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Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

BUSINESS REQUIREMENTS SPECIFICATION (BRS)

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1. REVISION HISTORY

Version	Date	Status	Author
V0.1	March 2023	1 st draft	Phetola Mogale
V0.2	May 2023	2 nd draft	Phetola Mogale
V0.3	June 2023	3 rd draft	Phetola Mogale
V0.4	June 2023	4 th draft	Phetola Mogale
V0.5	July 2023	5 th draft with first review inputs	Phetola Mogale
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V0.7	October 2023	7 th draft update with more inputs and comments from business	Phetola Mogale
V1.000	October 2023	Final Draft	Phetola Mogale

2. DEFINITIONS AND ACRONYMS

Term	Description
Annuity	A monthly pension payable benefit
BC	Business Continuity
BI	Business Intelligence
BU	Business Unit
CEO	Chief Executive Officer
CIO	Chief Information Officer
COO	Chief Operating Officer
CRM	Client Relations Management
EB	Employees Benefit
EPC	Event-driven process chain
Exco	Executive Committee
FB	Funeral Benefits
Fund	Any current or future pension fund or medical assistance, administered on behalf of GEPP or National Treasury administered on behalf of the National Treasury by GPAA
GEPP	Government Employees Pension Fund
GM	General Manager
GPAA	Government Pensions Administration Agency
IA	Internal Audit
ICT	Information and Communications Technology
KPI	Key Performance Indicator
M&E	Monitoring and Evaluation.
MIA	Management Information and Analytics
NCF	Net Cash Flow
OBIEE	Oracle Business Intelligence Enterprise Edition 12c
OLA	Operational Level Agreement
PM	Project Manager
QAR	Quarterly Administration Report
QMS	Queue Management System
SARS	South African Revenue Services
SLA	Service Level Agreement

3. APPLICABLE DOCUMENTATION

3.1 Applicable Documents

The documents listed in Table 3-1, of the exact issue shown, form part of this document to the extent shown herein. In the event of conflict between the documents referenced herein and the content of this document, the content of this document shall be considered a superseding requirement. However, this document shall not negate higher-level requirements.

Table 3-2: Applicable Documents

No	Identification	Name/Description	Publishing Agency	Revision/Date
[A1]		Business Case for Pensions Administration Systems Project	GPAA	
[A2]		Prog 2.1 Administer injury on duty 20209	GPAA	
[A3]		Prog 2.11 Budgeting SOP – Programme 1 Finance	GPAA	
[A4]		Prog 2.1 Financial Statements SOP – Programme 1 Finance	GPAA	
[A5]		Prog 2.1 Injury On Duty SOP	GPAA	
[A6]		Prog2.1 Medical Benefit Administration SOP Approved 2022	GPAA	
[A7]		Prog 2.1 Military Pension SOP	GPAA	
[A8]		Prog 2.1 Special Pensions SOP	GPAA	
[A9]		Prog 2.1 VIP Pensions – Increase and Maintain PARMED Pension for Retired Judges and Ex-Presidents SOP	GPAA	
[A10]		Prog 2.1 VIP Pensions – Increases to Retired Judges and Ex-Presidents SOP	GPAA	
[A11]		Prog 2.1 Military Pensions – Military Medical Claims SOP	GPAA	
[A12]		Prog 2.1 VIP Pensions – Parliamentary Officers SOP	GPAA	
[A13]		Prog 2.1 VIP Pensions – Retired Judges and Ex- President Widows Pensions	GPAA	

3.2 Reference Documents

The documents listed in Table 4-2 form part of this document to the extent that they are referenced. In the event of conflict between the documents referenced and the content of this document, the content of this document shall be considered a superseding requirement.

Table 3-3: Reference Documents

No.	Identification	Name/Description	Publishing Agency	Issue/Date
1				
2				
3				
4				
5				

4. DOCUMENT REVIEW AND APPROVAL

4.1 Document Review

Table 4-1: Document Review

POSITION	NAME	REVIEW DATE
Director	Kabelo Jonathan	17 October 2023
Director	Caroline Magadzi	05 October 2023
	Jaco Myburgh	05 October 2023
	Alice Motloi	05 October 2023
	Elna Swart	05 October 2023

4.2 Document Approval

Table 4-2: Document Approval

POSITION	NAME	SIGNATURE	APPROVAL DATE
BUSINESS ANALYST	Phetola Mogale		
Modernisation Programme Manager	Pule Moiloa		
Chief Information Technology Officer:	Meiring Coetzee		
PROJECT CUSTOMER: Acting General Manager: EB Operations	Mongezi Mngqibisa		
ICT MANAGER / GEPF:	Paul Masipa		
HEAD CORPORATE SERVICE / GEPF:	Portia Mngomezulu		
PROJECT OWNER: Chief Executive Officer	Kedibone Madiehe		
PROJECT SPONSOR: Principal Executive Officer GEPF:	Musa Mabesa		

5. BACKGROUND AND PURPOSE

5.1 Purpose

The purpose of this document is to specify the business requirements that the modernisation programme must enable or enhance in the operational processes and functions of the National Treasury (NT) funds, or any other fund administered under Programme 2.1.

5.2 Problem Description

The GPAA is experiencing high volumes of benefits being processed and finalized after the prescribed time period as required by the National Treasury Administration agreement, policies and/or service level agreements. The problems and issues that the new solution must resolve are the following:

Problem/Issue	New solution expectations
Delayed submission of benefit claims.	The solution must have the capability of automated submission of benefit claims for Medical benefit, Military Pension, IOD and Miscellaneous.
Delay time as time spent on the movement of physical documents and/or files between storage and sections or units.	The solution must have the capability of moving digitalized documents across the components of the collective system without retrieving and moving physical documents between the storage and the section requiring documentation for processing.
Delay time as time spent on preparation and allocation of physical documents and/or files for processing.	The solution must have a workflow capability of electronically allocating cases together with the required electronic documents to the processors and authorizers across all the value stages.
Delay time as waiting time for submission of physical supporting documents.	The solution must cater for submission of digitalized documents by Employer and clients directly.
Delay time as time spent on resolving errors.	The solution must detect and attend to error resolution by Employer and clients directly if there are errors.
Claims not paid within the prescribed time period.	The solution must have the capability of prioritized cases by age if so required.
Insufficient Change Data rules impacting on data integrity.	The solution must have the capability of centralized data and business rules, and

Problem/Issue	New solution expectations
	centralized storage across all the appropriate components of the collective system.
Different stand-alone systems and applications.	To solution must have the capability and capacity to integrate different appropriate systems into one collective system.
Data updates from the members, employers suppliers, medical schemes and the Compensation Fund.	The solution must cater for data updates from the member and the employer, and configuration of the process flow.
Physical documents being used in case processing.	The solution must have the capability of digitalized documents workflow that is convincing to encourage elimination of physical documents.
Change of the business rules for legislation changes on multiple systems.	The solution must cater for central point to change the business rules for Legislation changes for all the components of the collective system.
Resistant to change.	Users must be prepared by creating the new solution awareness timely, and users must be trained well on how to use the new solution, and the use of any other system than the new solution must not be allowed.
Measuring performance.	The solution must have the capability for reporting of the business benefits.
Fraudulent cases activities.	The solution must have the capabilities to detect fraudulent activities and cases in the collective system. The solution must have a risk engine capability to detect such transactions.

5.3 Project Objectives

To enhance the current Applications, the project is intended to achieve the following project objectives:

- Arrange the following capabilities defined in the Value Stream into a Workstream:
 - Member Information Management
 - Benefit Payment
 - Benefit Disbursement Management
 - Service Request Management
 - Post Retirement Support Provision
 - Enterprise Data Management.

