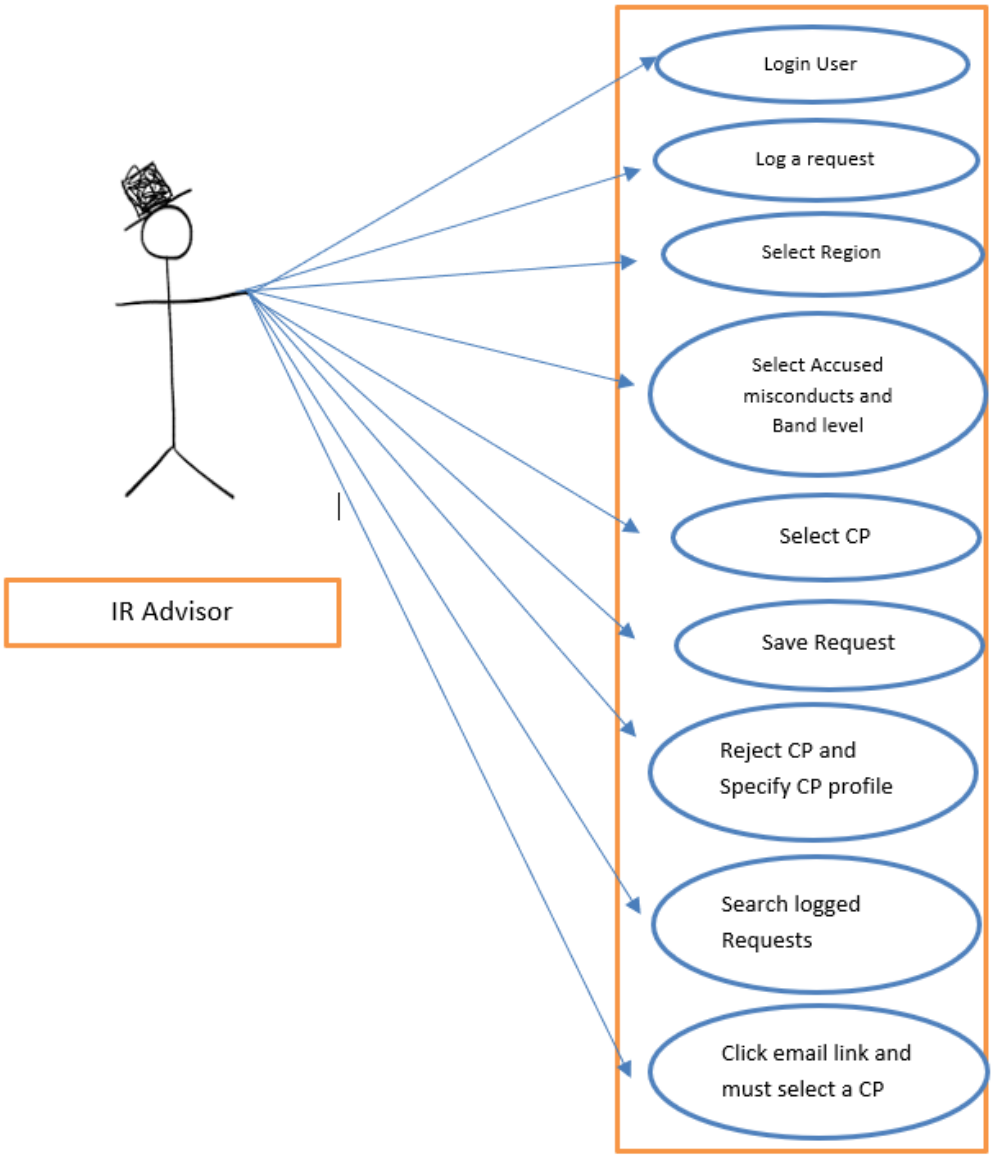

Figure 3: IR Advisor interaction with the IRCAM system

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Table 11 further explains the Figure 3 using Misconduct Process Flow diagram in Figure 6.

Table 11: IR Advisor use case table (Misconduct)

Actor and Step	Action
IR Advisor (1)	The user (IR Advisor) logs into the System
IR Advisor (2)	The user clicks on Log a Request menu item to log a request
IR Advisor (3)	The user must click on the region where the incident happened. The system will then check if that region has got a number of chairpersons greater than, or equal to the minimum allowed number of chairpersons per region. If not, the system will inform the user of this, and it will not be possible to continue with the request process. In addition, a full check of all the regions will take place in the background and an email will be sent to the "CoE IR/People Relations" person to inform the person of each region's non-compliance with the minimum number of chairpersons' requirement.
IR Advisor (4)	The user selects whether the process to be followed is the Misconduct or the Incapacity. In this case Misconduct is followed
IR Advisor (5)	The user selects the band level for the required Chairperson. Specify the skills and requisite experience. The system classifies requests as exceptions when the user selects certain criteria. "CoE IR/People Relations" predefines the exception criteria.
IR Advisor (10, 11, 12)	The user then communicates with candidate Chairperson outside of the system. The user can then select one of the candidate chairpersons as the Chairperson that will chair the case[ALLOC-A].
IR Advisor (14)	The user may save the request in some cases in order to first consult the involved parties before choosing the Chairperson. If the user is not satisfied with any or all the offered candidates the user can choose to reject all of the listed chairpersons.
IR Advisor (15)	If the user has rejected the listed Chairpersons, the user may then be asked to specify the required profile for the prospective chairperson for the case.
IR Advisor (19, 20)	The user may click the link in the email notification to see the list of "CoE IR/People Relations" person generated list of chairpersons. The user must select one of the candidates as the list cannot be rejected again

