User Manual

for the

MIG Management Information System

Contents

Introduction

The vision of the MIG programme is to *"provide all South Africans with at least a basic level of service by the year 2013 through the provision of grant finance aimed at covering the capital cost of basic infrastructure for the poor"*.

The main contributions of the MIS in assisting DPLG to realise this vision include:

- Serving as an overall control mechanism in terms of the allocation and disbursement of MIG funding to municipalities, monitoring the actual expenditure by municipalities and recording the assets resulting from the spending of MIG funds.
- To put municipalities in control of the planning and implementation of infrastructure development in their areas of jurisdiction by providing the practical means through which MIG funding can be tied to the approved Integrated Development Plan of a municipality (through integration with the IDP Nerve Centre).
- Serving a dual purpose of providing municipalities with a tool for controlling their own programmes while at the same time providing consolidated reporting of financial, progress and performance indicators on a provincial and national scale.

How to use this document

After reading the fundamentals of how to use the MIS in Getting started, we recommend that you work through one or more of the Tutorials. You may not find it necessary to read through all of the Reference section, as this is intended to answer questions as and when they arise.

Suggestions

If you have suggestions for improving this manual please send an email to mig@dplg.gov.za.

Getting started

Home page

To access the home page of the MIS, enter the URL mig.dplg.gov.za into your browser and press **Enter**.

The MIS only works with Microsoft Internet Explorer Version 6.0 or higher. Plans are in place for later releases of Version 2 to be compatible with at least one other browser.

Registration

Except for the home page and parts of the library, you need to be a registered user to access the MIS.

Register as a user

To register as a user click **Register as new user** under **Quicklinks** on the home page.

Roles

Please note that registration is intentionally not automatic because the system administrator needs to validate your role within the organisation, which in turn determines your permissions.

Logging in

To log in, enter your **User name** and **Password** and click **Submit** or press **Enter**.

Passwords

Acceptable passwords are at least 6 digits long and contain a mixture of upper case, lower case and numbers e.g. pR311x.

Always bear in mind that your password is the equivalent of a signature on a MIG form. Do not therefore share your password with anybody. If you require others to do work on your behalf, rather request your system administrator to them with alternate logins, otherwise the transactions performed by them will reflect against your name in the audit trail.

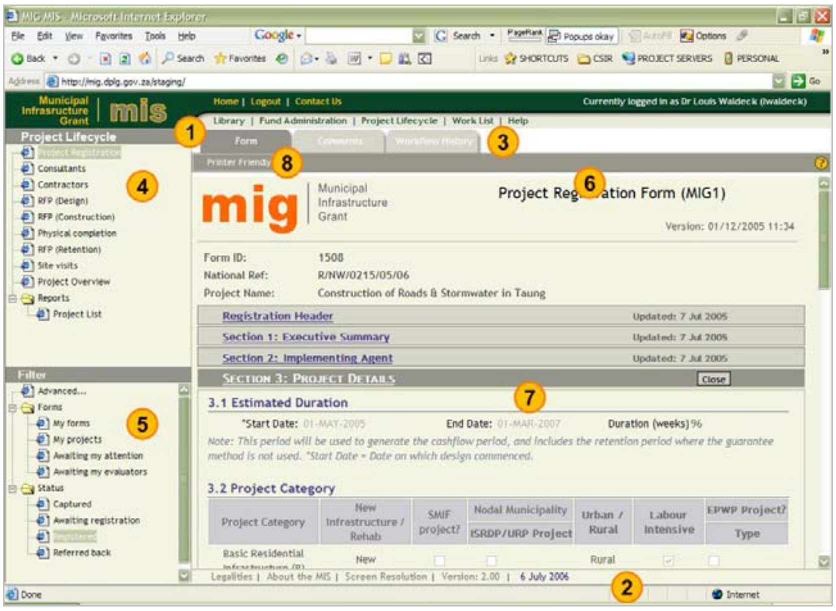
Screen layout

The screen layout can be divided into areas for static content, navigation and dynamic content presentation.

Static content

1 Identity

The identity of the MIS is established by means of a strip-like image at the top of the screen. This area also contains non-application specific hyperlinks to Home, Login/Logout, Contact Us and identifies the current user.



2 Legalities

Statements regarding privacy policy and disclaimers are displayed at the bottom of the screen together with system version information.

Navigation

3 Application menu

The application menu bar allows you to access the main applications contained within the MIS. You will only see the applications that your system administrator have given you access to.

4 Content tree

The content tree displays the content of the application that you have selected in the form of a hierarchy of folders. Folders can be opened or closed by clicking the plus/minus sign, the folder icon or the name itself.

5 Filters

Filters can be used to hide complexity from the user by limiting content to what the user needs to see. A simple filter such **Forms awaiting my attention** is for example technically equivalent to retrieving all forms in a specific workflow status from one or more municipalities.

Filters are also used to enhance performance by limiting the volume of information retrieved from the MIS database.

Dynamic content

6 Action bar

The action bar lists the actions that you are able to perform based on permissions that you have been given by your system administrator. Actions could include **Capture**, **Submit**, **Recommend**, **Refer back**, **Download**, etc.

7 Results

This is where your results are displayed.

8 Tabs

The tabs provide different views of the same content. Once you have for example navigated to a given project, one tab may show the forms belonging to the project while another shows the cash flow for the same project.

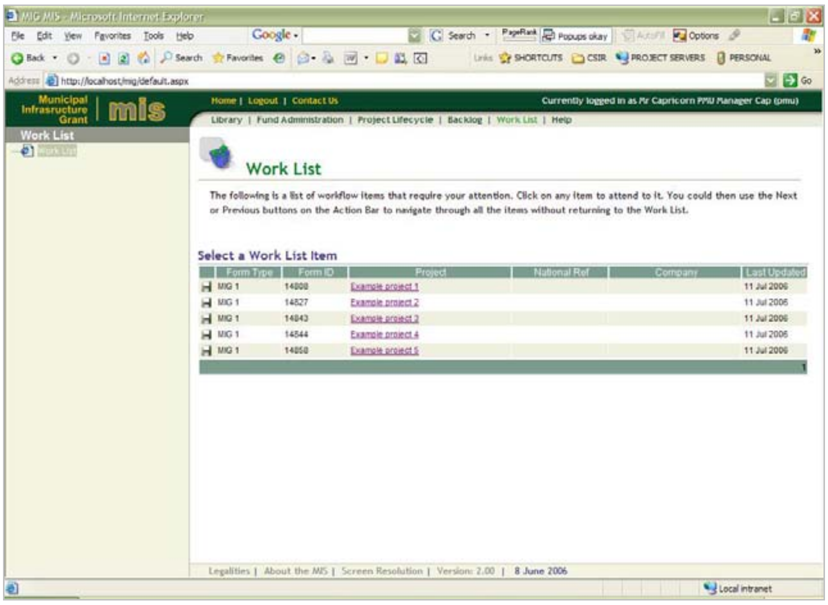
What's new in Version 2

Workflow

The most visible of the workflow enhancements in Version 2.0 is the work list and e-mail notifications, which are bound to fundamentally change the way that many users interact with the MIS, especially those responsible for recommending forms.

The new **Work List** is automatically displayed as the first page after you have logged in. It lists all the forms (MIG 1 to 10) that require your attention.

Work list



If you click on the hyperlink in the Project column of the list it will open the form just like any other list in the MIS would have done (see Working with lists).

List navigator

Once the form is open you will notice two new buttons on the Action Bar. Clicking the **Next >** or **< Previous** buttons will open the next or previous form in your **Work List**. The buttons become inactive when you reach the first or last form in the list. These two buttons (the list navigator) allow you to attend to all the forms requiring your attention without returning to the **Work List**. If you do return to the **Work List** after attending to all the forms it will be empty, indicating that there is nothing that requires your attention.

Should you want to return to the **Work List** from anywhere in the MIS, you can do so by clicking **Work List** on the Application Menu.