- Digitalise processes that are still not digitalised in the workstream.
- Arrange workstream items in such a way that would optimise the efficiency and effectiveness of the value stream.
- Enable Continuously Improvement or replacement of the old existing technology platforms.
- Integrate and optimise Technology platforms that enable the value streams.

5.4 Requirements Scope

The scope of this documentation is limited to the following capabilities of the Programme 2.1 funds:

Capability	Description
Member Information Management	The ability to maintain and manage all membership information for purposes of administration from the start to the end of the membership.
Benefit Payment	The ability to pay the correct benefit to the correct beneficiary.
Benefit Disbursement Management	The ability to pay correct repeat payments to the correct beneficiary until the end condition occurs.
Service Request Management	The ability to correctly determine the identity of a client and provide credentials to a client for the purpose of using the GPAA systems.
Post Retirement Support Provision	The ability to support pensioners post-retirement with services to reduce the risk of loneliness and social isolation and eventually premature death.
Enterprise Data Management	The ability to plan, execute and oversee policies, practices and projects that acquire, control, protect, deliver, and enhance the value of information and data assets.

The requirements must fall under any of the abovementioned capabilities. Some of the requirements are for the capabilities that were never modernized before and therefore new to modernization for enablement. Others are for capabilities that are already modernized and therefore they need enhancement. The business requirements are classified as new to modernization requirements or continuous improvement requirements. They are mapped to the appropriate value stream stages which are allocated unique value stream stage requirements code comprising the category code, capability code, "R" for requirement and a number starting from "01" to "0n" assigned to the value stream stages of the capacity. The numbering "01" is assigned to the first value stream stage. The numbering increases by 1 from the current value stream stage to the next, and "0n" denotes the number assigned to the last value stream stage in the value stream. The table below show what makes a value stream stage requirement code:

Category	Category Code
New to Modernisation	NM
Continuous Improvement	CI

The Code Prefix in the requirement code is followed by the capability code defined in the table below:

Capability	Capability Code
Member Information Management	MI
Benefit Payment	BP
Benefit Disbursement Management	BD
Service Request Management	SR
Post Retirement Support Provision	PR
Enterprise Data Management	DM

6. WORKSTREAM REQUIREMENTS

To reduce unnecessary delay time and repetitive tasks and ultimately to reduce the turnaround time, the Modernisation Programme solution must enable the workstreams comprising the following capabilities and value stream stages.

Capability	Value stream stage	Description	Processes
Member Information Management		The ability to maintain and manage all membership information for purposes of administration from the start to the end of the membership.	
	Receive Information	The activities required to receive information from specified sources and have it available to GPAA systems for validation.	Client/Pensioner <ul style="list-style-type: none"> Update member/pensioner details _NT Perform Bank Verification - NT Maintain banking details - NT. Maintain contact details - NT. Maintain client life status (Perform auto life verification) - NT. Maintain relationship information (incl Nominations / Beneficiaries) – NT Employer <ul style="list-style-type: none"> Maintain employer details - NT. Member <ul style="list-style-type: none"> Update member details - NT Beneficiary <ul style="list-style-type: none"> Update beneficiary details - NT Maintain spouse information. Maintain special pensioner information - NT.
	Validate information	The activities required to ensure that all received information is correct and complete.	
	Update information	These are the activities required to make the correct information available to the GPAA database.	
	Communicate information	The activities required to inform the stakeholder of the information maintenance outcome.	

Workstream Requirements

Capability	Value stream stage	Description	Processes
			<ul style="list-style-type: none"> • Maintain IOD beneficiary information - NT. • Maintain VIP beneficiary information - NT. • Maintain Medical Subsidy beneficiary information - NT. • Maintain Military beneficiary information - NT. <p>Benefit</p> <ul style="list-style-type: none"> • Maintain benefit information. <p>Product</p> <p>Maintain Product Information - NT</p>
Benefit Payment		The ability to pay the correct benefit to the correct beneficiary.	
	Receive Claim Information	The activities required to receive information from specified sources and have it available to GPAA systems for validation.	<ul style="list-style-type: none"> • Claim Funeral Benefit - NT • Claim Injury on Duty (IOD) • Claim VIP & PSOP • Claim Military Medical (MM) Pension • Claim Medical Expense • Claim Medical Subsidy • Claim spouse pensions - Special Pensions • Claim spouse pensions - IOD. • Military Veterans pension • Military Pensions.
	Action Claim (Process)	The activities required to ensure that all received information is correct and complete.	<ul style="list-style-type: none"> • Pay IOD pensioners. • Pay Special pensioners. • Pay medical subsidies. • Military Veterans pensioners. • Pay Military Medical accounts.

Workstream Requirements

Capability	Value stream stage	Description	Processes
			<ul style="list-style-type: none"> Pay Military Pensions. Pay VIP.
	Disburse Payment	The activities required to pay the benefit to the Beneficiary.	<ul style="list-style-type: none"> Do Bank Payments - NT Do Post Office payments - NT. Do Tax payments - NT. Do telegraphic Transfer payments – NT. Do BAS payments
	Communicate Payment Information	The activities required to inform the stakeholder of the information maintenance outcome.	
Benefit Disbursement Management		The ability to pay correct repeat payments to the correct beneficiary until the end condition occurs.	
	Maintain repeat payment	Activities required to ensure that the annuity payment is paid correctly and on time.	<ul style="list-style-type: none"> Pay IOD pensioners. Pay Military Medical bills. Pay Special pensioners. Pay medical subsidies. Pay Military Pensions. Pay VIP. Do Bank Payments - NT Do Post Office payments - NT. Do Tax payments - NT. Do telegraphic Transfer payments – NT.
	Terminate repeat payment	Activities required to stop the repeat payment if the end conditions occur.	
	Communicate payment information	Activities required to make available all required payment information to all stakeholders.	
Service Request Management		The ability to correctly determine the identity of a client and provide credentials to a client for the purpose of using a GPAA systems.	
	Receive Client access request	The activities involved to ensure that relevant, complete, and correct information for service request purposes is received.	<ul style="list-style-type: none"> Provide client access. Provide user access. Facilitate Identity Access Management Facilitate Self Service Access
	Process client access request	The activities required to determine whether the requesting client is allowed to receive required information according to client access control rules.	

Workstream Requirements

Capability	Value stream stage	Description	Processes
	Provide access rights	The activities required to enable the requesting client to receive the allowed access.	<ul style="list-style-type: none"> Facilitate access to GPAA building. Facilitate offices access. Receive Client Access Request Authenticate Client Process Client Access Request Provide Access Rights Communicate Access Information
	Communicate access information	The activities required to inform stakeholders of the result of the access request.	
Post Retirement Support Provision		The ability to support pensioners post-retirement with services to reduce the risk of loneliness and social isolation and eventually premature death.	
	Prepare Plan for Rehabilitation	The activities required to gather all inputs for planning of the support.	<ul style="list-style-type: none"> facilitate outreach campaign. Deliver Post-retirement Support
	Prepare Plan for Rehabilitation	The activities required as inputs to establish counselling.	
	Deliver post-retirement support	The activities involved to deliver the support from the start up to the end of the course.	
	Assess course outcomes	The activities required to do periodic assessment against agreed course outcomes.	
	Communicate outcomes	The activities required to communicate course outcomes with stakeholders utilizing multiple communication channels.	

7. ENABLE CAPABILITIES REQUIREMENTS

To reduce human errors, delay times and eventually the turnaround time, and to digitalise the operational processes and functions, the Modernisation Programme solution must enable or digitalise the new to modernisation business requirements specified and mapped to the appropriate value stream stages tabled below.