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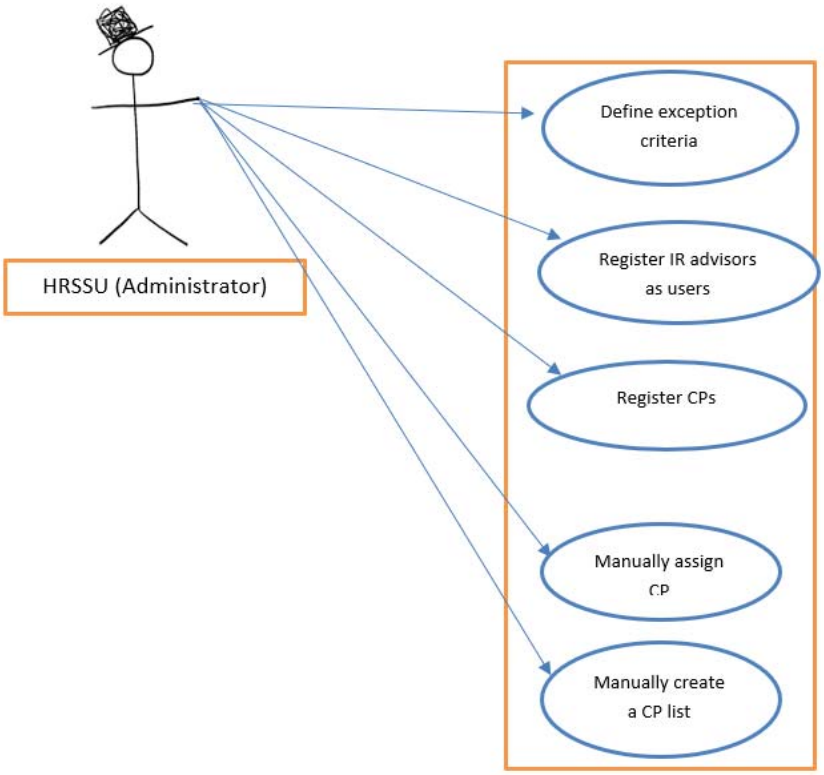

Figure 4: Administrator interaction with the IRCAM system

Table 12 further explains the Figure 4 using Misconduct Process Flow diagram in Figure 6.

Table 12: Administrator use case table (Misconduct)

Actor and Step	Action
CoE IR/People Relations	The exception criterion is predefined.
CoE IR/People Relations (17)	Manually creates a list of Chairpersons based on the requestor's specified profile or when the requestor selects an exception.
CoE IR/People Relations (22, 23)	The Chairperson is manually assigned.
CoE IR/People Relations	The IR advisors are registered as users in the system.
CoE IR/People Relations	The Chairpersons are registered in the system.

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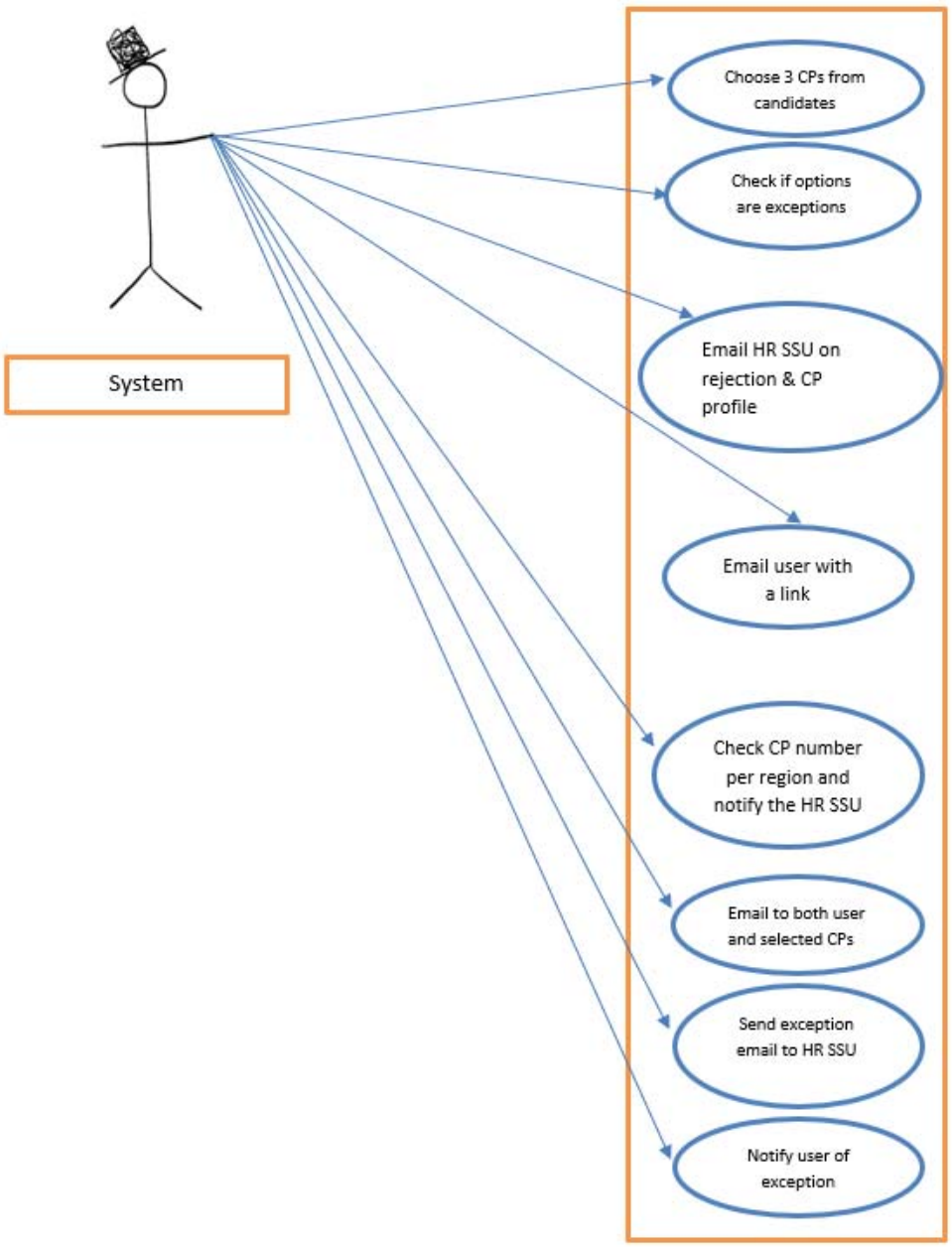

Figure 5: IRCAM System Actions

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Table 13 further explains the Figure 5 using Misconduct Process Flow diagram in Figure 6.