In the above we have described how the Work List will enable you to attend to all forms that require your attention without ever using the Application menu, Content tree or

Filter! We will now describe how some users, particularly those that use the MIS infrequently, will be able to do all of the above without even using the Work List!!

This is made possible by a hyperlink contained in the enhanced e-mail notification sent by the MIS to alert you that a workflow item is awaiting your attention. If you click this hyperlink it will take you to the login page of the MIS. Once you have logged in the next page you will see is the form that you need to attend to, opened and awaiting your input!!

E-mail notification

Dear Mr Provincial Coordinator

This message is system generated. Please do not reply to it because the mailbox is not attended to. If you have problems please call (012) 334 4860 or 082 578 5659 or send an e-mail to mig@dplg.gov.za.

The form awaiting your attention belongs to project: Example project
Municipality: Polokwane LM

The form was submitted by:
Mr Capricorn PMU Manager
Acting on behalf of: Municipal Manager
Position: PMU Manager
Telephone: 015 5555555
Fax: 015 5555556
Cell: 0825555555
E-mail: example@agency.gov.za

If you prefer to attend to this now, click here to recommend the form or to refer it back for revision. If you have multiple workflow items awaiting your attention you may prefer to rather open your Work List.

Thank you.

Workflow process

The workflow process or path followed by a form from start to finish has changed significantly. Note in particular that when a form is referred back for revision, it is **no longer** returned to the previous participant in the process but to the Project Manager or PMU Manager.

Forms

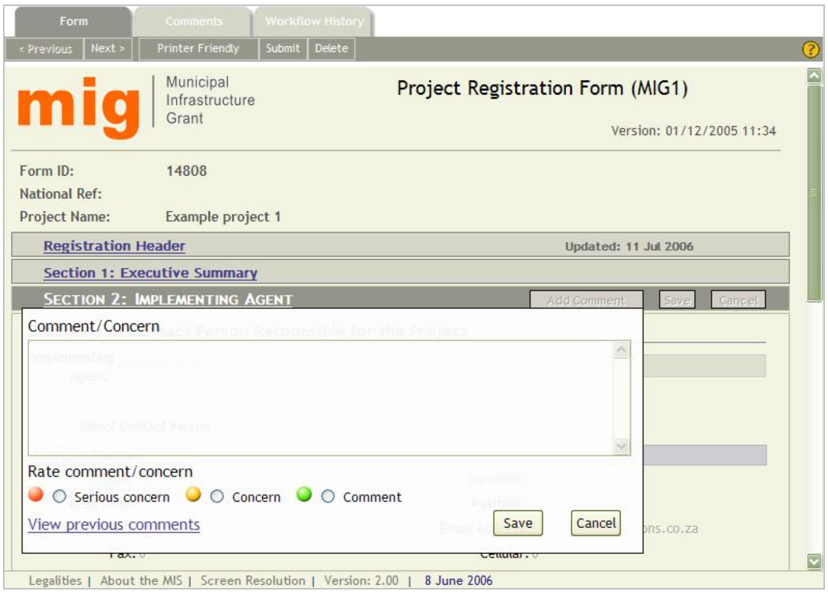
Irrespective of whether you use the Work List, an e-mail notification or Application menu, Content tree and Filter to open a form, you will notice the following changes to the form itself.

Section headings

The section headings like **Section 3: Project Details** could in the past be opened by clicking anywhere on the background of the heading. This had to be changed because of the introduction of evaluation notes (comments), the presence of which is indicated by red, amber or green "Traffic light" icons. Clicking any of these icons displays the comments and clicking on the hyperlink **Section 3: Project** Details now opens the section.

Comments

Comments can be added by clicking one of the two **Add Comment** buttons at the top or bottom of an opened section. These buttons will always be present if you have opened the form from the Work List, but could be absent if you have opened the form via another route if the form is in a workflow state that does not allow you to edit it at that moment, even if you were able to edit it before or may be able to edit it in future.



Concerns

A **comment**, symbolized by a green traffic light, usually contains additional information or clarification intended to expedite or document workflow actions, without requiring a subsequent user to act on it.

Comments could also be expressed as a **concern** (amber traffic light) or **severe concern** (red traffic light), when you believe that the matter is serious enough for subsequent users to note and potentially refer the form back for revision.

Note: Even if you raise a severe concern, it will not stop you, or any subsequent workflow participant to recommend the form. It simply draws attention to an issue.

Form Tab

The purpose of the **Form** tab has not changed. Clicking the **Printer Friendly** button still displays a printable version of the entire form but now opens an additional print preview window that allows you to see the page breaks and only print specific pages.

If the form was opened from your **Work List**, the List navigator allows you to attend to all forms without returning to the **Work List**.

Comments Tab

The new **Comments** tab provides a separate view of the comments added to each section of the form. Sections with comment can be opened by clicking the traffic light icon or you can click the **Printer Friendly** button to open a print preview of all the comments.

Workflow history Tab

The **Workflow history** tab has changed in the sense that it no longer contains comments that were previously added when a form is recommended or referred back. Comments must now be added before a form is submitted, recommended or referred back and these can be viewed from the **Form** or **Comments** tabs.

Form changes

Select agency

The tree view used to select an agency (previously referred to as province/district/municipality has been replaced by a faster agency selector that is more consistent with other selectors used to select contact persons, companies, etc. To use this selector, enter any part of the province/district/municipality's name and click the **Find** button. If more than one match is found, select the correct agency by clicking the hyperlink or refine the search so that fewer matches are returned.

National Reference Number

For a limited period of time, the National Reference Number contained in the Registration section of the MIG 1 form can be assigned manually. To use this feature click the **Manual** button in between the National and Provincial Reference Numbers and enter the number. This should only be used in cases where forms are captured for projects that have already been registered through a parallel manual process.

Implementing agent

The title of Section 2 has been changed from "Applicant" to "Implementing agent". In time a further distinction will be made between Funding agent and Implementing agent. In Version 1, both of these were simply referred to as the Municipality.

Filters

The filters have been changed as follows:

Captured

In Version 1, the **Captured** filter only selected forms that were captured and saved by yourself. In Version 2, the **Captured** filter selects all the forms captured and saved by anyone in the agencies that you have permission to view. For example, if you are registered as a provincial user, you will see all the forms captured by the districts and municipalities in your province.

My projects

The **My projects** filter has been added to assist project managers to select the projects that they are responsible for. This filter selects all projects for which the Contact Person in Section 2 matches the user logged in.

Awaiting my evaluators

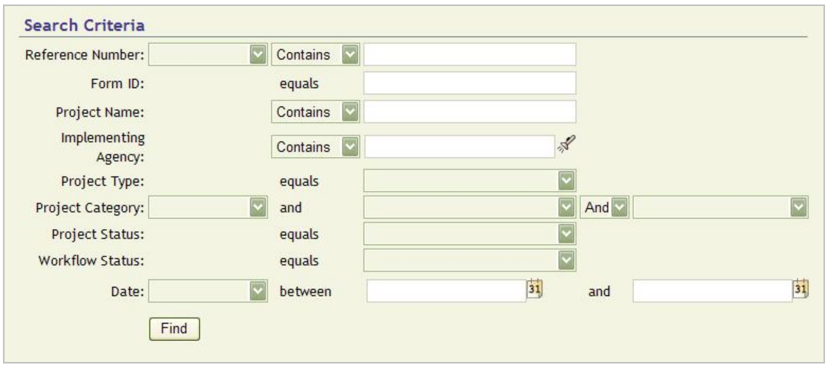
This filter only applies to users with primary responsibility for workflow actions (such as Municipal Manager and Provincial Manager MIG). It selects all the forms that are awaiting the attention of users appointed by them to evaluate forms on their behalf.

Advanced…

All the Advanced filters have been enhanced by the addition of criteria to assist you with refining a search.

Some criteria, such as the Reference Number contain a drop down menu to further specify the parameter. You could for example choose to filter on a National, Provincial or Municipal Reference Number.

Click **Find** to select all the forms or projects that match the criteria that you have specified. The results are displayed underneath the search criteria without altering the criteria to allow you to refine the search by changing the criteria and clicking **Find** again.