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Value stream stage Description
NMMIR01	Enable Receive Information.	The activities required to receive information from specified sources and have it available to GPAA systems for validation.
NMMIR02	Enable Validate information.	The activities required to ensure that all received information is correct and complete.
NMMIR03	Enable Update information.	These are the activities required to make the correct information available to the GPAA database.
NMMIR04	Enable Communicate information.	The activities required to inform the stakeholder of the information maintenance outcome.
NMBPR01	Enable Receive Claim Information.	The activities required to receive information from specified sources and have it available to GPAA systems for validation.
NMBPR02	Enable Action Claim (Process).	The activities required to ensure that all received information is correct and complete.
NMBPR03	Enable Disburse Payment.	The activities required to pay the benefit to the Beneficiary.
NMBPR04	Enable Communicate Payment Information.	The activities required to inform the stakeholder of the information maintenance outcome.
NMBDR01	Enable Maintain repeat payment.	Activities required to ensure that the annuity payment is paid correctly and on time.
NMBDR02	Enable Terminate repeat payment.	Activities required to stop the repeat payment if the end conditions occur.
NMBDR03	Enable Communicate payment information.	Activities required to make available all required payment information to all stakeholders.
NMSRR01	Enable Receive Client access request.	The activities involved to ensure that relevant, complete, and correct information for service request purposes is received.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Value stream stage Description
NMSRR02	Enable Process client access request.	The activities required to determine whether the requesting client is allowed to receive required information according to client access control rules.
NMSRR03	Enable Provide access rights.	The activities required to enable the requesting client to receive the allowed access.
NMSRR04	Enable Communicate access information.	The activities required to inform stakeholders of the result of the access request.
NMPRR01	Enable Prepare Plan for Rehabilitation.	The activities required to gather all inputs for planning of the support
NMPRR02	Enable Prepare Plan for Counselling.	The activities required as inputs to establish counselling
NMPRR03	Enable Deliver post-retirement support.	The activities involved to deliver the support from the start up to the end of the course
NMPRR04	Enable Assess course outcomes.	The activities required to do periodic assessment against agreed course outcomes
NMPRR05	Enable Communicate outcomes.	The activities required to communicate course outcomes with stakeholders utilizing multiple communication channels
NMMDR01	Enable manage data operating environment	The activities required for the source and destination of data.
NMMDR02	Enable process data	The activities required to convert, cleanse, structuring, update and delete data.
NMMDR03	Enable move data	The activities required to move data within the system, across the internal systems and/or between the internal and external systems.
NMMDR04	Enable store data	The activities required to store, backup and preserve data.
NMMDR05	Enable control data operations	The activities required to control operating environment, data processing, data movement, data storage.

7.1 New to Modernisation Programme Requirements List

To reduce human errors, delay times and eventually the turnaround time, and to digitalise the operational processes and functions, the Modernisation Programme solution must enable or digitalise the following new to modernisation business requirements.

7.1.1 New to Modernisation Programme Requirements List (IOD)

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMMIR01	Receive Information.	Submission and receiving of information.	AS-IS (Changing of Banking Details)	Capture documents within 2 working days of receipt.
			<ul style="list-style-type: none"> Fetch/ receive documents and/or files from OSS or Walk-in Centre, as well as the Compensation Fund. Date stamp and read in incoming documents. If documents are dropped off by clients in the office, date stamp and prepare them for scanning and indexing. Register documents on CIVPEN and read out documents to processor. 	
			To-Be (Changing of Banking Details)	
			AS-IS (Changing Personal Details)	Change personal details within 1 working day.
			<ul style="list-style-type: none"> Fetch/ receive documents and/or files from OSS or Walk-in Centre. Date stamp and read in incoming documents. 	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Request file. Change details. Read out documents into file and send to registry. 	
			To-Be (Changing Personal Details)	
NMMIR02	Validate information.	Validation of data and/or information	AS-IS (Changing of Banking Details)	
			<ul style="list-style-type: none"> Check for correctness of documents and read in. If the is error, send error letter to client (correspondence) and comment on CIVPEN. Read out to Confirmation/Checking correspondence. 	<ul style="list-style-type: none"> Changing of Banking Details must be done by the finance unit. Verify captured documents within 2 working days.
			TO-BE (Changing of Banking Details)	
NMMIR03	Update information.	Information update	AS-IS	
			TO-BE	
NMMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			Sms sent to members on request of outstanding information.	Members must receive an automated request as the claim is rejected from the system.
			TO-BE	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			Automated request for outstanding information as the claim is rejected on the system.	Members must receive an automated request as the claim is rejected from the system.
NMBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (payment of awards)	
			The injured employee, or supervisor, or manager notifies HR of IOD (<i>Compensation Fund Function</i>)	The injured employee, or supervisor, or manager notifies HR of IOD within 7 days of accident.
			<ul style="list-style-type: none"> • HR Administrator; <ul style="list-style-type: none"> ○ completes form with employee. ○ gives copy to employee to provide to Doctor/Hospital. ○ In case of deceased employee; <ul style="list-style-type: none"> ▪ the dependants must complete forms and provide supporting documents. <p>File all documents on record. (<i>HR Function</i>)</p>	Submit all to Compensation within 7 days after receipt of duly completed form.
			<ul style="list-style-type: none"> • HR BCE Administrator; <ul style="list-style-type: none"> ○ complete information on employer's report. ○ register IOD on IOD system of Labour. ○ Capture, amend and maintain IOD on PERSAL. ○ Notify employee of the event number. ○ Administer award and submit to IOD unit. ○ Keeps copies of all documents. 	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> HR Wellness Administrator; <ul style="list-style-type: none"> Complete information on employer's report when required and provided to BCE. Provide counselling. <p>Supervisor and/or Line manager report IOD to HR when required. <i>(HR Function)</i></p>	
			<p>IOD GPAA NT:</p> <ul style="list-style-type: none"> Fetch/receive award with accompanying documents from OSS, CRM or Walk-in Centre, as well as the Compensation Fund. Verify if award is an original or a copy. Copy: <ul style="list-style-type: none"> File received copy in "Copy of Award Received" file.. Attach original award upon receipt. Date stamp, barcode incoming award. Check for six months' validation on documents. Load award on CIVPEN. Send dropped awards by hand to OSS for scanning and indexing. Register documents: <ul style="list-style-type: none"> If there is no CP, send to opening of file. If there is CP, send documents for checking. 	Register documents within 2 working days of receipt.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			TO-BE (payment of awards)	
			Automated Submission and Receiving of awards.	An award must be submitted in a format and/or form that allows processing and payment without being printed.
			AS-IS (continuation of payment for eligible over 18 years of age)	
			<ul style="list-style-type: none"> Receive school documents from OSS, CRM or Walk-in Centre. Date stamp and read in documents. If documents are dropped off by clients in the office / regional office; prepare them for scanning and indexing at OSS. Request CP file or print documents from PEKWA. Read out file or documents. 	Capture received documents within 2 working days.
			TO-BE (continuation of payment for eligible over 18 years of age)	
NMBPR02	Action Claim (Process).	Open CP File	AS-IS (payment of awards)	
			<ul style="list-style-type: none"> Verify whether there are CP files for the member. Request Home Affairs' member information. Create a manual file. Fill in checklist. Create a file on CIVPEN. 	Allocate CP number to file within 5 working days.
			TO-BE(payment of awards)	
			AS-IS(payment of awards)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Check received documents	<ul style="list-style-type: none"> Check if file is opened correctly. 	Verify opened CP numbers within 5 working days.
			TO-BE(payment of awards)	
			AS-IS (continuation of payment for eligible over 18 years of age)	
			<ul style="list-style-type: none"> Check for correctness of documents and Read in. Check date stamp for validation. 	Confirm captured documents within 2 working days
			TO-BE (continuation of payment for eligible over 18 years of age)	
		Split (distribution) of files	AS-IS(payment of awards)	
			<ul style="list-style-type: none"> Check all documentation on award. Split (distribute) files and documents amongst processors with comments. 	File verified and split within 5 working days
			TO-BE(payment of awards)	
			AS-IS (continuation of payment for eligible over 18 years of age)	
			<ul style="list-style-type: none"> Read in and check all documentation in the file. Split (distribute) files and documents amongst processors with comments. Read out to processors. 	Prepare documents for processing within 5 working days.
			TO-BE (continuation of payment for eligible over 18 years of age)	
		Process payment	AS-IS(payment of awards)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Check if all preceding steps were done on the file and check the correctness of the documents. If the is error, do correspondence. If the is no error, process payment. 	Process payment within 5 working days.
			TO-BE(payment of awards)	
			AS-IS (continuation of payment for eligible over 18 years of age)	
			<ul style="list-style-type: none"> Read in and check if all preceding steps were done on the file and correctness of documents. If there is error, conduct correspondence. Check for arrears, <ul style="list-style-type: none"> If arrears are found, send to management for authorisation. Activate payment for recipient and read out. 	Activate dependant within 5 working days.
			TO-BE (continuation of payment for eligible over 18 years of age)	
		Confirm payment	AS-IS(payment of awards)	
			<ul style="list-style-type: none"> Check if there is no duplication of payments or files and correctness on the same award. Confirm payment and check if there is error in correspondence. If there is error in correspondence, refer to correspondence for processing. 	Confirm payment within 5 working days.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> If there is no error in correspondence; send payments to management for authorization. 	
			TO-BE(payment of awards)	
			AS-IS (continuation of payment for eligible over 18 years of age)	
			<ul style="list-style-type: none"> Read in and check correctness of documents for payment done. If there is error, read out to processor for correspondence. Confirm activation of dependant. 	Confirm activation within 5 working days.
			TO-BE (continuation of payment for eligible over 18 years of age)	
NMBPR03	Disburse Payment.	Disburse payment	AS-IS	
			CIVPEN	
			TO-BE	
NMBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Claim processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
NMBDR01	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	
			DoHA interface verification	1. Annuity payment to a pensioner, spouse, or life-partner, a dependant not restricted by age,

