



## **NBCPSS IT System – Request for comment from stakeholders to assist the NBCPSS in making a decision as to outsource, insource or co-source IT functionalities**

### **Executive Summary**

The NBCPSS is established to regulate the terms & conditions of employment, obligations of employers and compliance in the sector. Employers and employees contribute levies in terms of the Extended Levies Agreement as promulgated by the Minister of Labour. Information Technology functions are an integral part of the operations as they help gather, store, correlate and analyse information to enhance the business processes of the NBCPSS and help achieve its objectives.

This document describes the functional requirements of the NBCPSS in so far as Information Technology is concerned and requires commentary from stakeholders on the considerations, financial impacts, pros, and cons involved in developing such a service to all stakeholders as well as the NBCPSS including evaluation of whether insourcing or outsourcing the IT functionality will be optimal for the NBCPSS.

### **Objective/Purpose**

- The goal of this document is to assess the development of a service offering that will respond to the NBCPSS business and technical requirements
- Rationale for this document to propose trajectory to arrive at a desired reference architecture which will help us achieve our business objectives

### **Functional requirements**

This section captures the key information about the proposed application or functionality;

Ref	Topics	Priority	Reference Architecture	Justification	Resolution
1.	Integrated Accounting	High	Implementation of an integrated accounting system which automatically receives a constant flow of data from registration to levy payment	Improved accuracy and efficiency as information is provided real-time	



			status right through to reporting.		
2.	Data Management	High	Employ data management technologies that enable us to use analytics and algorithms and ensure that we obtain value from our data.	With reliable up-to-date data, Council will respond more efficiently to its needs i.e., Compliance and build more confidence with stakeholders	
3.	Levy Split and Allocation	High	Application Programming Interfacing of reports from secure third-party banking systems in order to automatically allocate levies from the statements to the system	Matches with the integrated accounting functionality that ensures our debtors, creditors and any over/underpayments are real-time.	
4.	Workflow	High	Streamline routine business processes for optimal efficiency	Automate repetitive processes, follow up automatically on uncompleted tasks and gives an overall picture of the workflow along with performance metrics.	
5.	Case Management & Complaints Register	High	Registers complaints from initial stage to the last stage noting the status including isolation of responsibility	Automation will assist in timely resolving of complaints thereby improving stakeholder management.	



			and raising triggers where a complaint has stayed for too long without being resolved.		
6.	Reporting	High	-Anomaly reports -Segment reporting -RP, RNP, NRP, NRNP -Other	For ease of analysis and effective decision making	

### **Request from stakeholders**

We invite participants to comment on the following aspects:

1. Outline of Solution
  - 1.1. Conceptual Model: Service Delivery
  - 1.2. Logical Model – Technology Architecture
2. Expected Benefits
  - 2.1. Benefits and beneficiaries
  - 2.2. Financial Benefits
3. Impact Assessment and risk profile
  - 3.1. Impact on Business
  - 3.2. Technical Issues
  - 3.3. Operational/Capacity Issues
  - 3.4. Motivational Issues
  - 3.5. Risk Profile