Maintain my profile

The new **Responsibilities** tab that can be accessed from the **Maintain My Profile** link on the login page, allows most users to delegate their responsibility to another user for a fixed period or until the delegation is retracted. The user to which you delegate your responsibility will receive an e-mail notification to this effect when you delegate and also when you retract the delegation.

It is important to note that the person you delegate to will inherit all your permissions for as long as the delegation is active. If a Municipal Manager for example delegates to a Data Capturer, the Data Capturer will be able to recommend all the forms that the Municipal Manager is normally responsible for.

Alternate users

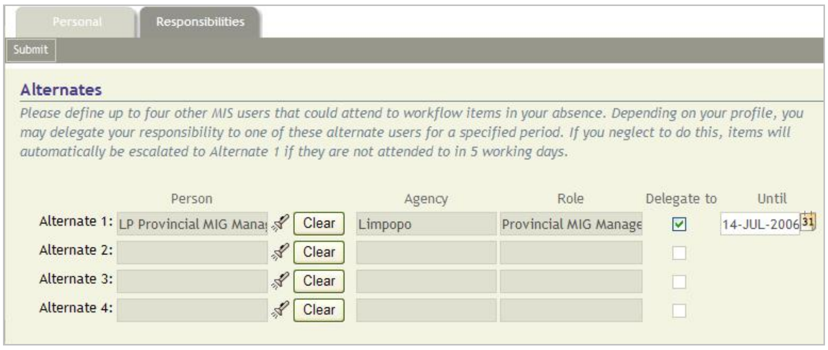
Before you can delegate responsibility you first need to nominate one or more alternate users by clicking the **Maintain My Profile** link on the login page and then selecting the **Responsibilities** tab. To nominate the first alternate click the icon in the first row. In the resulting user dialogue click **Find** to display a list of persons that you may nominate as alternates. Depending on where you are located in the MIS permission hierarchy, you may want to refine the search by specifying a **Role** and/or **Agency**. If you do not, it will display all users above you in the MIS permission hierarchy. For example, if you are a municipal user, it will display all the users in your municipality, all district users in your district, all provincial users in your province and all national users.

It is highly recommended (even required) that you nominate at least one alternate user to act on your behalf when you are unable to do so yourself.

Note: Nominating alternates is not the same as delegating your responsibility to them. A person that has been nominated is not notified by e-mail.

Delegation

To delegate responsibility, you have to click one of the **Delegate to** checkboxes, optionally fill in an **Until** date and click **Submit** on the Action Bar. If you do supply a date (for example the last day of your leave) the delegation will automatically expire at midnight on that date and you will start receiving workflow notifications from your first day back in the office. If you do not supply a date, the delegation will remain active until you retract it by again clicking the **Delegate to** checkbox and clicking **Submit**.



Escalation

Escalation is the process through which the MIS provides alternate users with the necessary permission to attend to a workflow item that has not been attended to within 5 working days. For example, if you are responsible for recommending a form and neglect to do so in 5 working days, the MIS will request your first alternate by e-mail to recommend the form. If this person also neglects to attend to the matter, the MIS will request the second alternate to stand in, etc.

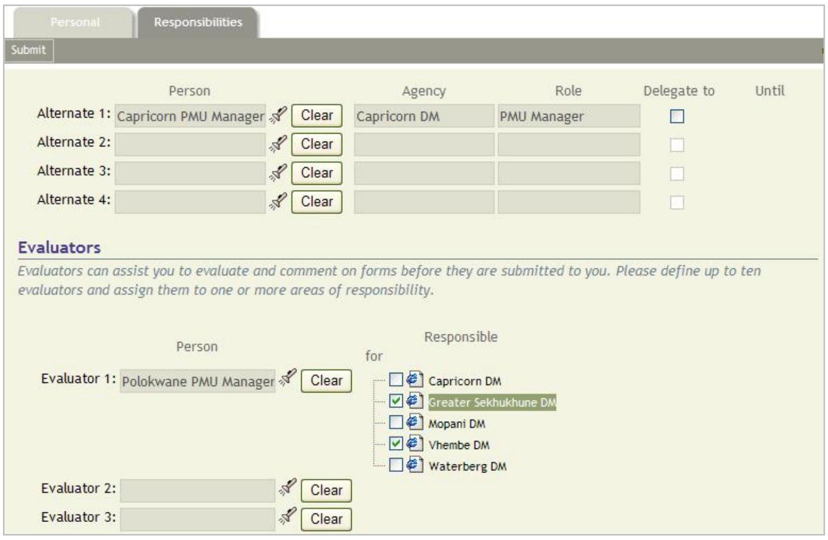
Note: The fact that the MIS has temporarily provided an alternate person with permission to attend to the form, does not mean that your permission has been taken away. You can still attend to the form even after you receive the copy of the e-mail, requesting the alternate to attend to the form.

Evaluators

Users with primary responsibility for workflow actions (such as the Municipal Manager and Provincial Manager MIG) are allowed to appoint evaluators to assist them with the task of reviewing the contents of a form, for example checking that unit costs do not exceed guideline costs. If an evaluator is appointed, an e-mail notification is sent to the evaluator and the form appears in the evaluator's work list. The user with primary responsibility for the form is not notified at this stage and the form does not appear in his/her Work List.

Note: The primary user can still access the form through the Awaiting my evaluators filter and will still be able to add comments, recommend or refer the form back.

When the evaluator has reviewed and submitted the form the person with primary responsibility receives an e-mail that the form has been reviewed and the form will appear in his/her Work List. The workflow status icon will contain an E in the upper left hand corner to indicate that the form was submitted by an evaluator, for example . The person with primary responsibility (or the person acting on his/her behalf) may then examine the comments/concerns added by the evaluator and decide to recommend the form or refer it back for revision.



Appointing evaluators

Appointing an evaluator is done in exactly the same way as nominating alternates on the **Responsibilities** tab. Once you have selected an evaluator, a number of **Responsible for** checkboxes will appear to allow you to make the evaluator responsible for one or more areas one level below your own in the MIS permission hierarchy. In the example below a Provincial Manager sees all the districts in the province. Likewise the Senior Manager MIG will see all provinces. Up to ten evaluators can be appointed. If more than one evaluator is made responsible for the same area, they will all receive e-mail notifications and be allowed to attend to the same form. This is nevertheless allowed because it provides a mechanism through which the workload can further be divided by informal arrangement. In the example below, the two evaluators responsible for the same district may split the workload informally by municipality.

Tutorial

Working with forms

The **Project lifecycle** application is based almost entirely on the familiar MIG 1, 4, 5, 6, 8, 9, 10 forms. Although the forms differ in content and purpose, the tutorial only deals with the Project registration form (MIG 1). Since the MIS deals with all forms in a consistent manner, the other forms should not present any difficulty.

For the MIS to be different things to different people and encourage a sound business process, it limits functionality according to the role of the person that is logged in (see Registration) as well as the step within the applicable workflow process.

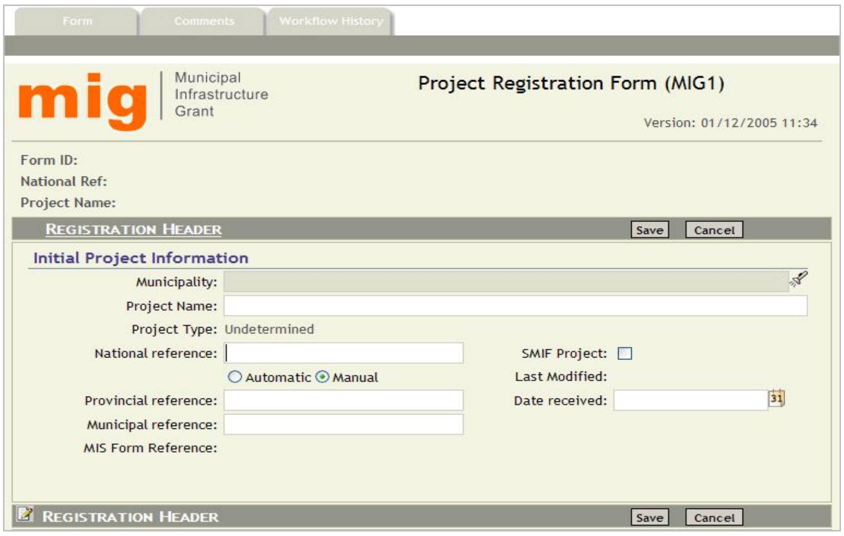
If you are therefore unable to perform the actions described in the next paragraphs, it could be for one of the following reasons:

- The role that you have been assigned does not allow the action. For example, the Senior Manager MIG is not allowed to capture a new MIG 1 form. Please refer to **Annexure A** to find out what role is required for every action.
- The action is not permitted at the current workflow step. A form cannot for example be recommended before it has been submitted.