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				<p>must continue when the annuitant's alive status is verified alive.</p> <p>2. Annuity payment to a child must continue if the annuitant's alive status is verified alive, and</p> <p style="margin-left: 40px;">a) the age of the annuitant falls within child age restriction or</p> <p style="margin-left: 40px;">b) The annuitant is a full-time student within the student age restriction.</p>
			TO-BE	
			AS-IS (Life Certificate MLV)	
			<ul style="list-style-type: none"> • Receive documents and/or files from OSS, CRM and Walk-In Centre or print from PEKWA. • If not scanned and indexed, send files and/or documents to OSS for scanning and indexing. • Date stamp documents. • Register documents by reading in on CIVPEN. • If there is an error, write comment on CIVPEN and send letter to client. • If there is no error, activate client. <p>Read out to offsite storage.</p>	<p>Activate member status within 1 working day.</p>
			TO-BE (IOD Life Certificate MLV)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
			DoHA death register	<ol style="list-style-type: none"> 1. Annuity payment must be stopped if the annuitant's alive status is verified dead or verified dead from the DoHA death register. 2. Annuity payment to a child, paid into the guardian's bank account, must be suspended if the annuitant's life status is verified alive and the payee's bank account is not that of the child. 3. Annuity payment to a student child or dependant, within the student age restriction, must be suspended if no proof that the annuitant is still a student is received and processed.
			TO-BE	
NMBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Annuity maintenance processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
			•	

7.1.2 New to Modernisation Programme Retirement Medical Benefit)

Requirements List (Post

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMMIR01	Receive Information.	Submission and receiving of information.	AS-IS	
			To-Be	
			AS-IS	
			To-Be	
NMMIR02	Enable Validate information.	Validation of data and/or information	AS-IS	
			TO-BE	
NMMIR03	Enable Update information.	Information update	AS-IS	
			TO-BE	
NMMIR04	Enable Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
NMBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Post Retirement Medical Benefit)	
			Receive incoming post-retirement medical application form (Z583): • Receive Z583 from OSS.	Within 1 working day of receipt

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Check the barcode against what is registered in the register book. Acknowledge by signing the incoming register book from OSS. Messenger issue a cover page. 	
			Distribute incoming post: <ul style="list-style-type: none"> Opening and sorting of incoming post brought by messenger. Sort it according to sub sections. If document does not belong to section read it out to OSS. Read in and out on CIVPEN functions #754 and #755. 	Within 1 working day.
			Link incoming application: <ul style="list-style-type: none"> Print Z583 and supporting documents from pekwa system. Check if the incoming document is not a duplicate. Place a barcode on the Z583 document. Register barcode on CIVPEN functions #801 and #802. Link barcode to member pension and or cp number on function #802. Attach function #861 pension profile that printed with the linking process as well as cover page. Read out to Pre Audit on function #755. 	Within 1 working day.
			To-Be (Post Retirement Medical Benefit)	
		Attach incoming information	AS-IS (Post Retirement Medical Benefit)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> • Check for duplicates. • Checking validity of incoming information. • Add barcode and Link document to member. • Checking of location of incomplete application. • Collect incomplete application and attach incoming information. • Forward application to preaudit. 	Within 1 day.
			AS-IS (Post Retirement Medical Benefit)	
NMBPR02	Action Claim (Process).	Check received documents	AS-IS (Post Retirement Medical Benefit) Pre-Audit Applications: <ul style="list-style-type: none"> • Read in application document on function #754. • Check whether document is linked to the correct member. • Check for duplicates. • If duplicate identified: Hand it over to supervisor for closure. • Check for completeness of application against the checklist. • If there are outstanding documents: Print from Pekwa/DoHA/Medical Scheme website. • If no documents on Pekwa: Send to MAE to request outstanding documents. • Print necessary documentation, or channelling the application to the supervisor to request membership certificate via email. 	Within 1 working day.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Assess the eligibility of the members application against DPSA requirements. If DPSA requirements are not met: Send to MAE to inform member of the rejection. Read out Z853 to processing of application function #755. 	
			TO-BE (Post Retirement Medical Benefit)	
		Request outstanding information	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Read in application on function #754. Check for outstanding information against the checklist. Check duplicates and if correctly linked. Check whether outstanding information does not appear on pekwa. If not: Send sms or email to member informing them of information request. If payslip not on Pekwa: Insert pensioners information on relevant excel that is sent to the relevant CLO on a fortnightly basis. Follow up with written letter if no feedback is received within 2 weeks, and thereafter on a monthly basis. 	Within 1 day.
			TO-BE (Post Retirement Medical Benefit)	
		Verify correspondence regarding outstanding information.	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Read in Z583 application on function #754. Check for duplicates. 	Within 1 day

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Check if request for outstanding information is valid. Check if personal details and address details are correctly captured. Read Z583 out on system function #755. Post the letter. 	
			TO-BE (Post Retirement Medical Benefit)	
		Process payment	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Check if all preceding steps were done on the file and check the correctness of the documents. If the is error, do correspondence. If the is no error, process payment. 	Process payment within 5 working days.
			TO-BE(IOD payment of awards)	
			AS-IS (Post Retirement Medical Benefit)	
			Capture Z583 information: <ul style="list-style-type: none"> Read in barcode document on CIVPEN function #754. Check completeness of the application. If incomplete: Send back to pre-audit function #755. Check application correspond with CIVPEN data function #861. If it differs: send to Pre audit function #755. Capture data on CIVPEN function #192. Print information on function #192. 	Within 1 day