Table 13: System use case table (Misconduct)

Actor and Step	Action
System (3)	The system will then check if that region has got a number of chairpersons greater than, or equal to the minimum allowed number of chairpersons per region. If not, the system will inform the user of this, and it will not be possible to continue with the request process. In addition, a full check of all the regions will take place in the background and an email will be sent to the "CoE IR/People Relations" person to inform him or her of each region's non-compliance with the minimum number of chairpersons requirement.
System (6)	A check is made if the selected options are classified as exceptions
System (13)	Once a request has been made on the system that is not an exception, a list of three candidate chairpersons are selected at random from the requested region and presented to the user.
System (7)	Email is sent to "CoE IR/People Relations" informing the person of the rejection and be provided with the specified profile information following a user rejection of system randomly generated Chairperson list.
System (9)	An email notification with a link that the user can click is sent informing the user of the manually generated Chairpersons list from which a Chairperson must be selected.
System (21, 25)	An email notification is sent to both the user and the selected Chairperson once Chairperson is selected from the list. An appointment letter is generated for the appointed Chairperon.
System (18)	Present to the user a list of CoE IR/People Relations manually generated Chairperson's that cannot be rejected.

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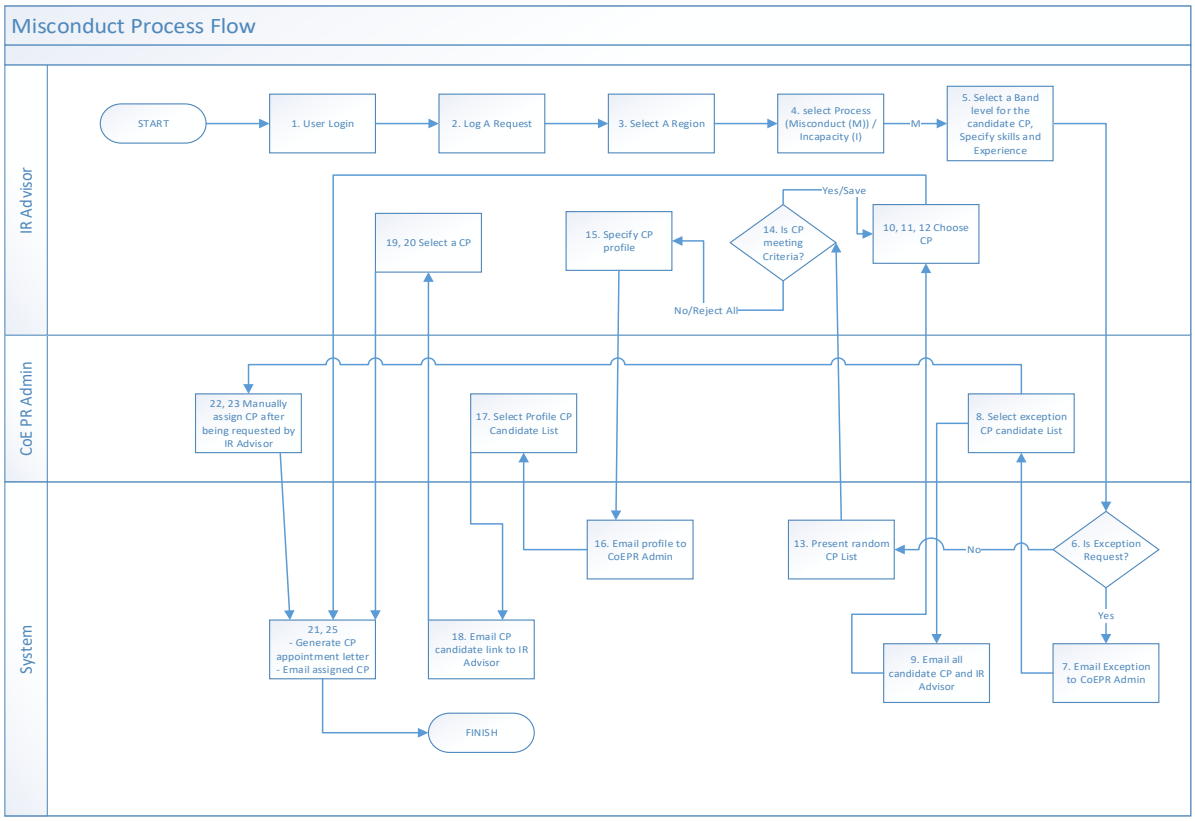

Figure 6: Misconduct Process Flow

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Table 14 further explains the Figure 3 using Incapacity process Flow diagram in Figure 7.

Table 14: IR Advisor use case table (Incapacity)

Actor and Step	Action
IR Advisor (1)	The user (IR Advisor) logs into the System
IR Advisor (2)	The user clicks on Log a Request menu item to log a request
IR Advisor (3)	The user must click on the region where the incident happened. The system will then check if that region has got a number of chairpersons greater than, or equal to the minimum allowed number of chairpersons per region. If not, the system will inform the user of this, and it will not be possible to continue with the request process. In addition, a full check of all the regions will take place in the background and an email will be sent to the "CoE IR/People Relations" person to inform the person of each region's non-compliance with the minimum number of chairpersons' requirement.
IR Advisor (4)	The user selects whether the process to be followed is the Misconduct or the Incapacity. In this case Incapacity is followed.
IR Advisor (5)	The user selects the band level for the required Chairperson. Specify the skills and requisite experience. The system classifies requests as exceptions when the user selects certain criteria. "CoE IR/People Relations" predefines the exception criteria.
IR Advisor (7)	The user may save the request in some cases in order to first consult the involved parties before choosing the Chairperson. If the user is not satisfied with any or all the offered candidates the user can choose to reject all of the listed chairpersons. In case a user rejects all the chairperson, this automatically regenerates another list of three candidate Chairpersons
IR Advisor (9)	The user then communicates with candidate Chairperson outside of the system. The user can then select one of the candidate chairpersons as the Chairperson that will chair the case [ALLOC-A].

Table 15 further explains the Figure 4 using Incapacity Process Flow diagram in Figure 7.

Table 15: Administrator use case table (Incapacity)

Actor and Step	Action
CoE IR/People Relations (11)	Manually creates a list of Chairpersons based on the requestor's specified profile or when the requestor selects an exception.

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Table 16 further explains the Figure 5 using Incapacity Process Flow diagram in Figure 7.

Table 16: System use case table (Incapacity)

Actor and Step	Action
System (3)	The system will then check if that region has got a number of chairpersons greater than, or equal to the minimum allowed number of chairpersons per region. If not, the system will inform the user of this, and it will not be possible to continue with the request process. In addition, a full check of all the regions will take place in the background and an email will be sent to the "CoE IR/People Relations" person to inform him or her of each region's non-compliance with the minimum number of chairpersons requirement.
System (6)	A list of three candidate chairpersons are selected at random from the requested region and presented to the user.
System (8)	Automatically regenerate another list of three candidate Chairpersons
System (10)	An email notification is sent to both the user and the selected Chairperson once Chairperson is selected from the list. An appointment letter is generated for the appointed Chairperson.