Capturing a new form

To capture a new form proceed as follows:

1. If you are not already in the Project Lifecycle application, click **Project lifecycle** on the Application Menu.
2. Click **Project registration (MIG1)** on the Content tree.
3. Click **Capture** on the Action Bar. A blank form will appear in the Results pane. All forms are split into sections that are displayed in an outline view containing only the headings, until you expand a particular section by clicking the hyperlink. The only exception to this rule occurs when you capture a new form. The first section is then automatically expanded because most of the later sections depend on the first.



Data entry

Before you start entering data, note that borders and background colours are used for a specific purpose:

- All fields with a border and white background, such as **Project name** and **Provincial reference** will accept free-form typing.
- Fields with a border but coloured background, such as **Municipality** and **Date received** can only be completed by clicking the icons to the right of them , .
- Fields without a border, such as **National reference** are calculated by the MIS.

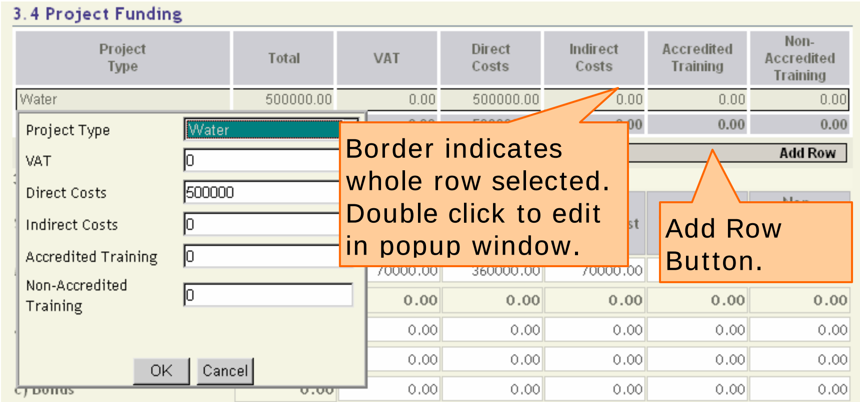
Data entry in tables

Many tables behave similar to a spreadsheet, in which you select the first cell, enter data and move to the next cell by clicking it or pressing the **Tab** key on your keyboard. **Shift** + **Tab** will take you to the previous cell.

Depending on the nature of the validations that must be done by the MIS, some tables use popup windows to capture the data for an entire row. The clue to which tables behave in this way (apart from visual styling clues) is that the whole row is selected when you click any cell in the row as illustrated below. If this happens, double click the row to open the popup window. Once in the popup window you can also use **Tab** or **Shift** + **Tab** keys on your keyboard to move between cells.

Adding rows to a table

Another clue to tables that work with popup windows is the presence of an **Add Row** button below the table.



4. When you have completed a section, click either of the **Save** buttons above or below the expanded section.

5. Expand the next section by clicking anywhere on the heading and work through the form until you have saved Section 7.

Submitting the form

6. You are now ready to submit the form into the workflow process. This is done by clicking **Submit** on the Action Bar. Although some validation is done as you enter data, the **Submit** action subjects the entire form to a final validation. Any problems encountered at this stage are listed at the bottom of the form.

7. The MIS sends an e-mail to the person(s) responsible for recommending the form.

Once you have submitted a form you will no longer be able to edit anything on the form, unless it is referred back for revision and neither the Project Manager nor the PMU Manager can attend to the revision.

Finding a form

Finding an existing form depends very much on your current context. To find the form that you just submitted, you could simply click on **My forms** in the **Filters** pane. This will present you with a list of all the forms that you have captured, with the most recent at the top.

In the more general case you may have to click **Project lifecycle** on the Application Menu and Project registration (MIG1) on the Content tree. Thereafter you could take one of the following approaches to select an appropriate filter.

1. If you are a data capturer and you are looking for one of your own forms the simplest is probably to click **My forms**. Depending on how many forms you have captured, the MIS may have to split the list over several pages (see working with lists below).

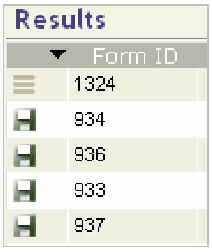
2. If you are looking for forms in a particular workflow status, for example those that have been referred back, it may be easier to click **Referred back** under the **Status** folder, but remember that this will return all

forms in this status within your agency, not only your own.

3. Provincial and national users need to be particularly careful in selecting a filter such as **Registered** because a list containing several thousand forms could hardly be considered a filter! In these cases it is advisable to rather use the **Advanced**... filter which allows you to limit the search to a specific municipality, date range, etc.

Working with lists

Many filter and search actions in the MIS produce a list in Results pane. These lists could contain forms, projects, people, companies, etc. The better the filter, the fewer rows will be returned. If more than a hundred rows are returned, the MIS will split the list into separate pages. You could then display the pages by clicking the page number at the bottom-right corner of the list or choose to refine the search criteria.



Another useful feature of the lists is that any column can be sorted by clicking the column heading. This may be useful if you are after one of a few similar rows. For example, if there is one submitted project in a list of many, you could get it to the top of the list by clicking the column heading of the status icons once, or at most twice. Alternate clicks toggle the sort order between ascending and descending.

Please refer to Annexure A for the meaning of the status icons.

Recommending a form

To best way of recommending forms depends on whether you have one or many forms to attend to.

If you **only have one** e-mail notification that you have not attended to, the easiest way is to click the hyperlink "click here to recommend the form or to refer it back for revision" contained in the e-mail. This will take you to the login page of the MIS and then open the form in question.

1. If you are satisfied with the contents of the form and want to recommend it, click **Recommend** on the Action Bar. The next person in the workflow process will receive an e-mail notification that a form is awaiting his/her attention. If previous workflow participants added Comments / Concerns to one or more sections you will be able to view these by clicking on the corresponding "traffic light" icons. You may also add Comments / Concerns of your own by clicking one of the two **Add Comment** buttons at the top or bottom of an opened section.

2. If you are not satisfied with the contents, click **Refer back** on the Action Bar. Everybody that recommended the form up to this point in the workflow process will be notified by e-mail that you have referred the form back and the Project Manager will be requested to revise the

form. If the Project Manager is not a registered user of the MIS the PMU Manager (first municipal and then district) will be requested to attend to the form.

If you have **more than one** e-mail notification that you have not attended to, the easiest way to attend to the form in question is the click the "Work list" hyperlink in any e-mail to log in and open your work list. Click the hyperlink of the first form (or any other form if you wish) to open the form and recommend or refer the form back as described above. Then use the **Next >** or **< Previous** buttons to open and attend to all the forms in your **Work List**.