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Attach print out to application. Read out on function #755 to verification. 	
			TO-BE (Post Retirement Medical Benefit)	
		Reject application	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Read in Z583 application on function #754. Check whether rejection reason correspond with DPSA rules. Check duplicates and if correctly linked. Draft a written letter on MS Word stating the rejection reason. Read out #755 rejection letter to supervisor for approval. 	Within 1 day
			TO-BE (Post Retirement Medical Benefit)	
		Verify rejection	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Read in Z583 application function #754. Check for duplicates. Check if rejection is valid according to DPSA guidelines. Check if personal details and address details are correctly captured. Read out on system function #756. Post the letter. 	Within 1 day.
			TO-BE (Post Retirement Medical Benefit)	
		Confirm payment	AS-IS (Post Retirement Medical Benefit)	
			Verify Z853 application:	Within 1 day

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Read in application on function #754. Verify information captured on function #459. Print subsidy approval letters. Scan subsidy approval letters and email to Assistant Director (ASD) and post to member. 	
			TO-BE (Post Retirement Medical Benefit)	
		Request membership certificate	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Read in application on function #754. Check medical scheme details on salary advice and application. Send request to medical scheme via email. Attach response to application. Read out application to pre-audit function #755. 	Within 1 working day.
			AS-IS (Post Retirement Medical Benefit)	
		Confirm unconfirmed records	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Request unconfirmed listing reports from CIVPEN on functions #M940 and #M941. Convert .txt file to excel. Reconcile the cases that are older than 1 week with the cases in the verification cabinet. Report to supervisor on finalisation via email. 	Within 1 working day
			AS-IS (Post Retirement Medical Benefit)	
		Calculate Once off payment	AS-IS (Post Retirement Medical Benefit)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Processor checks information captured and calculate once off payment , if error return to Admin Pre -audit for correction. Processor read out document to supervisor for checking on function #755. Supervisor read in document on function #754 and checks calculation and supporting documents for correctness and read out to the processor. If Error: Read out back to the processor for correction. Processor read documents in on function #754 and manually request Tax directive on the ODS system. Processor prints tax directive and compile BAS payment advice and reads out to supervisor on function #755. Supervisor read in on function #754 and check for correctness. If error return to processor for correction. Supervisor forward back to processor to sign the updated record. The BAS payment advice is read out to ASD and Manager for verification and checking on function #755. 	Within 2 days.
			AS-IS (Post Retirement Medical Benefit)	
		Finalise Once off payment	AS-IS (Post Retirement Medical Benefit)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Processor creates entity on BAS by capturing beneficiary and banking details on BAS. Forward document to teamleader for checking and authorisation of entity information on BAS, <ul style="list-style-type: none"> if error return to processor. Processor captures once off payment on the Basic Accounting System (BAS). Team leader authorises BAS once off payment on the Basic Accounting System (BAS), <ul style="list-style-type: none"> if error return to processor. Print BAS payment stub. Forward stubs to Team leader. Team leader updates the system with payment date and disbursement number. Team leader forward document to Admin supervisor to remove warning, and verify record. Admin supervisor/team leader prints subsidy letter and attach to document and forward document to Finance Team leader. Team leader prints the IRP-5/IT3(a) and forward to processor to copy IRP5 and letters and finalise the batch. Team leader ensure that batch is completed and forward for filing. 	Within 1 working day
			AS-IS (Post Retirement Medical Benefit)	
NMBPR03	Disburse Payment.	Disburse payment	AS-IS	
			CIVPEN, BAS	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			TO-BE	
			•	
NMBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Claim processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
			•	
			AS-IS (Post Retirement Medical Benefit)	
			Inform medical scheme of subsidy approval: <ul style="list-style-type: none"> Request approved cases report on CIVPEN function #M231. Send each report to the relevant medical scheme via email. 	Within 1 day
			TO-BE (Post Retirement Medical Benefit)	
NMBDR01	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	
			DoHA interface verification	<ol style="list-style-type: none"> Annuity payment to a pensioner, spouse, or life-partner, a dependant not restricted by age, must continue when the annuitant's alive status is verified alive. Annuity payment to a child must continue if

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				<p>the annuitant's alive status is verified alive, and</p> <p>a) the age of the annuitant falls within child age restriction or</p> <p>b) The annuitant is a full-time student within the student age restriction.</p>
			TO-BE	
		Testing of Pre payment run	AS-IS (Post Retirement Medical Benefit) <ul style="list-style-type: none"> Request/Receive subsidy file from Medical Scheme. Check if file layout is correct. Save test file on FTP (Mainframe). Request Pre payment run on function #M102. Retrieve and check generated files saved on FTP (Mainframe) and review exceptions. Forward exceptions to Medical Scheme to correct. Convert .txt file to excel. Reconcile the exception and capture comments on Excel. 	Within 2 days.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Request supporting document (membership certificates/student proof/ disability proof) to update system and forward Home Affairs Print outs. E-mail Excel document to Medical Scheme. Update records on #192, recover overpayments #194 and send unconfirmed cases for verification on function #459. 	
			TO-BE (Post Retirement Medical Benefit)	
		Reconcile the errors/exceptions.	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Receive membership certificates via e-mail and update: <ul style="list-style-type: none"> (a) option change (b) additional dependents (c) End dependents (d) update relationship of dependent (e) end member record on function #192. Recovery of overpayments after death of a member/ dependent on function #194. 	Within 2 working days.
			TO-BE (Post Retirement Medical Benefit)	
		Request live payment run.	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Receive subsidy files via e-mail from Medical Scheme or SFTP downloaded files. Check file layout. Save file on FTP. Request payment run function #M202. 	Within 1 working day.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Check generated files and review for any exceptions. Retrieve and check generated files saved on FTP (Mainframe). Forward files to processor via e-mail. Send to processor to compile BAS payment advice. 	
			TO-BE (Post Retirement Medical Benefit)	
		Compile BAS payment advice	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Receive reports from supervisor and print reports as generated by payment run. Compile and complete BAS payment advice and attach supporting documentation. Forward BAS payment advice to supervisor for checking. Team leader to sign off that the BAS payment advice is correctly completed. If error return to processor for correction. Team leader forward BAS payment advice to ASD/Manager (Delegation of authority). Return to Team leader if there is an error. 	Within 1 working day.
			TO-BE (Post Retirement Medical Benefit)	
		Pay various Medical Scheme via the BAS	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Processor receives BAS payment advice from Manager/ASD for capturing. 	Within 1 working day.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Processor capture BAS payment advice on the Basic Accounting System (BAS) and forward to authorisor. Authoriser confirms BAS pmt advice on the Basic Accounting System (BAS), if error return to capturer. All payments above R1 million scanned to National Treasury for verification on SAFETYWEB. 	
			TO-BE (Post Retirement Medical Benefit)	
		Compile Liabilities for post-retirement medical benefits	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Request M910 reports for all medical schemes after the payment run of Medihelp Arrears and Monthly. Download files from FTP and import all files into Excel. Verify outstanding liabilities and compare to previous month. Request report from MIS for provisions outstanding. Complete the process by reconciling provisions and liabilities for the month ended. Assistant Director verifies and checks liabilities for correctness and forward to Manager for final checking. 	Within 2 working days.
			TO-BE (Post Retirement Medical Benefit)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Verify liabilities	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Request liability file per medical scheme on the CIVPEN system function #M910. Convert file into Excel and compare to Arrear files as received from the medical scheme. Forward the output files to Medical Schemes to add to the arrear files. (Refer to process: Receiving /Requesting test files from Medical Schemes to test Pre payment run). 	Within 2 working days.
			TO-BE (Post Retirement Medical Benefit)	
		Verify number of members per medical scheme (M5001)	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Request M5001 file after current month payment run to verify active members on the system and compare output file with payment files. Forward discrepancies to medical scheme to add members to the monthly and arrear files for the following month. Request membership certificates for members terminated at the medical scheme 	Within 1 working day
			TO-BE (Post Retirement Medical Benefit)	
		Verify of number beneficiaries/dependants per medical scheme (M892)	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Request M892 file after current month payment run to verify dependants that are turning 21years the following month. Request student proof/disability proof for dependants turning 21. 	Within 1 working day.
			TO-BE (Post Retirement Medical Benefit)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			TO-BE (Post Retirement Medical Benefit)	
		Reconcile Monthly tax	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Request tax reports on system function #M901. Compare tax reports with once off payment Excel sheet. Request EMP201 on SARS e-file. Create BAS payment advice and attach supporting documentation. Forward to ASD for checking and confirmation of BAS payment advice. 	Within 1 working day.
			TO-BE (Post Retirement Medical Benefit)	
		Develop reports (monthly, annually and annually)	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Manager checks and verifies and forward the liabilities to FINANCE for further review. Request reports from Oracle BIEE. Check for correctness versus CIVPEN (manual documents). If there are discrepancies contact MIS. Attach supporting documents for proof. Submit via e-mail to Manager for recommendation, <ul style="list-style-type: none"> if errors return to ASD. Manager sends to SM for approval. Snr Manager sends to GM for approval. 	Within 2 working days
			TO-BE (Post Retirement Medical Benefit)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Reconcile Bi Annual and Annual tax	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Request tax reports on system function #M150. Check for errors on the output files at FTP. Save files to desktop and convert into a trimmed file. Upload trimmed files to SARS Easyfile for reconciliation. Fails Validation on SARS Easyfile: Check and correct or raise a REMAS request for correction of files and records on CIVPEN. If files passed validation on SARS Easyfile: completed EMP501 and submit through E-filing. File reports. 	Within 3 working days.
			TO-BE (Post Retirement Medical Benefit)	
NMBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
			DoHA death register	<ol style="list-style-type: none"> Annuity payment must be stopped if the annuitant's alive status is verified dead or verified dead from the DoHA death register. Annuity payment to a child, paid into the guardian's bank account, must be suspended if the annuitant's life status