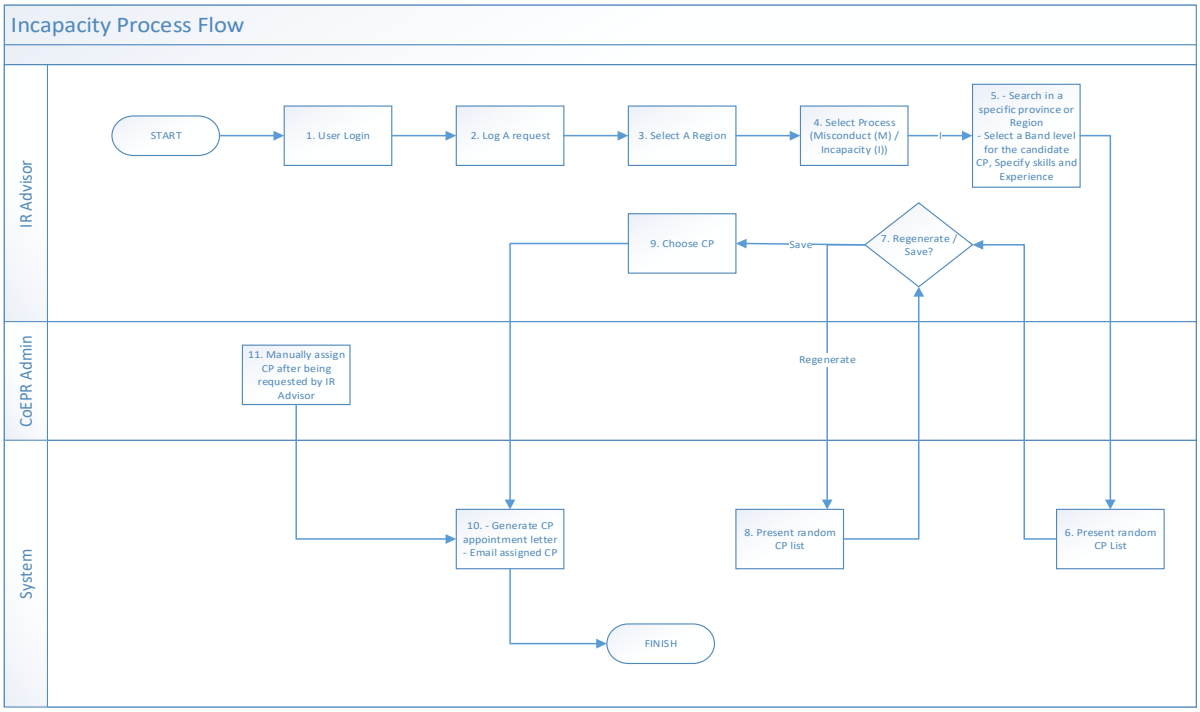

Figure 7: Incapacity Process Flow

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5. Non-Functional Requirements

5.1 Transaction Volume

The number of concurrent users as in Section 5.2.

5.2 Performance Requirements

Performance testing will be required as part of ADR (Architecture Design Review). Maximum number of concurrent users may be at 50. The minimum concurrent users may be set at 10.

5.3 Security Requirements

- Authentication to IRCAM system will be provided via Microsoft Active Directory.
- Each workstation should not allow multiple browser logins.
- Sessions should expire in 30 minutes of non-activity.
- All sensitive data should be transferred over HTTPS instead of HTTP. Forms should be served over HTTPS. All aspects of the application that accept user input, starting from login, should only be served over HTTPS.
- Configure the web server to prevent information leakage from the header of its HTTP response.
- Application code should be able to deal with and handle unexpected errors. All errors should be handled on the server side.
- The server should be configured to disallow weak encryption keys.

5.4 Software Quality Attributes

The attributes identified for the customer and developers are functionality, reliability, and availability - the application must be available 24/7 when requested by the end-users, with support not available after hours. All functionality must be working as approved.

5.5 History Requirements

Data history should be for a period of 5 years within the system.

5.6 Archiving Requirements

Data older than 5 years should be archived. The archived information should be available for a period of 20 years.

5.7 Frequency

The frequency of request will be on ad-hoc basis. This is a relatively low frequency as days may pass without a request.

5.8 Dependencies

Microsoft Active Directory must be up and running and SAP HR needs to be available for system users updates. No other systems will be impacted by the functionality on the IRCAM system. Since this is a web-based solution hosted centrally, Eskom network must be available for this system to be accessible.

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5.9 Access Rights (Roles and Profiles)

There are various profiles/groups available for system usage classified as follows:

- ADM: Administrators
- CoEIRPR: CoE IR/People Relations
- IRA: IR Advisors
- RV: Report Viewers
- GV: Graph Viewers

Functionality will be accessed through the menu. A user will access functionality based on the group(s) to which a user belongs. The list of groups to which a user belongs may be listed at the top right of the screen after logging into the system. Users who are assigned to multiple groups will have functionality that is the sum/union of the assigned groups.

Table 17 lists menu options in the system along with which user groups that have a functionality access as well as the short description of the function for each menu option.
Table 17: List of all menu options and linked user groups

Functionality	ADM	HRS	IRA	GV	RV	Description
Home	X	X	X	X	X	Link to the home page.
Log a Request	X		X			Starting point for logging a request.
Chairperson	X	X				Search for Chairperson and perform functions on them, like view, add, delete, etc.
My Requests	X	X	X			Search for requests and depending on the status of the requests, perform the resume or cancel actions. Only the requests the “IR Advisor” accessing this link initiated will be visible (only IRA own requests).
Requests	X	X				Search for requests and depending on the status of the requests, perform various actions on a request, like candidate list compositions, changing assigned chairpersons, or cancelling the request.
Reports	X	X			X	Select from a list of about 47 reports, some of which can be provided with parameters to limit the range of the report. These reports give a statistical view of various data sets.
Graphs	X	X		X		Similar to reports, in graphs you can select a graphed depiction of data, from a list of about 49 graphs, some of which can be provided with parameters to limit the range of the data the graph will display.
Maintenance >	X	X				Sub menu to all the maintenance screens.
> Audit Trail	X	X				Lists information on who (what user) made changes to what data (which database tables) and when did it happen.
> Band Level	X	X				Add, edit, delete and view the band levels of the accused available for selection when making a request.
> Business Unit	X	X				Add, edit, delete and view the business units of the chairpersons and users. These are available for selection when adding or editing chairpersons or users.