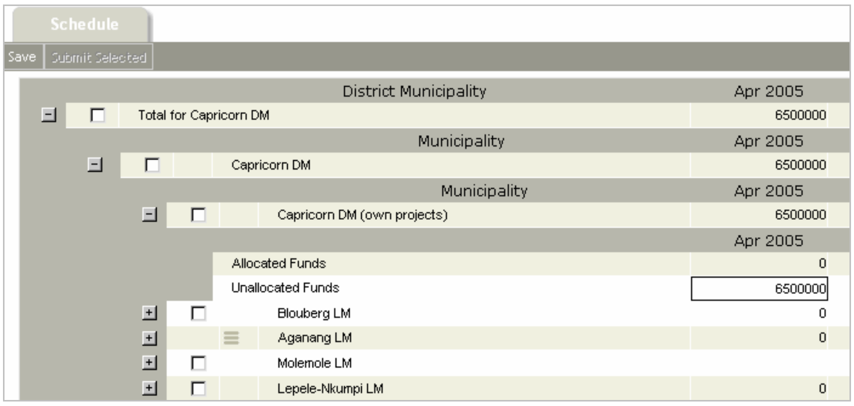
Hint: Use the **Printer friendly** button to generate a printer friendly version of the entire form for checking the content even if you do not actually want to print the form. It will free you from opening and closing the sections one by one.

Fund administration

To illustrate the Fund Administration Application we will work through capturing the payment schedule of a municipality for the next financial year.

1. If you are not already in the Fund Administration application, click **Fund Administration** on the Application Menu.
2. Click **Schedule** on the Content tree to open the folder and then **Infrastructure**.
3. Select the next financial year from the **Filters** pane.

You will now be presented with a list of all municipalities that you are responsible to submit payment schedules for. In the example below, the user is logged in as the PMU Manager for Capricorn DM. As such the list will include the DM itself (own projects) as well as all the non-funding municipalities that the PMU is responsible for. Note that it does not show funding municipalities such as Polokwane because the PMU is not responsible for submitting their payment schedules.



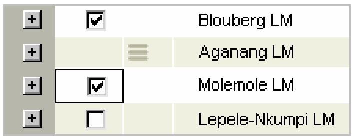
Capture schedules

4. For every month of the year, enter an amount into the **Unallocated** field so that the sum of the **Unallocated** and **Allocated** amounts equal the desired schedule for the month. Remember that the **Allocated** field is calculated from the sum of all project cash flows for the month in question (see Reference). In the example above there are no registered projects reflecting a cash flow for Apr 2005, so the schedule consists entirely of unallocated funds.

Note that the rightmost column **Variance** decreases as you complete each month and that it should become zero after completing the last month because the total of the 12 payment schedules must equal the allocation.

Save schedules

5. Once you have completed a municipality (or earlier if you wish) it is advisable to click **Save** on the Action Bar to save your work. The Save action saves everything that you might have changed for later use. It does not submit the Schedule(s) into the workflow process.



6. Once you have completed all the municipalities that you are responsible for and you are satisfied with the correctness of the information, you are ready to submit the Schedule(s) into the workflow process. This is achieved by selecting the municipalities that you want to submit (by clicking the relevant check boxes and then clicking **Submit selected** on the Action Bar.

Note that the status icon appears to indicate that the schedule was successfully submitted. Once it has also been recommended by the Senior Manager MIG the icon will change to ✓.

Versions of the schedule

7. It is extremely important to note that what was captured above represent a version (snapshot) of the payment schedule for the monthly cycle that it was captured in. When you open the same page in the next monthly cycle you may notice some differences. The scheduled amount for the previous month will have been replaced by the amount actually transferred but this will not normally be obvious because the transfers rarely differ from the schedule. It is more likely that committed portion of the schedule would have changed if project cash flows were updated between when you submitted the schedule and the end of the monthly cycle. The MIS will reflect such changes by adjusting the uncommitted portion. You will not be able to update the schedule for previous months.

Generating reports

Project reports

To obtain a project list, proceed as follows:

1. If you are not already in the Project lifecycle application, click **Project lifecycle** on the Application Menu.

2. Click **Reports** on the Content tree and then click **Project List**.

3. In the Advanced filter that follows on the next page you may specify search criteria to filter the project list. If you do not specify any criteria the report will contain all the projects that you have permission to view.

4. Click **Generate** and wait until you are taken to the download page.

5. Click the **View report** link to download the report file to your computer in a Comma Separated Variable (CSV) format. You can Save the file for later use or open it first and then save it in a format of your choice, for example as an Excel Spreadsheet (XLS).

Funding reports

Except for adding comments to the DORA report, the MIS does not require you do take any action to prepare or submit monthly reports. It is assumed that reporting is done on a fixed monthly schedule (see Time cycles) and that the reports simply reflect what has been processed up to the closing date of the cycle.

To obtain a project list, proceed as follows:

1. If you are not already in the Fund Administration application, click **Fund Administration** on the Application Menu.

2. Click **Reports** on the Content tree.

3. Select monthly or annual cycle in the Results pane if applicable and click **Generate report**.

4. When the report is ready to download, the **Generate report** button changes to a **View report** hyperlink.

5. Click the **View report** link to download the report file to your computer in a Comma Separated Variable (CSV) format. You can Save the file for later use or open it first and then save it in a format of your choice, for example as an Excel Spreadsheet (XLS).

REFERENCE

Access Control and Permissions

Except for the home page and the Library, users require a user name and password (6 digit mixed case and mixed alphanumeric) to gain access to functionality.

Once logged in, the framework limits access to functionality through what is exposed to a user and what actions the user is permitted to perform on what is exposed.

Visibility

The framework manipulates the visibility of applications and nodes of the content directory on the basis of the role(s) that have been assigned to them by their system administrator(s).

The visibility of individual records are determined by the position of the user's organisation in the organisation hierarchy in a way that records are visible within the record owner's organisation as well as any organisation lower down in the organisation hierarchy. This is done by way of adjusting the root of the organisation dimension in the filtering mechanism.

This model can accommodate several hierarchies but each additional hierarchy increases the maintenance overhead. Examples of hierarchies could include:

- Government entities such as national government, provincial government, metropolitan, district and local municipalities.
- Programme entities such as NMMU, PMMU and PMU.

Note: There are exceptions (such as gazetted allocations) where visibility is not restricted.

Permitted Actions

The actions that a user is permitted to perform on a visible record depend on the role(s) assigned to the user by his/her system administrator(s), the permissions associated with such role(s), the devolution option of municipality and the current workflow status associated with the record.

In addition to record level permissions, the model also caters for field level permissions linked to workflow status. The project budget section may for example be changed until the registration has been signed off by the SMM. Thereafter it can only be changed by means of an addendum that goes through the same approval process.

Time Cycles

The MIS makes extensive use of annual and monthly time cycles to stabilise reporting. These are similar to a calendar year or month except that the last day of a MIS cycle does not have to be the last day of the year or month. The last day of the March cycle may for instance be the 10th of April. This allows certain actions to be completed beyond the end of the calendar month that will still for reporting purposes reflect against the March cycle.

Annual cycles

Annual cycles apply primarily to **Allocations** and **Payment Schedules** in the Funding Administration application.

Monthly cycles

Monthly cycles apply primarily to:

1. Cash flow projections provided in MIG 4, 5, 6 and 8 forms.
2. Manipulation of cash flows in the **Cash flow** Tab of the **Project overview** module.
3. Updating schedules in the **Payment Schedules** module.

The implication of the above is that if the monthly cycle is set for the March cycle to end on the 10th of April, cash flows updated before midnight on the 10th of April will reflect under the March cycle. Once the cycle has closed, you will no longer be able to the update cash flow for that month, only future months.

Library

Application Overview

The Library application provides convenient access to the latest MIG forms as well as policy, legislation and guideline documents that may be relevant to MIG.

Fund Administration

Application Overview

The fund administration application controls the annual allocation of MIG funding as well as monthly disbursements to municipalities after taking account of previous transfers, actual expenditure and projected expenditure for the next monthly cycle.

In addition, the fund administration application provides the means for all three spheres of government to comply with the MIG-specific provisions of the Division of Revenue Act (DORA).

The same controls apply to funding allocated to infrastructure projects and management fees. The main features of the Fund Administration Application were derived directly from the DORA as explained in the following four paragraphs.

Allocations

This is where the gazetted annual allocations for infrastructure and management fee are recorded. It is recorded once and perhaps revised once or twice by the dplg Senior Manager Finance.