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				<p>is verified alive and the payee's bank account is not that of the child.</p> <p>3. Annuity payment to a student child or dependant, within the student age restriction, must be suspended if no proof that the annuitant is still a student is received and processed.</p>
			TO-BE	
		Manage deceased Home Affairs list	AS-IS (Post Retirement Medical Benefit) <ul style="list-style-type: none"> Download files from FTP server. Convert files from .txt to excel and save on S: Drive. Sort Excel doc according to Scheme, Print deceased profile from Home affairs. Forward monthly report to manager via e-mail. 	Within 1 day.
			TO-BE (Post Retirement Medical Benefit)	
		Distribute Home Affairs deceased list	AS-IS (Post Retirement Medical Benefit)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Distribute to Team leader per medical scheme via e-mail. Distribute to medical scheme via e-mail. Forward monthly report to manager via e-mail. 	Within 1 day.
			TO-BE (Post Retirement Medical Benefit)	
NMBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Annuity maintenance processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
		Send Payment Schedules and proof of payment to various medical schemes.	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> Print BAS payment stub. Attach BAS payment stub to Batch. Forward stubs to Team leader. Team leader forward payment schedules to Medical Schemes. Team leader forward payment stub to processor to draft payment letter. Processor draft payment letter. Team leader checks and sign payment letter. Processor e-mail signed letter to Medical Scheme. 	Within 1 working day.
			TO-BE (Post Retirement Medical Benefit)	

7.1.3 New to Modernisation Programme Requirements List (Special Pension)

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMMIR01	Receive Information.	Submission and receiving of information.	AS-IS (Change Personal details)	
			<ul style="list-style-type: none"> Receive documents for change of personal details. Read in on CIVPEN. Update changes of personal details. Read out on CIVPEN. 	Update personal details within 1 working day.
			To-Be	
			AS-IS (Resolve enquiries, queries and complaints)	
			<ul style="list-style-type: none"> Receive escalated enquiry, query and/or complaint from CRM. Acknowledge receipt of enquiry, query and/or complaint. Record enquiry, query and/or complaint in the spreadsheet. Review and categorise them according to type. Analyse and investigate if enquiry, query and/or complaint will require further information. If require further information; gather necessary information to resolve enquiry, query and/or complaint. 	Respond to client within 1 day. Resolve query within 3 days. Resolve complaint within 7 working days.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Resolve enquiry, query and/or complaint. Provide feedback to client and update CIVPEN 	
			To-Be	
NMMIR02	Validate information.	Validation of data and/or information	AS-IS	
			<ul style="list-style-type: none"> 	
			TO-BE	
NMMIR03	Update information.	Information update	AS-IS	
			TO-BE	
NMMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
NMCMR01	Receive contributions.	Enable receive contributions	AS-IS	
			TO-BE	
NMCMR02	Reconcile contributions.	Reconcile contributions	AS-IS	
			TO-BE	
NMCMR03		Load contributions.	AS-IS	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
	Load contributions.			
			TO-BE	
NMCMR04	Allocate contributions.	Allocate contributions.	AS-IS	
			TO-BE	
NMBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Receive application)	
			<ul style="list-style-type: none"> Receive applications (SPA 1, 2, 3) from customer via Walk-in centers. If application is received at OSS (SP registry) redirect application to the relevant walk-in center. Send letter of conformation of receipt to the applicant. Open file and scan documents. Read in and capture application on CIVPEN. Print confirmation of receipt and give to applicant. Read out file for preliminary political verification. 	Capture application on CIVPEN and scan on PEKWA within 1 working day.
			TO-BE (Receive application)	
NMBPR02	Action Claim (Process).	Conduct preliminary political verification.	AS-IS (Special Pension Application)	
			<ul style="list-style-type: none"> Read in received application. Conduct preliminary political verification. 	Conduct preliminary political verification within 30 working days..