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Functionality	ADM	HRS	IRA	GV	RV	Description
> Discipline	X	X				View the two kinds of discipline experience levels a chairperson can have. These are available for selection when adding or editing chairpersons.
> Divisions	X	X				Add, edit, delete and view the divisions a chairperson or user can belong to. These are available for selection when adding or editing chairpersons or users.
> Emails	X	X				View and edit all the fields available in emails (“From”, “CC”, “Subject”, “Body”) of all the emails in the system. Here you can also restore the original text of the email body and get help on editing the emails.
> Genders	X	X				Add, edit, delete and view the options for the gender field of the chairpersons and users (there are just “Male”, “Female”, and “Unspecified”). These are available for selection when adding or editing chairpersons or users.
> Incapacities	X	X				Add, edit, delete and view the incapacities the accused can be accused of. These are available for selection when making a request.
> Locations	X	X				Add, edit, delete and view the options for the location field of the chairpersons. These are available for selection when adding or editing chairpersons.
> Misconduct	X	X				Add, edit, delete and view the misconducts the accused can be suspected of having committed. These are available for selection when making a request.
> Profile Properties	X	X				Add, edit, delete and view the various options for the profile properties that make up a chairperson's profile. These are available for selection when adding or editing a chairperson's profile.
> Races	X	X				Add, edit, delete and view the options for the race field of the chairpersons. These are available for selection when adding or editing chairpersons.
> Regions	X	X				Allows you to view the available regions a chairperson or user can belong to, and where a case can be logged.
> Regions Chairpersons	X	X				Allows you to see which region a chairperson belongs to, list all chairpersons for a particular region and see the position of a chairperson in his/her region list used for random selection.
> Security >	X	X				(Sub menu)
>> Access Groups	X	X				View the available access groups here

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Functionality	ADM	HRS	IRA	GV	RV	Description
>> Logins	X	X				Set up logins for users in the system by associating a login with a user.
>> Users	X	X				Search, add, delete, edit and view the users here.
>> User Access	X	X				Assign access rights to users by associating a user to access groups.
> Settings	X	X				Search, edit and view many system wide parameters, like “NumberOfMinimumChairpersonsPerRegion”, or “CoE IR/People RelationsEmail”.
Notes	X		X			Static information page with notes on the request process.
Login	X	X	X	X	X	Screen where login details can be supplied to gain access to the system.
Logout	X	X	X	X	X	Sign off from the system.

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6 Other Requirements

6.1 Reports

No.	Name	Sample
01	All allocated requests	01 All Allocated Requests.csv
02	All allocated request per region	02 All Allocated Requests per Region.
03	Cases assigned per chairperson	03 Cases Assigned per Chairperson.csv
04	Cases assigned per chairperson per division	04 Cases Assigned per Chairperson per I
05	Cases assigned per chairperson per region/cluster	05 Cases Assigned per Chairperson per F
06	Cases assigned per gender	06 Cases Assigned per Gender.csv
07	Cases assigned per gender per chairperson division	07 Cases Assigned per Gender per Chair
08	Cases assigned per gender per race	08 Cases Assigned per Gender per Race.
09	Cases assigned per gender per region	09 Cases Assigned per Gender per Regio
10	Cases assigned per race	10 Cases Assigned per Race.csv
11	Cases assigned per race per chairperson division	11 Cases Assigned per Race per Chairpe

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No.	Name	Sample
12	Cases assigned per race per region	12 Cases Assigned per Race per Region.
13	Chairpersons	13 Chairpersons.csv
14	Chairpersons per division	14 Chairpersons per Division.csv
15	Chairpersons per gender	15 Chairpersons per Gender.csv
16	Chairpersons per gender per race	16 Chairpersons per Gender per Race.csv
17	Chairpersons per gender per region	17 Chairpersons per Gender per Region.cs
18	Chairpersons per race	18 Chairpersons per Race.csv
19	Chairpersons per race per region	19 Chairpersons per Race per Region.csv
20	Chairpersons per region	20 Chairpersons per Region.csv
21	Discipline Experience Level 1 Chairpersons	21 Discipline Experience Level1 Ch
22	Discipline Experience Level 1 Chairpersons per Division	22 Discipline Experience Level1 Ch
23	Discipline Experience Level 2 Chairpersons	23 Discipline Experience Level2 Ch

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No.	Name	Sample
24	Discipline Experience Level 2 Chairpersons per Division	24 Discipline Experience Level2 Ch
25	Discipline Experience Report	25 Discipline Experience Report.cs
26	Incapacities and requests per IR Advisor division	26 Incapacities and Requests per IR Advi
27	Incapacities per region	27 Incapacities per Region.csv
28	Misconducts and requests per IR Advisor division	28 Misconducts and Requests per IR Advi
29	Misconducts per region	29 Misconducts per Region.csv
30	Number of allocated requests	30 Number of Allocated Requests.c
31	Number of allocated requests per annum	31 Number of Allocated Requests p
32	Number of allocated requests per annum per band level	32 Number of Allocated Requests p
33	Number of allocated requests per annum per region	33 Number of Allocated Requests p
34	Number of allocated requests per band level	34 Number of Allocated Requests p
35	Number of allocated requests per band level per annum per region	35 Number of Requests per Band L

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No.	Name	Sample
36	Number of allocated requests per band level per quarter	36 Number of Allocated Requests p
37	Number of allocated requests per incapacity	37 Number of Allocated Requests p
38	Number of allocated requests per incapacity per annum per region	38 Allocated Requests per Incapac
39	Number of allocated requests per incapacity per region	39 Number of Allocated Requests p
40	Number of allocated requests per misconduct	40 Number of Allocated Requests p
41	Number of allocated requests per misconduct per annum per region	41 Allocated Requests per Miscond
42	Number of allocated requests per misconduct per region	42 Number of Allocated Requests p
43	Number of allocated requests per quarter	43 Number of Allocated Requests p
44	Number of allocated requests per quarter per region	44 Number of Allocated Requests p
45	Number of allocated requests per region per band level	45 Number of Allocated Requests p
46	Number of allocated requests per incapacity per status	46 Number of Requests per Incapac
47	Number of allocated requests per misconduct per status	47 Number of Requests per Miscond

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7 Functional Design Considerations

- No assumptions that were made during functional design.
- Availability of Active Directory and the updated SAP HR system are prerequisites for the correct working of the product.
- A request must be serviced to appoint the chairperson.
- Data migration will be required as data located in the current IRCAM database will need to be moved to the TO-BE environment 5 years historical data will be required.
- This is a system that needs to be available to users nationally.
- Resource requirements in terms of hardware, data volume, other software or equipment will be considered.
- The IRCAM system must be available to all Eskom users via Eskom approved devices.
- Reliability/Maintainability/Availability: The system must be available 24/7 when requested by end-users, with application support not available after hours.
- Installation will be on the Eskom server which will be accessible to Eskom users.
- Security has been specified in Section 5.3 above.
- No specific configuration and customisation were specified.
- Error handling may be done via error log. All error handling must be done on the server side.