Throughout the application, funds allocated to funding municipalities (Devolution option 1 and 2) reflect against the name of the municipality while funds allocated to a District Municipality reflect under DM (Own projects). Funds allocated to non-funding municipalities (Devolution option 3) are also reflected against the name of the municipality but in the same grouping as the DM, indicating that the funds are actually managed by the DM.

Payment schedules

The payment schedule specifies the monthly amount to be transferred from dplg to funding municipalities. There are separate schedules for infrastructure funding and management fees.

In the case of infrastructure funding, the schedule is calculated as the sum of committed and uncommitted funding. The committed funding is obtained from the cash flow projections of registered projects. There are two ways of updating cash flows and both of these reside in the **Project Lifecycle** application:

1. Capturing and **recommending** MIG 4, 5, 6 and 8 forms.
2. The cash flow **Tab** in **Project overview**

Transfers

This is where dplg records the BAS Reference and Action Date for transfers actually made. Unless an intervention is required, the amount transferred will be the exact amount provided for in the payment schedule.

Expenditure

This is where the actual expenditure incurred by a LM or DM is declared. Once again there are separate processes for declaring infrastructure and management fee related spending.

In the case of infrastructure spending, the expenses are actually captured in the **Project Lifecycle** application while capturing the "Payment requested" section of MIG 6, 8 and 10 forms. In these sections, the payment requested is built up from tax invoices submitted by consultants, contractors and suppliers after retention has been dealt with.

All that is added in the expenditure module is to declare that the invoices have actually been paid and this is done by recording the payment stub number obtained from the municipality's financial system against each invoice.

Project Life Cycle

Application Overview

The project life cycle application provides a variety of participants in the life cycle of a MIG-funded infrastructure project with the means to manage the project from submission of the business plan through the design, tender and construction phase to physical completion. The registration process ensures that MIG funds cannot be spent outside the framework of a municipality's approved IDP.

A forms-driven approach is used through which the project registration form forms the baseline against which suppliers report financial and physical progress as a precondition to monthly progress payments.

Forms

The project life cycle application contains one module for each of the MIG forms. Once you have selected the appropriate form, you will be able to (depending on your role and associated permissions) capture and save a new form, submit a form, add comments / concerns and recommend or refer a form back for revision. These actions are dealt with in the Tutorial.

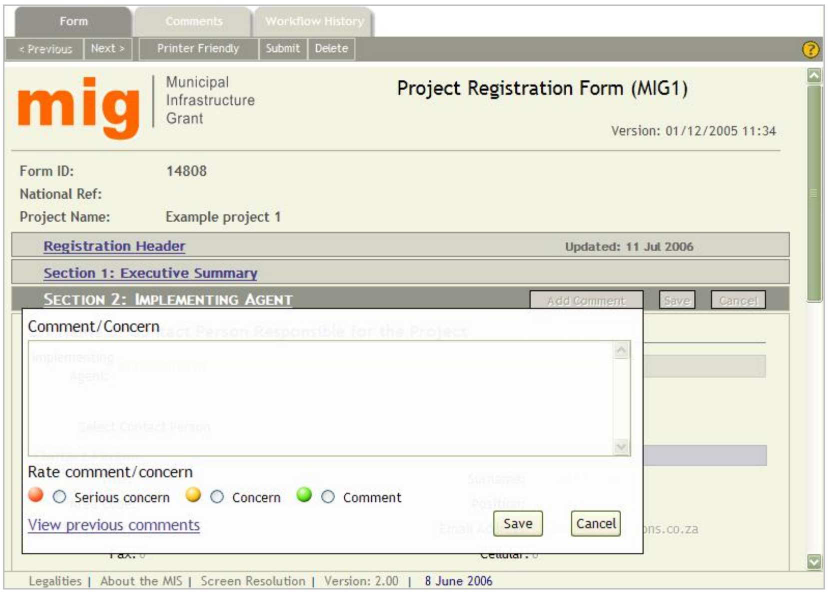
Section headings

All forms are split into sections that are displayed in an outline view containing only the headings, until you expand a particular section by clicking the hyperlink. The only exception to this rule occurs when you capture a new form. The first section is then automatically expanded because most of the later sections depend on the first.

Any section can contain evaluation notes (comments), the presence of which is indicated by red, amber or green "Traffic light" icons. Clicking the icon displays the comments and clicking the hyperlink **Section 3: Project** Details opens the section.

Comments

Comments can be added by clicking one of the two **Add Comment** buttons at the top or bottom of an opened section. These buttons will always be present if you have opened the form from the Work List, but could be absent if you have opened the form via another route if the form is in a workflow state that does not allow you to edit it at that moment, even if you were able to edit it before or may be able to edit it in future.



Concerns

A **comment**, symbolized by a green traffic light, usually contains additional information or clarification intended to expedite or document workflow actions, without requiring a subsequent user to act on it.

Comments could also be expressed as a **concern** (amber traffic light) or **severe concern** (red traffic light), when you believe that the matter is serious enough for subsequent users to note and potentially refer the form back for revision.

Note: Even if you raise a severe concern, it will not stop you, or any subsequent workflow participant to recommend the form. It simply draws attention to an issue.

Form Tab

If the form was opened from your **Work List**, the List navigator allows you to attend to all forms without returning to the **Work List**.

Clicking the **Printer Friendly** button displays a printable version of the entire form and a print preview that allows you to see the page breaks and only print specific pages.

Comments Tab

The **Comments** tab provides a separate view of the comments added to each section of the form. Sections with comment can be opened by clicking the traffic light icon or you can click the **Printer Friendly** button to open a print preview of all the comments.

Workflow History Tab

The **Workflow History** tab provides a complete record of all workflow transactions on the form from the first time that it was submitted into the workflow process.

Request for Payment

The Request for Payment forms (MIG 6, 8 and 10) contain features that are not found on other forms. These can be found on the **Claims** Tab of these modules. These features are intended to assist you in deciding whether the RFP should be recommended.

The **Claims** Tab provides a complete history of all previous payments summarised by funding source as well as by company. It also keeps track of retention held by company. As long as there is a positive balance by funding source and by company, you at least know that there is sufficient funding available to process the claim.

Project overview

The project overview provides a convenient access point to everything that is related to a specific project.

Overview Tab

The **Overview** Tab displays general information about the project.

Forms Tab

The **Forms** Tab displays all the forms relevant to the selected project. Clicking on any form will open it in exactly the same way as if you found the form through one of the other means described in the Tutorial.

Cash flow Tab

The **Cash flow** Tab allows you to update the cash flow for the selected project without submitting MIG 4, 5, 6 or 8 forms.

Note: You can only update current and future monthly cycles.

Claims Tab

The **Claims** Tab provides a history of all previous payments summarised by funding source and by company. It also keeps track of retention held by company. As long as there is a positive balance by funding source and by company, there is sufficient funding available to process the claim.

Filters

Filters are useful for retrieving the specific forms or projects that a specific user may have an interest in such as **My forms**, **My projects** and **Awaiting registration**. Some of these are self explanatory and are not dealt with here.

Filters also enhance performance by limiting the volume of information retrieved from the MIS database.

Captured

The **Captured** filter selects all the forms captured and saved by anyone in the agencies that you have permission to view. For example, if you are registered as a provincial user, you will see all the forms captured by the districts and municipalities in your province.

My projects

The **My projects** filter assists project managers to select all the projects that they are responsible for, that is all projects where the Contact Person in Section 2 of MIG 1 matches the user logged in.