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Read out file. Send/Courier documents to Special Pension registry in head office. 	
			TO-BE(Special Pension Application)	
		Political Verification	AS-IS(Conduct document management of file from Walk-in centers)	
			<ul style="list-style-type: none"> Receive files from regional coordinator. Read in files and store them. Receive request of files from political verifiers. Read out files to political verifiers. Distribute files to political verifiers. 	Prepare files for political verifiers within 1 working day.
			TO-BE(Conduct document management of file from Walk-in centers)	
			AS-IS (Conduct political verification and research)	
			<ul style="list-style-type: none"> Read in received file. Review all documents on the file. Conduct political verification. Conduct research and recommend findings to Adjudicator. Conduct quality assurance (QA) on documents. Read out file to registry for adjudication. 	Complete verification within 30 days and file dispatched to Head Office.
			TO-BE (Conduct political verification and research)	
			AS-IS(Conduct document management of file from political verifiers)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Receive file from political verifier. Read in file and store. 	Store file from political verifier within 1 working day.
			TO-BE(Conduct document management of file from political verifiers)	
			AS-IS(Conduct document management of file from political verifiers)	
		Adjudication	<ul style="list-style-type: none"> Receive request of files from adjudicator. Retrieve files from storage. Read out files to adjudicators. Distribute files to adjudicators. 	Prepare files for adjudication within 1 working day.
			TO-BE(Conduct document management of file from political verifiers)	
			AS-IS (Review findings and award pensionable service)	
			<ul style="list-style-type: none"> Read in received files. Review documents and recommendations of verification. Make recommendations to Chief Adjudicator. Approve or reject application by Chief Adjudicator. Read out and send approved file to payment section. Draft rejection letter and attach appeal form. Change application status on CIVPEN. Read out and send file to registry. 	Application finalized within 30 days.
			TO-BE (Review findings and award pensionable service)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			AS-IS (Conduct document management of file from adjudicators)	
			<ul style="list-style-type: none"> Receive file from adjudicator. Read in received file. If rejected file; send rejection letter to client. Store file. 	Store file from adjudicator within 1 working day.
			TO-BE (Conduct document management of file from adjudicators)	
		Secondary Benefits	AS-IS (Conduct document management of file from adjudicators)	
			<ul style="list-style-type: none"> Receive request of files from secondary benefit processors. Retrieve files from storage. Read out files to secondary benefit processors. Distribute files to secondary benefit processors. 	Prepare files for secondary benefit processor within 1 working day.
			TO-BE (Conduct document management of file from adjudicators)	
			AS-IS (Verify and research secondary benefit application)	
			<ul style="list-style-type: none"> Read in received file. Review documents on file. Make enquiry on CIVPEN if deceased was a recipient pensioner at time of death. Assess and validate information. Conduct research and recommend findings to delegated authority. 	Finalise case sent to payment section within 2 working days; <ul style="list-style-type: none"> If its funeral benefit (SPA 3) within 2 working days; Other cases sent to payment within 60 days.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Read out for sending approved application to payment section. Draft letter for rejected applicant. Read file out to registry for record keeping. 	
			TO-BE (Verify and research secondary benefit application)	
			AS-IS (Conduct document management of file from secondary benefit processors)	
			<ul style="list-style-type: none"> Receive file from secondary benefit processor. Read in received file. If it's a rejected application; send rejection letter to client. Store rejected applications separately from files going to payments section. 	Store file from secondary benefit processor within 1 working day.
			TO-BE (Conduct document management of file from secondary benefit processors)	
		Appeal	AS-IS (Conduct document management of file to appeal panel)	
			<ul style="list-style-type: none"> Receive request of files for appeal. Retrieve files from storage. Read out files to appeal panel. Distribute files to appeal panel. 	Prepare files for appeal panel within 1 working day.
			TO-BE (Conduct document management of file to appeal panel)	
			AS-IS (Review and Adjudicate rejected cases)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> • Read in received files. • Review appeal application and draft decision for appeal board. • Send decision pack to Appeal Board members for preparation. • Conduct further research as per request from appeal board. • Change application status on CIVPEN. • Read out approved cases and send them to registry for payment section. • Draft letter on decision to rejected applicants. 	Appeal application finalized within 60 days from date of receipt by Appeal panel.
			TO-BE (Review and Adjudicate rejected cases)	
			AS-IS (Conduct document management of file from appeal panel)	
			<ul style="list-style-type: none"> • Receive file from appeal panel. • Read in received file. • If appeal rejected; send rejection letter to applicant. • Store received file. 	Store file from appeal panel within 1 working day.
			TO-BE (Conduct document management of file from appeal panel)	
		Payment	AS-IS (Conduct document management of file for payment)	
			<ul style="list-style-type: none"> • Receive request of files from payment processors. • Retrieve files from storage. 	Prepare files for payment processor within 1 working day.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Read out files to payment processors. 	
			TO-BE (Conduct document management of file for payment)	
			AS-IS (Process accurate payments to bona fide beneficiaries)	
			<ul style="list-style-type: none"> Read in received file. Review all documents on file. Reconcile Z894 against bank statement. Contact approved beneficiary for outstanding banking details. Send letter to client requesting outstanding banking details. Update CIVPEN (outstanding banking details). Generate accurate payment to the approved beneficiary. Verify payment documentation and authorize payment. Draft and send letter to payee. Read file out to registry for record keeping. 	Paid within 30 days from receipt of complete approved file.
			TO-BE (Process accurate payments to bona fide beneficiaries)	
			AS-IS (Conduct document management of file from payment processors)	
			<ul style="list-style-type: none"> Receive file from payment processors. Read in received files. 	Store file from payment processor within 1 working day.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Off-site Storage	<ul style="list-style-type: none"> Store received files. 	
			TO-BE (Conduct document management of file from payment processors)	
			AS-IS (Send files for off-site storage)	
			<ul style="list-style-type: none"> Receive all documents that require off-site storage. Read in files received. Pack files. Notify service provider. Read out files and hand over files to the service provider. 	Prepare files for off-site storage within 1 working day.
			TO-BE (Send files for off-site storage)	
NMBPR03	Disburse Payment.	Disburse payment	AS-IS	
			CIVPEN	
			TO-BE	
NMBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
NMBDR01	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	
			DoHA interface verification	1. Annuity payment to a pensioner, spouse, or life-partner, a dependant not restricted by age, must continue when the annuitant's alive status is verified alive.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				2. Annuity payment to a child must continue if the annuitant's alive status is verified alive, and <ul style="list-style-type: none"> a) the age of the annuitant falls within child age restriction or b) The annuitant is a full-time student within the student age restriction.
			TO-BE	
			AS-IS (Special Pension Life Certificate)	
			<ul style="list-style-type: none"> • Receive Life Certificate. • Read in on CIVPEN. • Activate Life Certificate. Read out on CIVPEN.	Update personal details within 1 working day.
			TO-BE (Special Pension Life Certificate)	
NMBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
			DoHA death register	4. Annuity payment must be stopped if the annuitant's alive status is verified dead or verified dead from the DoHA death register. 5. Annuity payment to a child, paid into the guardian's bank account, must be suspended if the annuitant's life status is verified alive and the payee's bank account is not that of the child.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				6. Annuity payment to a student child or dependant, within the student age restriction, must be suspended if no proof that the annuitant is still a student is received and processed.
			TO-BE	
NMBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Annuity maintenance processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
			•	

7.1.4 New to Modernisation Programme Requirements List (Military Pension)

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMMIR01			AS-IS	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
	Receive Information.	Submission and receiving of information.	<ul style="list-style-type: none"> 	
			To-Be	
			AS-IS	
			To-Be	
NMMIR02	Validate information.	Validation of data and/or information	AS-IS	
			TO-BE	
NMMIR03	Update information.	Information update	AS-IS	
			TO-BE	
NMMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
NMBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Payment (SANDF)) <ul style="list-style-type: none"> Receive application from SANDF member with accompanying documents from applicant, regional offices, ODD and the Walk-in Centre as well as Military Veterans. Allocate MP number. 	Application captured within 2 working weeks.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> • Capture information on CIVPEN. • If received through walk-in center; send documents to OSS for scanning and indexing. • Request medical evidence from SANDF / applicant. • Receive medical evidence from SANDF and the applicant as well as membership confirmation. • Verify if all documents are received and dates are correct. • Add a comment on CIVPEN. • Send file to Medical Officer for recommendation/adjudication. 	
			TO-BE (Payment (SANDF))	
			AS-IS (Payment (NSF))	
			<ul style="list-style-type: none"> • Receive application from client. • Allocate MP number. • Capture information on CIVPEN. • Conduct political verification. • Refer to the Chief Medical Officer for adjudication. 	Application captured within 2 weeks of receipt.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			TO-BE (Payment (NSF))	
			AS-IS (Payment of Medical Accounts (local or overseas))	
			<ul style="list-style-type: none"> Receive documents (medical account) from OSS and/or courier from client as well as a central mailbox (Medicalt). Send courier documents to OSS for scanning and indexing. Check for duplication on CIVPEN. Shred duplication documents. Attach pensionable disability (PD) to documents. 	Registe documents on the system within 2 working days of receipt.
			TO-BE (Payment of Medical Accounts (local or overseas))	
NMBPR02	Action Claim (Process).	Conduct Medical Recommendation	AS-IS (Payment (SANDF) or NSF)	
			<ul style="list-style-type: none"> Make medical recommendation. Send recommendation for approval by SAO. 	1. If SANDF case, make recommendation within 2 working days. 2. If NSF case, make recommendation within 1 working day.
			TO-BE (Payment (SANDF) or NSF)	
			AS-IS (Payment of Medical Accounts (local or overseas))	
			<ul style="list-style-type: none"> Check if account is in line with pensionable disability. 	Make medical recommendation within 1 working day