8 Interface Requirements

8.1 Interface Data Structure

IRCAM system has messages that it needs to read from SAP. If the IRCAM is included in the system that already receives messages from SAP, no integration work may be required.

8.1.1 Interface Data Schema

Interface data schema has not been specified.

8.1.2 Sample file

The sheet that describes all the fields that are coming from SAP HR and can be consumed by applications is “SAPHR_ES_CIM”. Column A contains the field names in SAP HR on the sample file below:

GroupIT_Integration MappingDocument_E

8.2 User Interfaces

The user interface has been listed as part of the section 4.1. Screen dumps were used to explain some of the system functionality.

8.3 Hardware Interfaces

There is no specific hardware interface identified for the system.

8.4 Software Interfaces

Authentication to the form is interfaced with the Microsoft Active Directory.

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8.5 Communications Interfaces

The system has

- LDAP used to communicate with Microsoft Active Directory
- The system will use Microsoft Outlook to send emails.

Oracle fusion will serve as an integration (middle) layer between IRCAM and SAP systems.

8.6 Module Interfaces

No module interfaces identified.

9 Configuration Changes

No configuration changes for this specific form.

10 Testing Requirements

10.1 Test Scenarios

Test Name	Step #	Test Steps	Expected Result
IRCAM Login	Step 1	Access IRCAM with A URL	IRCAM login Page displays
IRCAM Login	Step 2	Enter to IRCAM username (AD username)	Username is captured
IRCAM Login	Step 3	Enter IRCAM password (AD password)	Password is captured
IRCAM Login	Step 4	Click <Login > button	IRCAM landing page displays
IRCAM Landing Page(Requestor)	Step 1	Landing Page displays	Landing page displays a map showing all provinces with menu items for user: Home Log A Request My Requests Notes Logout
IRCAM Landing Page(Requestor)	Step 2	Click a Region	A selected region is highlighted
IRCAM Landing Page(Requestor)	Step 3	Click on Log A request menu item	Misconducts, incapacities and band level display
Misconducts	Step 1	Select misconducts by clicking on the applicable tick boxes	Selected misconducts are ticked
Misconducts	Step 2	Select an incapacity by clicking on the applicable text box (only if applicable)	Selected incapacity is ticked
Misconducts	Step 3	Select the band level of the accused	Selected band level is highlighted

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Test Name	Step #	Test Steps	Expected Result
Misconducts	Step 4	Click Submit button	Misconducts screen closes, the Chairpersons option screen displays
Chairpersons	Step 1	Chairpersons screen displays	Details of 3 Chairpersons are displayed as well as the Reject All and Pause request options
Chairpersons	Step 2	Select Pause this request	The Pause this request radio button is highlighted
Chairpersons	Step 3	Click Submit button after selecting a Pause this request	The screen closes, goes back to IRCAM landing and allows a pre-set number of hours to elapse before Request Cancel
Chairpersons	Step 4	Select Reject All	The Reject All radio button is highlighted
Chairpersons	Step 5	Click Submit button after selecting a Reject All	A text-field displays for user to capture a Chairperson profile
Chairpersons	Step 6	Click OK button	The screen closes, goes back to IRCAM landing and the email notification is sent to the selected CoE IR/People Relations with the specified Chairperson profile
Chairpersons	Step 7	The CoE IR/People Relations selects 3 Chairperson and submits back to the requestor	The requestor receives notification, logs into IRCAM and must select one Chairperson
Chairpersons	Step 8	Requestor selects a Chairperson	A selected Chairperson is highlighted
Chairpersons	Step 9	Click Submit button after selecting a Chairperson	The screen closes, goes back to IRCAM landing and the email notification is sent to the selected Chairperson and the requestor
IRCAM Landing Page(Admin/ CoE IR/People Relations)	Step 1	Landing Page displays	Landing page displays menu items for user: • Home • Log A Request • Chairpersons • Requests • My Requests • Reports • Graphs • Maintenance • Notes • Logout
IRCAM Landing Page(Admin/ CoE IR/People Relations)	Step 2	Click on Reports	IRCAM reports links display all allocated requests

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Test Name	Step #	Test Steps	Expected Result
			• all allocated requests grouped by region. • cases assigned per chairperson • cases assigned per chairperson per region • chairpersons grouped per region • chairpersons grouped per division • misconducts and request per IR Advisor • misconducts and request per grade • misconducts per region • misconduct per division • number of allocated requests • number of allocated requests per band level • number of allocated requests per misconduct • number of allocated requests per region / division

11 Documents to be updated

- Release Notes
- Deployment Plan
- Training Manual

12 References

The following documents have been referenced or used to compile this Business Requirements Specification including Process Control Manuals.

