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MSUNDUZI MUNICIPALITY

CORPORATE SERVICES

ICT UNIT

CORPORATE COMMUNICATIONS, WEBSITE, AND INTRANET
(DRAFT PROBLEM ASSESSMENT REPORT)
VERSION 1.0

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Manager: Business Optimization

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Introduction

Msunduzi Municipality currently has an operational website, which acquires source code from Hypertext Preprocessor (PHP), html and CSS for implementation. The website has been in existence since the year 2005. Since then, new technology and security measures to keeping the website up to date have not been achieved. Thus, making it impossible to implement the latest requirements from various departments, especially with the lack of interactivity.

Synopsis or Status of the Website(obsolete)

Website does not have mobile optimization. Visitors on smartphones and tablets find it difficult to properly view and navigate website.
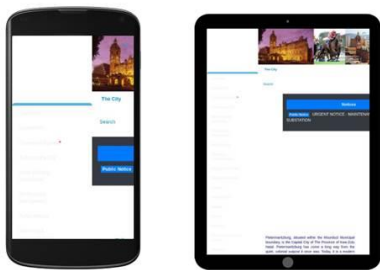
a) Server version is not hidden. This increases the risk of a potential attack.

b) Website does not use an SSL encryption, meaning all the incoming and outgoing data on your website is unencrypted. In 2014. Attached is the **(Vulnerability Report)**

c) Google announced that websites without SSL will not receive a good ranking.

d) Make sure your website uses an SSL encryption so you can receive the best ranking possible

e) Analytics tool is no longer supported on this website. Website analytics tools like Google Analytics assist

Below is a screenshot Msunduzi website with stats showing the version of code and plugins used
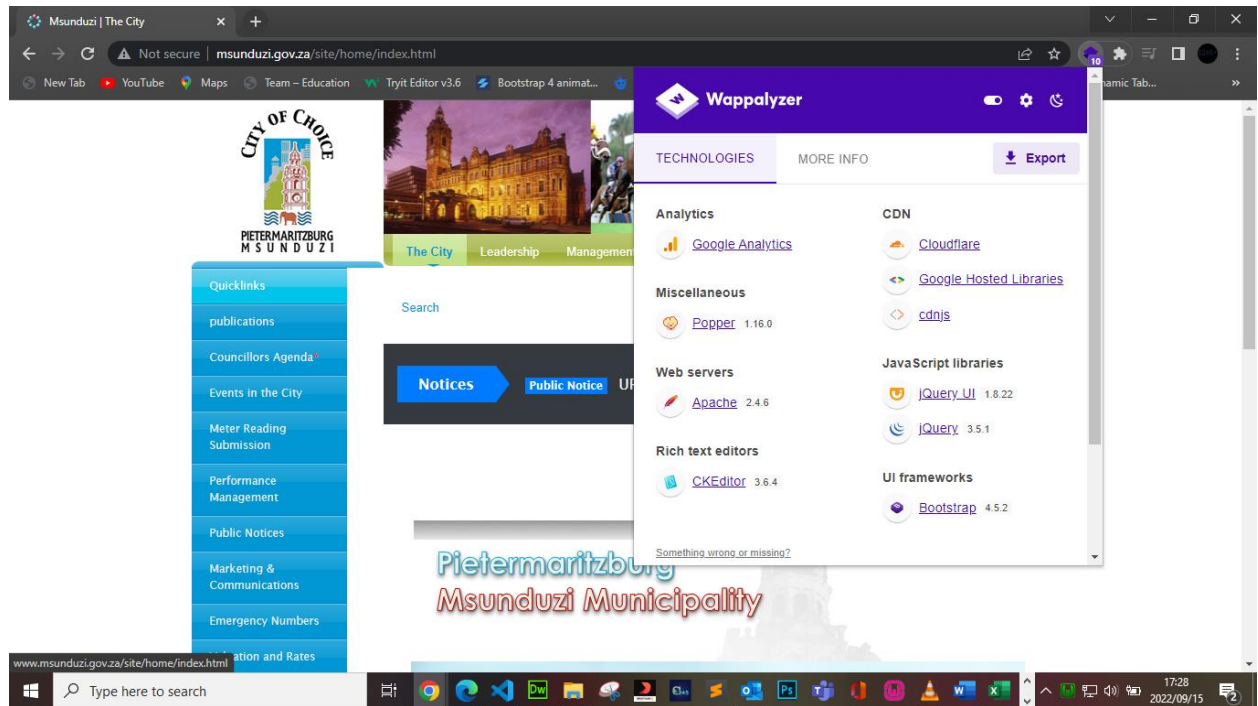
a) *Above are stats that have been drawn by a plugin called Wappalyzer. It shows all the different forms of technology that have been put together by developers to form a functional Msunduzi Website.*

Below is a simple view that shows some of the reasons for the need to replace the Msunduzi Website:

Technology	Description	Version	Newest Version	Faults Identified
Google Analytics	Google Analytics is a free web analytics service that tracks and reports website traffic.	N/A	N/A	Google Analytics is no longer connected to the website. Thus, making it hard to track traffic and review users' point of focus.
Popper	Popper is a positioning engine; its purpose is to calculate the position of an element to make it possible to position it near a	1.16.0	2.x	Newer version is available. Meaning the website is no longer meeting compliance standards.