Awaiting my evaluators

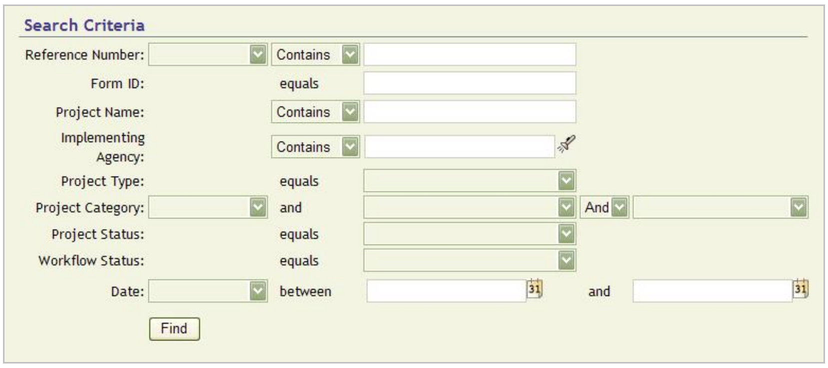
This filter only applies to users with primary responsibility for workflow actions (such as Municipal Manager and Provincial Manager MIG). It selects all the forms that are awaiting the attention of users appointed by them to evaluate forms on their behalf.

Advanced…

The Advanced filter should be used when you need to combine more than one parameter refine a search for forms or projects.

Some criteria, such as the Reference Number contain a drop down menu to further specify the parameter. You could for example choose to filter on a National, Provincial or Municipal Reference Number.

Click **Find** to select all the forms or projects that match the criteria that you have specified. The results are displayed underneath the search criteria without altering the criteria to allow you to refine the search by changing the criteria and clicking **Find** again.

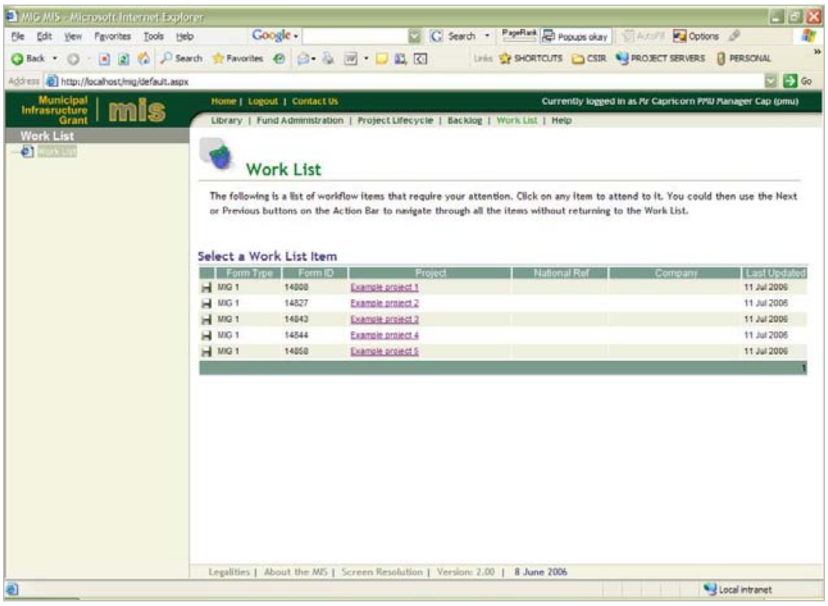


Workflow

Work List

The **Work List** is automatically displayed as the first page after you have logged in. It lists all the forms (MIG 1 to 10) that require your attention.

Work list



If you click on the hyperlink in the Project column of the list it will open the form just like any other list in the MIS would have done (see Working with lists).

List navigator

Once the form is open you will notice two new buttons on the Action Bar. Clicking the **Next >** or **< Previous** buttons will open the next or previous form in your **Work List**. The buttons become inactive when you reach the first or last form in the list. These two buttons (the list navigator) allow you to attend to all the forms requiring your attention without returning to the **Work List**. If you do return to the **Work List** after attending to all the forms it will be empty, indicating that there is nothing that requires your attention.

Should you want to return to the **Work List** from anywhere in the MIS, you can do so by clicking **Work List** on the Application Menu.

In the above we have described how the Work List enables you to attend to all forms that require your attention without ever using the Application menu, Content tree or Filter. We will now describe how some users, particularly those that use the MIS infrequently, will be able to do all of the above without even using the Work List.

This is made possible by a hyperlink contained in the enhanced e-mail notification sent by the MIS to alert you that a workflow item is awaiting your attention. If you click this hyperlink it will take you to the login page of the MIS. Once you have logged in the next page you will see is the form that you need to attend to, opened and awaiting your input.

E-mail notification

> Dear Mr Provincial Coordinator
>
> This message is system generated. Please do not reply to it because the mailbox is not attended to. If you have problems please call (012) 334 4860 or 082 578 5659 or send an e-mail to mig@dplg.gov.za.
>
> The form awaiting your attention belongs to project: Example project
> Municipality: Polokwane LM
>
> The form was submitted by:
> Mr Capricorn PMU Manager
> Acting on behalf of: Municipal Manager
> Position: PMU Manager
> Telephone: 015 5555555
> Fax: 015 5555556
> Cell: 0825555555
> E-mail: example@agency.gov.za
>
> If you prefer to attend to this now, click here to recommend the form or to refer it back for revision. If you have multiple workflow items awaiting your attention you may prefer to rather open your Work List.

Workflow process

The workflow process followed by a form differs from one form to another and whether users with primary responsibility to attend to forms, such as the Municipal Manager, Provincial Manager or Senior Manager MIG appointed evaluators to assist them and whether they delegated their responsibility to someone else.

MIG 1

Despite these variations the typical workflow process of a MIG1 form can be described as follows:

1. When a data capturer submits a form it is submitted to the Project Manager or the PMU Manager if the Project Manager is not a registered user of the MIS. If the latter, the MIS will attempt to locate a PMU within the municipality or failing that a district PMU. Project Managers and PMU Managers act as "Special Evaluators" in the sense that they have edit permissions on the form up to the point where they submit the form and also when a form is referred back for revision by anyone.

Note: The term "submitted to" means that the next user in the workflow process receives an e-mail that a form is awaiting his/her attention and that the form appears in his/her Work List.

2. When the Project Manager or PMU Manager submits the form it is submitted to the Municipal Manager (MM) or someone acting on behalf of the MM by virtue of delegation or escalation. If the form is submitted by the Project Manager, the PMU Manager is notified by e-mail.

3. When the MM or acting MM recommends the form it is submitted to one of the nine DWAF Regional Coordinators or someone acting on their behalf.

Note: In the following it is taken for granted that any workflow participant can delegate responsibility and that it is not necessary to repeat the phrase "or someone acting on his/her/their behalf".

4. When a Regional Coordinator recommends the form it is submitted to the Provincial Manager MIG.

5. When the Provincial Manager MIG recommends the form it is submitted to the Senior Manager MIG.

6. When the Senior Manager MIG recommends the form it is submitted to the Senior Manager Finances.

7. When the Senior Manager Finances registers the form all participants in the workflow process are notified by e-mail as well as the MM, even though he/she may not have taken part in the process.

Referring a form

When a form is referred back for revision by anyone, all previous workflow participants are notified by e-mail and the Project Manager is requested to revise the form. If the Project Manager is not a registered user of the MIS the PMU Manager (first municipal and then district) will be requested to attend to the form.

MIG 4 to 10

Other forms follow a similar process up to Step 2 above but then ends with Step3 when the MM or someone acting on his/her behalf registers the form.

My Profile

Your profile contains personal information such as your e-mail address and telephone number that are essential to the proper functioning of the MIS. Much of this information can be updated at any time by clicking the **Maintain My Profile** link on the login page.

From the **Responsibilities** tab of this page, most users can also nominate alternate users and delegate their responsibility to one of the alternate users for a fixed period or until the delegation is retracted. Some users may even appoint evaluators to assist them with the task of reviewing the contents of a form, for example checking that unit costs do not exceed guideline costs.

It is important to note that the person you delegate to will inherit all your permissions for as long as the delegation is active. If a Municipal Manager for example delegates to a Data Capturer, the Data Capturer will be able to recommend all the forms that the Municipal Manager is normally responsible for.