12.1 Reference Documentation (include reference to test pack)

Number	Name	Location
DEM-01929_X1Z6	DEM-01929_X1Z6_BRS2	
32-1113	Disciplinary Procedure	https://hyperwave.eskom.co.za/edc_document/32-1113
32-1247	PCM for Manage Industrial Relations (IR)	https://hyperwave.eskom.co.za/edc_document/32-1247
240-124242416	Employee Relations Operations Plan	https://hyperwave.eskom.co.za/;internal&action=buildframes.action&Parameter=15681281731&ctx=eKS

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Number	Name	Location
32-1112	Disciplinary code standard	https://hyperwave.eskom.co.za/edc_document/32-1112
	Employee Relations Policy	https://hyperwave.eskom.co.za/edc_document/32-1111

13 Functional Specification Signoff

This document was reviewed and approved in terms of accuracy and completeness by the following stakeholders:

Role	Name	Signature	Date
Specialist	Thabo Rakosa		12/04/2022
Functional / Cell Lead	Johan Scholtz		14/04/2022
Requester	Angus Busby		11/04/22

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14 Annexure 1: Emails templates

14.1 Allocation Notify

Dear [IRAdvisorName][IRAdvisorSurname]

This is Eskom IRCAM (Industrial Relations Chairperson Allocation Management) system

Request Number: [RequestNumber]

This email relates to the following case logged on the IRCAM site:
Request Number: [RequestNumber]
Request Region: [CaseRegionName]
Band Level of The Accused: [BandLevel]

Suspected misconducts committed:
[Misconducts]
Alleged incapacities:
[Incapacities]

[ChairpersonName][ChairpersomSurname] from the [ChairpersonDivisionName] division, Working in the [ChairPersonBusinessUnitName] business unit has been assigned to act as Chairperson for this case.

Please contact the allocated Chairperson to arrange for the hearing.

The Chairperson's contact details follow:
Name: [Chairperson] [ChairpersonSurname]
Email: [ChairpersonEmail]
Tel (W): [ChairpersonTelW]
Tel (C): [ChairpersonTelC]

Kind Regards,
---- Eskom IRCAM (Industrial Relations Chairperson Allocation Management) ----

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14.2 Candidate Chairperson List

Dear [IRAdvisorName][IRAdvisorSurname]

This is Eskom IRCAM (Industrial Relations Chairperson Allocation Management) system
The purpose of this email is to inform you that the CoE IR/People Relations person has selected a list of
Three candidate Chairpersons, taking the specified Chairpersons Profile into account (see the specified Profile, included below).

Please follow the link:
[CandidateURL]

And select a Chairperson from the list on the IRCAM site.
(Note: if the link is no clickable, copy-and-paste the text of the link into address line of your web browser)
For your convenience, the details of the case are included below.
CASE DETAILS

IR Advisor:
Name: [IRAdvisorName]
Surname: [IRAdvisorSurname]
Email: [IRAdvisorEmail]
Tel (C): [IRAdvisorTelC]
Tel (W): [IRAvisorTelW]
Division: [IRAdvisorDivisionName]
Business Unit: [IRAdvisorBusinessUnitName]

Case:
Region: [CaseRegionName]
Band Level of the Accused: [BandLevel]

The accused is suspected of having committed the following misconducts:
[Misconducts]
Alleged incapacities:
[Incapacities]

AUTO-ASSIGNED CANDIDATES CHAIPERSONS

These Chairpersons were randomly selected and have previously been rejected as possible choices.
Candidate 1:
Name: [1ChairpersonName] [1ChairpersonSurname]
Email: [1ChairpersonEmail]
Tel (C): [1ChairpersonTelC]
Tel (W): [1ChairpersonTelW]
Division: [1ChairpersonDivisionName]
Business Unit: [1ChairpersonBusinessUnitName]

Candidate 2:
Name: [2ChairpersonName] [1ChairpersonSurname]
Email: [2ChairpersonEmail]
Tel (C): [2ChairpersonTelC]
Tel (W): [2ChairpersonTelW]
Division: [2ChairpersonDivisionName]
Business Unit: [2ChairpersonBusinessUnitName]

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Candidate 3:
Name: [3ChairpersonName] [1ChairpersonSurname]
Email: [3ChairpersonEmail]
Tel (C): [3ChairpersonTelC]
Tel (W): [3ChairpersonTelW]
Division: [3ChairpersonDivisionName]
Business Unit: [3ChairpersonBusinessUnitName]

SPECIFIED PROFILE

This is the required Chairperson Profile you specified.
Profile Comment:
[ProfileComment]
Profile Properties;
[ProfileProperties]
Please follow this link:
[CandidateURL]
and select a Chairperson from the list on the IRCAM site.

(Note: if the link is no clickable, copy-and-paste the text of the link into address line of your web browser)

Kind Regards,
---- Eskom IRCAM (Industrial Relations Chairperson Allocation Management) ----

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14.3 Exception Candidate Chairperson List

Dear [IRAdvisorName][IRAdvisorSurname]

This is Eskom IRCAM (Industrial Relations Chairperson Allocation Management) system
Request Number: [RequestNumber]

The purpose of this email is to inform you that the CoE IR/People Relations person has selected a list of
three candidate Chairpersons for you to choose from, taking into account that the request was classified as an exception.
Please follow the link:
[CandidateURL]
and select a Chairperson from the list on the IRCAM site.
(Note: if the link is no clickable, copy-and-paste the text of the link into address line of your web browser)

For your convenience, the details of the case are included below.
CASE DETAILS

IR Advisor:
Name: [IRAdvisorName]
Surname: [IRAdvisorSurname]
Email: [IRAdvisorEmail]
Tel (C): [IRAdvisorTelC]
Tel (W): [IRAvisorTelW]
Division: [IRAdvisorDivisionName]
Business Unit: [IRAdvisorBusinessUnitName]

Case:
Request Number: [RequestNumber]
Region: [CaseRegionName]
Band Level of the Accused: [BandLevel]

The accused is suspected of having committed the following misconducts:
[Misconducts]
Alleged incapacities:
[Incapacities]

Please follow the link:
[CandidateURL]
and select a Chairperson from the list on the IRCAM site.
(Note: if the link is no clickable, copy-and-paste the text of the link into address line of your web browser)

Kind Regards,
---- Eskom IRCAM (Industrial Relations Chairperson Allocation Management) ----

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14.4 Grade Availability

Dear CoE IR/People Relations Administrator

This email is an alert to inform you that there was a request where the total number of Chairpersons in the active window with a grade at the same level or higher than that of the accused were less than the required minimum for the system.

The amount of Chairpersons with grade equal to or higher than [Bandlevel] in the active window were [NumberOfQualifyingChairpersons].

The allowed minimum number of available Chairpersons to proceed is set at [NumberOfChairpersonCandidates].