	given reference element.			
CKEditor	CKEditor is a WYSIWYG rich text editor which enables writing content directly inside of web pages or online applications.	3.6.4	5.0	Newer version is available. Meaning the website is no longer meeting compliance standards.
JQuery UI	jQuery UI is a collection of GUI widgets, animated visual effects, and themes implemented with jQuery, Cascading Style Sheets, and HTML.	1.8.22	1.13.2	Newer version is available. Meaning the website is no longer meeting compliance standards.
JQuery	jQuery is a JavaScript library which is a free, open-source software designed to simplify HTML DOM tree traversal and manipulation, as well as event handling, CSS animation, and Ajax.	3.5.1	3.6.1	Newer version is available. Meaning the website is no longer meeting compliance standards.

Below is a short summary of challenges that have been identified by the Msunduzi Municipality website users:

- It does not reflect the latest business and marketing strategy.
- It is very difficult to update the content.
- Due to non-responsive components like the search button, features on the site don't work properly.
- We are not getting the results we want.
- The purpose of the site has changed.
- The business has an identity, but the website doesn't reflect it.

- Some links are broken, causing the user to drop out of the conversion flow.
- Users are trying to communicate but are finding it difficult.
- The website overall feels outdated, leaving users unimpressed.
- The usability is poor. Users are finding it hard to navigate the website.
- The UI is confusing and inconsistent. Users keep making mistakes.

Memorandum Of Understanding (MOU) - Assignment of Roles and Responsibilities for Corporate Communications, Intranet and External Website Management and Maintenance

MEMORANDUM OF UNDERSTANGING (MOU)			
ROLES AND RESPONSIBILITIES FOR CORPORATE COMMUNICATIONS, INTRANET AND EXTERNAL WEBSITE MANAGEMENT AND MAINTENANCE			
	ROLE	**UNIT**	**RESPONSIBILITIES**
1.	Budgeting for an Intranet/website and Associated Equipment	Communications & IGR	Requesting, organizing and management of funds to pay for work done on the Intranet/website.
2.	Renewal of SLA and Managing work within SLA	Communications & IGR	Preparation of documentation, submission of reports and other documentation relating to appointment of service provider, performance management, reporting on performance, issuing of work in line with the SLA, managing and reporting any deviations from the provisions made in the SLA
3.	Upgrade of Hosting Operating System, Antivirus, updates on the hardware and software which ensures optimum performance of the Internal and External Website.	ICT	Providing the correct operating system, antivirus, dot net framework and updates on the hardware and software which ensures optimum performance of the Intranet/website.
4.	Connectivity of the intranet to the Municipality network for operation.	ICT	Ensure that the Intranet is properly connected to the Municipal network servers. To allow software updates and provide internal safety and security for optimum performance acquisition of the most recent updates for the site.

5.	To plan and upgrade to newest developments and versions of the Intranet and Website in conjunction with internal stakeholders.	Communications & IGR, and ICT	This role talks to ensuring that both the Intranet and Website are operating on the most recent versions of database, language Software, have annual licenses renewed and having the latest configuration
6.	Support of the delivery of online presences for the Municipality that are technically sound, designed to a high standard and developed in accordance with agreed standards.	ICT (Webmaster)	• To define design and coding standards for online, based on architecture defined by ICT dept. • To manage the configuration & oversight of Google Analytics • To co-ordinate Change Control activity on all websites – in conjunction with other service providers, in particular ICT. • To monitor the needs of Municipalities online audience (including web analytics, feedback, social network analytics & online surveys) in support of the planning & strategy activity of the Web Master/ Manager. • To ensure Quality Assurance for all Msunduzi's online presences – in cooperation with other team members.
7.	Planning, delivery & maintenance of high quality, accurate and up-to-date content online	Communications & IGR	• To develop a content strategy for the Municipality appropriate to each online presence, in support of organizational needs. • To assist with the planning of new content - in conjunction with stakeholders. • To produce clear, engaging & innovative content that adheres to best online practices and supports the needs of both the Consumers and the Municipality. • To source, co-ordinate & supervise external producers where commissioned content is required • To maintain accurate and up-to-date content across all Msunduzi Municipality web presences. • To create and oversee the content production process and schedule for online publishing • To monitor and evaluate the external environment & developments in online content. • To monitor the needs of Msunduzi's online audience as regards online content.
8.	Creation or Modification of Users, Amendment of user rights, and removal of users	ICT (Webmaster)	Tasked with the responsibility of creation of new users, granting special permission to access the site based on the website's access roles. Addition and removal of users from the website or intranet. Expiration and change in password information

