



HARDCAT MODIFICATIONS CONTROL PROCEDURE

Document No:	IMST-Proc 017
Version:	1.0
Authors:	Transversal Systems Support Services & IMST
Effective Date:	01/04/2016
Electronic File:	Treasury website\online systems\supporting & interlinked Financial Systems\Hardcat manuals

KZN PROVINCIAL TREASURY

PURPOSE

This Modifications Control Procedure was developed for the purpose of managing and controlling proposed modifications to the functionality and other configurations on the Hardcat System. The functionality or any configuration becomes subject to modification once it has been requested by the user after following all the applicable processes. All stakeholders have to be aware of any modifications that will take place on the Hardcat System and proper Modifications Control Procedure should be followed.

OVERVIEW

There are five steps of Modifications Control Procedure

1. Change Request
2. Business Assessment
3. Approval by Modifications Control Committee
4. Technical Assessment & Budget Implication
5. Implementation & Roll-out

1. CHANGE REQUEST

- 1.1 Whenever any party (User) determines that some aspects of the Hardcat System should be modified, then that party must submit a modification proposal via the Hardcat System Controller to the owner/custodians (Provincial Treasury). The Departmental System controller must scrutinize the proposed modification and familiarize himself/herself with all its details and contents and authorize it before submitting it to the Provincial Treasury's Transversal Systems Support Services through the relevant support official. The modification request must:
- Describe the aspect of Hardcat that need modification.
 - Include a description of the impact of leaving the resource/functionality unchanged compared with incorporating the suggested modification. This gives the owner/custodians a better understanding of why the modification is being submitted and what importance it is.
- 1.2 If a modification is identified then Annexure A must be completed (Modifications Request Form). The Modifications Request Form should be given a unique reference number (preferably the date when it was authorized by the Syscon: ddmmyyyy).
- 1.3 The Modification Request Form should be submitted to the relevant support official who will then direct it to the relevant processes and channels. The change requestor and/or the Syscon should keep a copy of the form.

2. BUSINESS ASSESSMENT

- 2.1 On receipt of the modification request from the departmental Syscon, Provincial Treasury Transversal Systems Support Services team will investigate to establish whether the requested modification is not a function that is already available on Hardcat, before any step are taken to forward that modification for discussion to the Modifications Control Committee.
- 2.2 The investigator should complete the results of the investigation on the Business Assessment Form, Annexure B Section A.
- 2.3 If the results of the investigation reveal that the modification requested relates to a function that is already available on Hardcat, the requestor will be notified and the call will be closed.
- 2.4 If the results of the investigation reveal that the requested modification relates to a function that is not available on Hardcat, the modification will be forwarded to the Modifications Control Committee for further investigation.

2.5 MODIFICATIONS CONTROL COMMITTEE

- 3.1 The Modifications Control Committee (MCC) consists of the members of Provincial Treasury's Transversal Systems Support Services Team and Departmental System Controllers (Sycons). Provincial Treasury's IT officials attend as observing members, for them to be able to understand the contents of the proposed modifications, in order to be able to perform the technical assessment.
- 3.2 The MCC will be coordinated by Provincial Treasury Transversal Systems Support Services Unit and chaired by any official as nominated by the committee.
- 3.3 The MCC will further investigate the requested modification(s) focusing on its functions against available alternative options on Hardcat, expected time frames for implementation and impacts on the daily processes and function of the Hardcat System.
- 3.4 The MCC is responsible for producing an estimate of the effects of implementing the proposed change (e.g. what benefits will be derived from the requested modifications, advantages and disadvantages etc.). The principle should be that all changes are made visible to all interested parties.
- 3.5 In the interest of efficiency, the MCC may decide to queue a series of modification proposals to be processed as a group. This will depend upon the frequency and importance of modification proposals as determined by the MCC.
- 3.6 If the Modification Request is rejected by the MCC, the Treasury Transversal Systems Support Services team should file the completed Business Assessment Form, for future reference and close the call.
- 3.7 If a modification is identified and accepted (e.g. a modification required to a functional specification), then Annexure B Section B of the Business Assessment Form should be completed. The Modifications Control Committee should provide a unique reference number for record purposes.
- 3.8 The form should be submitted to the Service Provider through Provincial Treasury IT for a quotation.

3. TECHNICAL ASSESSMENT & BUDGET IMPLICATION

- 4.1 Once the quotation has been received, the IT section may conduct technical assessment to investigate any technical implications.
- 4.2 There may also be a need to investigate budget implications.

- 4.3 Once the technical and budget implications have been investigated, the Responsibility Manager (IT) may then take a decision to accept or reject the implementation of a supported modification.
- 4.4 If the implementation is rejected as a result of budget constraints, the call may stay open until budget issues are resolved; if the implementation is rejected due to technical complications and other extreme budget constraints the call will be closed.
- 4.5 If the implementation of Modification Requested was rejected, then the IT section should file the completed Technical Assessment Form for future reference and close the call. IT must submit the request to the service provider for formal quote, if accepted the service provider will be issued with an order and development will follow. If cost is not acceptable, call will be closed and communicated to relevant stakeholders.

4. IMPLEMENTATION & ROLL-OUT

- 5.1 On receipt of the new version incorporating modifications made on Hardcat, the KZN Provincial Treasury IT section will facilitate the implementation of the new Hardcat version.
- 5.2 The Treasury Transversal Systems Support Services Team will perform User Acceptance Testing (UAT), if the Modification Requested has been successfully implemented and tested; Provincial Treasury's IT section will be notified to proceed with the roll-out.
- 5.3 Provincial Treasury's IT section will facilitate the roll-out of the new Hardcat version.
- 5.4 If the UAT does not satisfy the requirements as per the requested modification, the service provider will be notified and necessary corrections will be sorted.
- 5.5 The IT section will then sign the Technical Assessment Form Annexure C to indicate that the modification is complete and keep it for record purposes.
- 5.6 There should be periodic reviews of this procedure to ensure compliance.

[Annexure A](#)

[Modification Request Form](#)

Requested by (User):	Department:	Contact Tel:	Authorised by (Syscon):	Contact tel.				
Title:	(Short description of Modification)							
Reason for proposed modification:								
Details of proposed modification:								
Priority:	LOW		MED		HIGH		Pref. Release Number/Date	
Signature of Requestor:						Signature of Authorizer:		

Annexure B

Business Assessment/ Functionality Testing

SECTION A (Support Official)

Date Investigated:		Investigated By:		Contact Tel:	
Investigation outcome:					
Accepted:	Yes/No (<i>Delete as necessary</i>)				
Rejection Reasons:					
*Impact on other aspects of the Business					
Signature:					

SECTION B (MCC)

Date assessed by MCC:		Contact Person:		Contact No.:	
Ref. No. :		Ref. No. :			
Assessment outcome:					
Accepted:	<i>Yes/No (Delete as necessary)</i>				
Rejection Reasons:					
*Impact on other aspects of the Business					
Signature (Designated):					

Annexure C
 Technical Assessment/Budget Implication

Impact by:				
Impacted On:		Impacted By:		Contact Tel:
Comments:				
Accepted	Yes/No (<i>Delete as necessary</i>)			
Rejection Reasons:				
Implementation Details				
Implementation and roll-out plan:	Task List	Start	Finish	Person
Estimated Costs				
Ongoing Costs:				
Risks/Issues:				
Signature:				

Hardcat Modifications Control Procedure Diagram

Annexure D