Alternate users

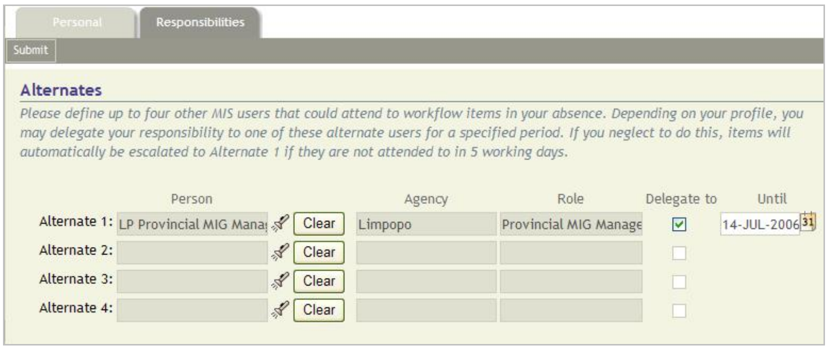
Before you can delegate responsibility you first need to nominate one or more alternate users by clicking the **Maintain My Profile** link on the login page and then selecting the **Responsibilities** tab. To nominate the first alternate click the icon in the first row. In the resulting user dialogue click **Find** to display a list of persons that you may nominate as alternates. Depending on where you are located in the MIS permission hierarchy, you may want to refine the search by specifying a **Role** and/or **Agency**. If you do not, it will display all users above you in the MIS permission hierarchy. For example, if you are a municipal user, it will display all the users in your municipality, all district users in your district, all provincial users in your province and all national users.

It is highly recommended (even required) that you nominate at least one alternate user to act on your behalf when you are unable to do so yourself.

Note: Nominating alternates is not the same as delegating your responsibility to them. A person that has been nominated is not notified by e-mail.

Delegation

To delegate responsibility, you have to click one of the **Delegate to** checkboxes, optionally fill in an **Until** date and click **Submit** on the Action Bar. If you do supply a date (for example the last day of your leave) the delegation will automatically expire at midnight on that date and you will start receiving workflow notifications from your first day back in the office. If you do not supply a date, the delegation will remain active until you retract it by again clicking the **Delegate to** checkbox and clicking **Submit**.



Escalation

Escalation is the process through which the MIS provides alternate users with the necessary permission to attend to a workflow item that has not been attended to within 5 working days. For example, if you are responsible for recommending a form and neglect to do so in 5 working days, the MIS will request your first alternate by e-mail to recommend the form. If this person also neglects to attend to the matter, the MIS will request the second alternate to stand in, etc.

Note: The fact that the MIS temporarily provides an alternate person with permission to attend to the form, does not mean that your permission has been taken away. You can still attend to the form even after you receive the copy of the e-mail, requesting the alternate to attend to the form.

Evaluators

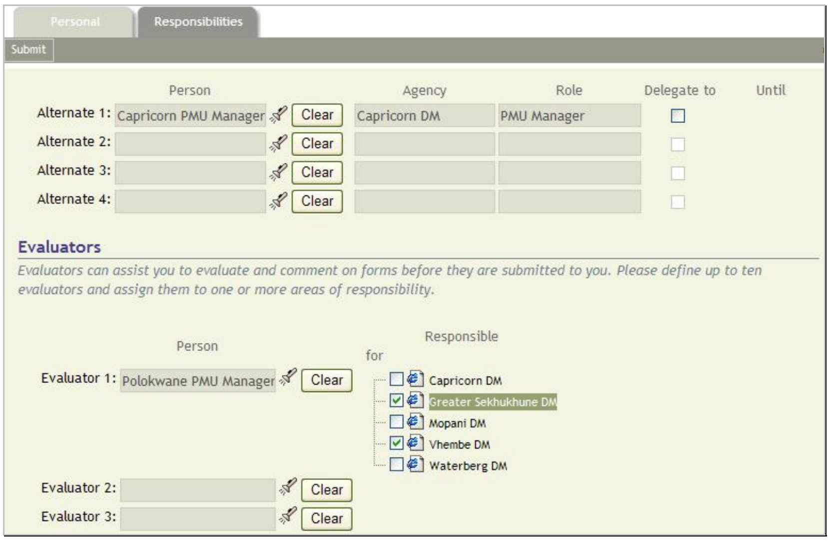
Users with primary responsibility for workflow actions (such as the Municipal Manager and Provincial Manager MIG) are allowed to appoint evaluators to assist them with the task of reviewing the contents of a form, for example checking that unit costs do not exceed guideline costs. If an evaluator is appointed, an e-mail notification is sent to the evaluator and the form appears in the evaluator's work list. The user with primary responsibility for the form is not notified at this stage and the form does not appear in his/her Work List.

Note: The primary user can still access the form through the Awaiting my evaluators filter and will still be able to add comments, recommend or refer the form back.

When the evaluator has reviewed and submitted the form the person with primary responsibility receives an e-mail that the form has been reviewed and the form will appear in his/her Work List. The workflow status icon will contain an E in the upper left hand corner to indicate that the form was submitted by an evaluator, for example . The person with primary responsibility (or the person acting on his/her behalf) may then examine the comments/concerns added by the evaluator and decide to recommend the form or refer it back for revision.

Appointing evaluators

Appointing an evaluator is done in exactly the same way as nominating alternates on the **Responsibilities** tab. Once you have selected an evaluator, a number of **Responsible for** checkboxes will appear to allow you to make the evaluator responsible for one or more areas one level below your own in the MIS permission hierarchy. In the example below a Provincial Manager sees all the districts in the province. Likewise the Senior Manager MIG will see all provinces. Up to ten evaluators can be appointed. If more than one evaluator is made responsible for the same area, they will all receive e-mail notifications and be allowed to attend to the same form. This is nevertheless allowed because it provides a mechanism through which the workload can further be divided by informal arrangement. In the example below, the two evaluators responsible for the same district may split the workload informally by municipality.



Reporting

Application Overview

The reporting application **will in future** provide:

- An alternative entry point to the reports contained in the funding administration and project lifecycle applications.
- Additional reports to be developed for specific purposes that may be of value to the wider user community.
- A query builder that will allow users to develop ad-hoc reports without resorting to sophisticated report writers.

System Administration

Application Overview

The system administration application is used by designated system administrators to:

- Configure organisation, role, region, time cycle hierarchies and status (Type 1, 2 or 3) of municipalities.
- Maintain company (consultant and contractor) contact details, bank account details. Hierarchical to accommodate branch offices of the same company.
- Validate the registration of new users
- Manage user login, password and permission settings.

Annexure A: Workflow status

Workflow icons are used to indicate the status of a workflow item. A workflow item can be a form in the Project Lifecycle Application or a line in the Fund Administration Application. The workflow status only changes in response to actions such as Submit, Recommend are Refer back.

The meaning of the icons is explained below.

Note: Since any workflow participant can delegate his/her responsibility, actions are not qualified below by repeating “or someone acting on his/her/their behalf”.

Project Lifecycle

A partially or fully captured form has been saved but has not yet been submitted into the workflow process. The form is visible to other users in the same agency, as well as users higher up in the MIS permission hierarchy, but can only be edited and submitted by the original data capturer.

The form has been submitted into the workflow process and can only be edited and submitted by one of two special evaluators (the Project Manager or PMU Manager)

The submitted form has been reviewed by an evaluator or special evaluator.

The form has been recommended by the Municipal Manager and can no longer be edited.

The form was recommended by the Municipal Manager and has subsequently been submitted by an evaluator of the Provincial Manager.

The form has been recommended by the Provincial Manager.

The form was recommended by the Provincial Manager and has subsequently been submitted by an evaluator of the Senior Manager MIG.

The form has been recommended by the Senior Manager MIG.

The form was recommended by the Senior Manager and has subsequently been submitted by an evaluator of the Senior Manager Finances.

The form has been recommended by the Senior Manager Finances. The project is now registered.

 The form was referred back for revision.

 The project has been suspended.

 The project has been withdrawn.

Fund Administration

 The item has been captured and saved, but not submitted into the workflow.

 The item has been submitted.

 The Item has been verified.

 The item has been referred back for revision.