9.	Processing of Payments	Communications & IGR	Processing of payment for services rendered in line with the service level agreement
10.	Specification of Hosting requirements	ICT and Service Provider	Specification of required hosting server that is compatible with the Intranet/website at a relevant department for optimum operation
11.	Procurement of specified software and hardware	Communications & IGR or ICT	Purchasing of specified software and hardware for purposes specifically orientated at always ensuring that the Intranet/website if fully operational
12.	Retention of Intranet/website Information and Back Up of Information	ICT	Collection, storage, and safe keeping of back up information relating to Intranet/website configuration, all operations/events on the Intranet/website over a specific period. Excluding sites that are not inline as per the ICT requirements, governed by ICT policies.
13.	Analyzing Intranet/website performance and operation information	ICT Webmaster	Analyzing system performance, events/operations implemented on the Intranet/website with specific time stamps and identifying individuals or personnel that initiated specific operations, amendments, or events on the Intranet/website.
14.	Performing of user Roles	ICT	Performing the specific permission and operations for different employees on the Intranet/website depending on their job purpose.
15.	Monitoring of Failed Log in attempts	ICT	Setting up the Intranet/website to monitor failed log in attempts, block users after certain failed attempts, recording such events and resetting of passwords
16.	Webmaster /site administrator activity reviews	Communications & IGR or ICT	The Business Units should ensure that Intranet/website activities are formally reviewed in compliance with the requirements stipulated in the User Access Review and Monitoring section of the ICT Policy.
17.	Backup and restore of the Intranet/website	ICT	Establish another instance of Intranet/website backup to allow an operation to continue should challenges be experienced at the main hosting server.

18.	Performing all administrator roles	ICT	Performing all administrator roles on the respective Intranet/website servers. Performing the ICT support, hosting and compliance role on all matters relating to the Intranet/website owners.
19.	SLA Contract Management and safe keeping of POEs	Communications & IGR	Convene monthly meetings with regards to contractual obligations of the service provider and quality assurance. Continuous monitoring of SLA expiry dates. Ensure record keeping of meetings, system changes, change control documents. Report on service providers performance and update the SCM.
20.	Training of Municipal officials on the Intranet/website.	Service Provider	Training of Municipal officials to navigate, interrogate and implement changes on the Intranet/website to extract relevant information
	Comments from ICT		*Departments are welcome to add suggestions to the roles and responsibilities and their description to ensure that all gaps have been covered to ensure functionality and optimum performance of the Corporate Communication, Intranet and Website and identify the key teams and roles required to support online activity and specifically to clarify the precise responsibilities of each role. Once this document is finalized and approved it will be submitted to the SMC for approval.*
	Comments from the Marketing		
	Prepared By:		**Mergan Naidoo**
	Manager: Business Optimization		**Information and Communications Technology**
	Business Unit:		**Corporate Services**
	Signature & Date:		
	Approved By:		
	Senior Manager:		**Information and Communications Technology**
	Business Unit:		**Corporate Services**
	Signature & Date:		

	Confirmed By:		
	General Manager:		**Corporate Services**
	Signature & Date:		
	Name of the Sites		**Corporate Communication, Intranet and Website**
	Responsible Business Unit:		
	Appointed Site Owner:		
	Acceptance and Comments By:		
	Senior Manager:		
	Business Unit:		
	Signature & Date:		
	Confirmed By:		
	General Manager:		
	Signature & Date:		

Estimated Revenue Cost

Item	Activity Description	Unit of Measure	Quantity	Rate per Hour Excl VAT	Total per Hour Excl VAT
1	Planning/design/documentation				
	Information Architecture	Hours	112	600	67 200
	Environmental & Logical Architecture	Hours	40	600	24 000
	Governance Plan	Hours	40	300	12 000
	Search Design	Hours	24	400	9 600
	Content migration Design/Plan	Hours	24	400	9 600
2	UIAIX Design				
	UI I UX Design with wireframe	Hours	120	600	72 000

	Mock-ups	Hours	40	400	16 000
	Navigation	Hours	40	300	12 000
	Style Guide	Hours	40	300	17 000
3	Development	Hours	480	600	288 000
4	Content Migration	Hours	240	400	96 000
5	Testing	Hours	240	400	96 000
6	Deployment & Testing	Hours	240	400	96 000
7	Handover & Training: Skills transfer	Hours	240	600	144 000
a.	3'" Party Add-ons				
	Digital Flipbook	Per unit	1	1200	1 200
	MailChimp or similar application - Premium option	Per unit	1	18 000	18 000
	Online Survey Application - Enterprise option	Per unit	1	2500	2 500
	Chatbot - Enterprise option	Per unit	1	140 000	140 000
	Online Forms - Enterprise option	Per unit	1	12 000	12 000
	TOTAL EXCLUDING VAT				1 128 100
	VAT@ 15%				169 215
	TOTAL INCLUDING VAT (carried forward to the Tender Form)				1 297 315

a) ***Maintenance and support for 6 to 12 months is not added on the quote above***

Recommendations

ICT recommends that,

The Municipal Website be redeveloped. Paying the focus towards the following list of points:
- Branding (or Rebranding)
- Extending Functionality
- Redesigning with Data
- Responsive Design and Usability
- Outdated Copyright Notices and Broken Links
- Technical Requirements

Approval and Authority to Proceed

We approve the project as described above, and authorize the team to proceed.

Name	Signature	Title	Date