Below follows the case details:
CASE DETAILS

IR Advisor:
Name: [IRAdvisorName]
Surname: [IRAdvisorSurname]
Email: [IRAdvisorEmail]
Tel (C): [IRAdvisorTelC]
Tel (W): [IRAvisorTelW]
Division: [IRAdvisorDivisionName]
Business Unit: [IRAdvisorBusinessUnitName]

Case:
Request Number: [RequestNumber]
Region: [CaseRegionName]
Band Level of the Accused: [BandLevel]

The accused is suspected of having committed the following misconducts:
[Misconducts]
Alleged incapacities:
[Incapacities]

Thank You.
---- Eskom IRCAM (Industrial Relations Chairperson Allocation Management) ----

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14.5 CoE IR/People Relations Exception Notify

Dear Administrator

Request Number: [RequestNumber]

An Advisor, [IRAdvisorName] [IRAdvisorSurname], submitted a request that is classified as an exception.
IR Advisor details:
Name: [IRAdvisorName]
Surname: [IRAdvisorSurname]
Email: [IRAdvisorEmail]
Tel (C): [IRAdvisorTelC]
Tel (W): [IRAvisorTelW]
Division: [IRAdvisorDivisionName]
Business Unit: [IRAdvisorBusinessUnitName]

The IRAdvisor has been informed that you will contact him/her within 24 hours.

The IRAdvisor indicated that the accused's band level is [BandLevel], and that the accused is suspected of committing the following misconducts:
[Misconducts]
Alleged incapacities:
[Incapacities]

Thank You
---- Eskom IRCAM (Industrial Relations Chairperson Allocation Management) ----

14.6 Low Number Of Chairperson in Region

Dear CoE IR/People Relations Administrator

The email is an alert to inform you that the total number of Chairpersons for [RegionName] [RegionDescription] is currently [NumberOfChairpersonInRegion] which is less than the allowed minimum number of Chairpersons per region which currently is set at [NumberOfMinimumChairpersonPerRegion].

Thanking You Kindly
---- Eskom IRCAM (Industrial Relations Chairperson Allocation Management) ----

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14.7 Requestor Specified Chairperson Profile

Dear CoE IR/People Relations Person

This is the Eskom IRCAM (Industrial Relations Chairperson Allocation Management) system.
Request Number: [RequestNumber]

The email is a Chairperson profile specification entered on the system by an IR advisor.

You are requested to log into the IRCAM site and assign three candidate Chairpersons as options for chairing the case:
CASE DETAILS:

IR Advisor details:
Name: [IRAdvisorName]
Surname: [IRAdvisorSurname]
Email: [IRAdvisorEmail]
Tel (C): [IRAdvisorTelC]
Tel (W): [IRAvisorTelW]
Division: [IRAdvisorDivisionName]
Business Unit: [IRAdvisorBusinessUnitName]

Case:
Request Number: [RequestNumber]
Region: [CaseRegionName]
Band Level of the Accused: [BandLevel]

Suspected misconducts committed:
[Misconducts]
Alleged incapacities:
[Incapacities]

CANDIDATE CHAIPERSONS

These Chairpersons were requested by the IR Advisor:
Candidate 1:
Name: [1ChairpersonName] [1ChairpersonSurname]
Email: [1ChairpersonEmail]
Tel (C): [1ChairpersonTelC]
Tel (W): [1ChairpersonTelW]
Division: [1ChairpersonDivisionName]
Business Unit: [1ChairpersonBusinessUnitName]

Candidate 2:
Name: [2ChairpersonName] [1ChairpersonSurname]
Email: [2ChairpersonEmail]
Tel (C): [2ChairpersonTelC]
Tel (W): [2ChairpersonTelW]
Division: [2ChairpersonDivisionName]
Business Unit: [2ChairpersonBusinessUnitName]

Candidate 3:
Name: [3ChairpersonName] [1ChairpersonSurname]
Email: [3ChairpersonEmail]
Tel (C): [3ChairpersonTelC]
Tel (W): [3ChairpersonTelW]
Division: [3ChairpersonDivisionName]
Business Unit: [2ChairpersonBusinessUnitName]

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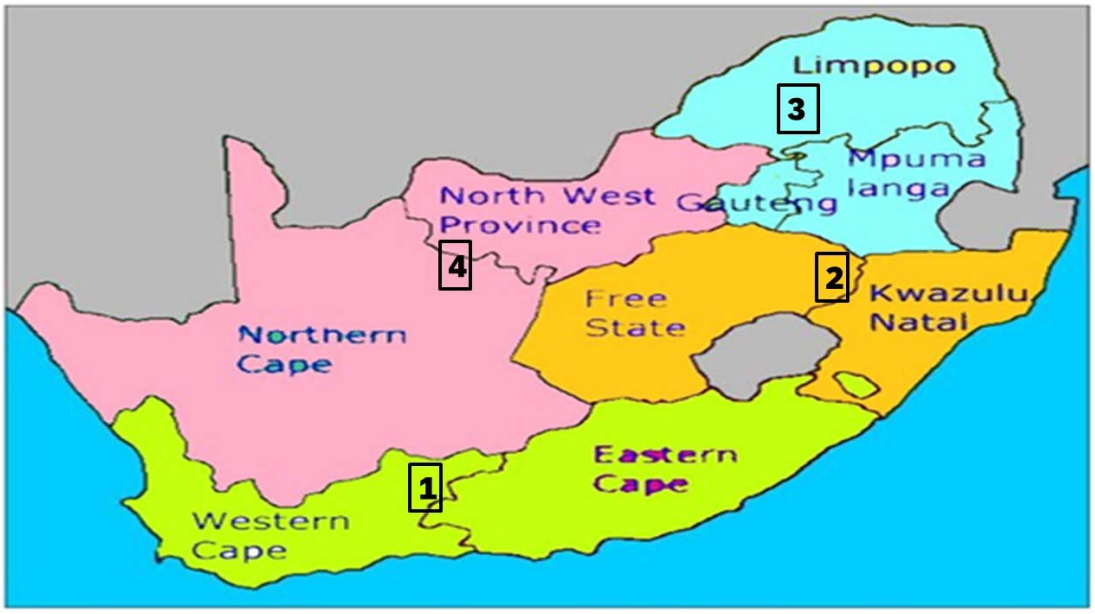
SPECIFIED PROFILE

This is the profile specified by the IR Advisor:
Profile Properties
[ProfileProperties]
Profile Comment
[ProfileComment]

Kind Regards,
---- Eskom IRCAM (Industrial Relations Chairperson Allocation Management) ----

15 Annexure 2: Regions



1. Western Cape and Eastern Cape
2. KZN and Free State
3. Gauteng/Limpopo/Mpumalanga
4. North West/Northern Cape

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