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Make recommendation on account (approve/reject). 	
			TO-BE (Payment of Medical Accounts (local or overseas))	
		Send account for approval	AS-IS (Payment of Medical Accounts (overseas))	
			<ul style="list-style-type: none"> Draft memo for approval. Send memo to SAO for recommendation. Send memo to Medical Officer for approval. 	Approve memo within 1 working week.
			TO-BE (Payment of Medical Accounts (overseas))	
		Verify Medical recommendation	AS-IS (Payment (SANDF))	
			<ul style="list-style-type: none"> Check if all medical documents are available. Accept the decision on medical recommendations (Agree/reject/request additional information if necessary). 	Decide on recommendation within 3 working days.
			TO-BE (Payment (SANDF))	
			AS-IS (Payment (NSF))	
			<ul style="list-style-type: none"> Verify political documentation. Accept the decision on medical recommendations (Agree/reject/request additional information if necessary). 	Decide on recommendation within 3 working days.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			TO-BE (Payment (NSF))	
		Arrange medical board with HRM	AS-IS (Payment (SANDF) or NSF)	
			Write a submission to CMO.	Arrange medical assessment with the CMO.
			TO-BE (Payment (SANDF) or NSF)	
		Conduct Final Assessment	AS-IS (Payment (SANDF) or NSF)	
			<ul style="list-style-type: none"> Receive outcome report from Chief Medical Officer. Recommend gratuity/annuity/reject. 	Claim assessed within 1 working day.
			TO-BE (Payment (SANDF) or NSF)	
		Reject application	AS-IS (Payment (SANDF) or NSF)	
			<ul style="list-style-type: none"> Draft rejection letter. Send letter for Manager signature. Send letter to client and register/update on CIVPEN. Appeal: <ul style="list-style-type: none"> Refer case to the Medical Appeal board or the Tribunal. Receive appeal outcome. Send the appeal outcome to the client. 	Within 14 days after final decision.
			TO-BE (Payment (SANDF) or NSF)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Make payment	AS-IS (Payment (SANDF) or NSF) <ul style="list-style-type: none"> Read in file on CIVPEN. Read out with comment of approval; <ul style="list-style-type: none"> Gratuity, or Annuity. Gratuity: Make payment and send letter to client. Annuity: <ul style="list-style-type: none"> Make calculation. Create payment on the system. Verify calculation for accuracy. Make payment and send letter to client. If payment over R10 000, send payment for approval according to delegation. 	Make payment within 3 working days of approval.
			TO-BE (Payment (SANDF) or NSF)	
			AS-IS (Payment of Medical Accounts (local or overseas))	
			Capture or process payment	Payment captured within 1 working day.
			TO-BE (Payment of Medical Accounts (local or overseas))	
		Authorise payment	AS-IS (Payment of Medical Accounts (local or overseas))	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Verify documents (account) in relation tom payment. If correction is required; send it back to capture payment for corrections. Authorise payment. If amount is over R10 000, send payment to supervisor for third authorization. 	Authorise payment within 1 working day.
			TO-BE (Payment of Medical Accounts (local or overseas))	
NMBPR03	Disburse Payment.	Disburse payment	AS-IS (Payment (SANDF) or NSF)	
			CIVPEN	
			TO-BE (Payment (SANDF) or NSF)	
NMBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Claim processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
		Verify payment	AS-IS (Payment of Medical Accounts (local or overseas))	
			<ul style="list-style-type: none"> Check payment-run. Print payment advise. Update payment status according to payment-run. If local; email payment advise to the medical service-provider or member where it is a refund. 	Verified payment within 2 working days.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> If overseas; Dirco submits the invoices to Finance section. 	
			TO-BE (Payment of Medical Accounts (local or overseas))	
NMBDR01	Maintain repeat payment. (not for Medical Accounts)	Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	
			DoHA interface verification	<ol style="list-style-type: none"> Annuity payment to a pensioner, spouse, or life-partner, a dependant not restricted by age, must continue when the annuitant's alive status is verified alive. Annuity payment to a child must continue if the annuitant's alive status is verified alive, and <ol style="list-style-type: none"> the age of the annuitant falls within child age restriction or The annuitant is a full-time student within the student age restriction.
			TO-BE	
			AS-IS (Life certificate MLV)	
			<ul style="list-style-type: none"> Receive Life Certificate from client. Register Life Certificate on CIVPEN. Check for correctness and if error make correspondence. Activate for payment. 	Activate member status within 1 working day.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Process continuation of Child payment	<ul style="list-style-type: none"> Send documents to OSS for scanning and indexing. 	
			TO-BE (Life certificate MLV)	
			AS-IS (Continuation of payment)	
			<ul style="list-style-type: none"> Receive documentation from the beneficiary. Register documents on CIVPEN. Send documents to OSS for scanning and indexing. Complete Précis and send documents to be signed by the supervisor. Approve and authorize Précis. Check for correctness and if there is an error make correspondence. Activate for payment. 	Activate allowance within 30 working days after approval of continuation.
NMBDR02	Terminate repeat payment.	Termination of annuity payment	TO-BE (Continuation of payment)	
			AS-IS	
			DoHA death register	<ol style="list-style-type: none"> Annuity payment must be stopped if the annuitant's alive status is verified dead or verified dead from the DoHA death register. Annuity payment to a child, paid into the guardian's bank account, must be

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				<p>suspended if the annuitant's life status is verified alive and the payee's bank account is not that of the child.</p> <p>3. Annuity payment to a student child or dependant, within the student age restriction, must be suspended if no proof that the annuitant is still a student is received and processed.</p>
			TO-BE	
NMBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Annuity maintenance processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	

7.1.5 New to Modernisation Programme Requirements List (VIP)

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMMIR01			AS-IS (Parliamentary Officers)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
	Receive Information.	Submission and receiving of information.	<ul style="list-style-type: none"> Receive courier documents from parliament. Acknowledge receipt of courier. Open courier bag. Register member documents in the case member register. 	Within 30 minutes.
			TO-BE (Parliamentary Officers)	
NMMIR02	Validate information.	Pre-verification of documents	AS-IS (Parliamentary Officers) <ul style="list-style-type: none"> Check completeness of documents against the checklist. Sign off checklist to verify correctness. Communicate (email/telephone) errors to parliament HR. Keep error documents in a locked cabinet until resolved. 	Within 30 minutes.
			TO-BE (Parliamentary Officers)	
NMMIR03	Update information.	Information update	AS-IS (Parliamentary Officers) <p>Capturing personal information:</p> <ul style="list-style-type: none"> Open CP file. Record member details on file. Link barcode to member. Capture member information on CIVPEN functions (#052, #086, #F014, #083, # #082). 	Within 30 minutes.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Identify and ID system duplication whilst capturing member information. Contact membership BU telephonically to unlink ID number for system duplication. 	
			TO-BE (Parliamentary Officers)	
NMMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
NMBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Increase and maintain PARMED for Judges and ex-presidents)	
			<ul style="list-style-type: none"> Receive notification from PARMED. Populate excel worksheet for monthly premium. Verify calculations. Sign off excel worksheet calculations. 	Within 1 hour
			TO-BE (Increase and maintain PARMED for Judges and ex-presidents)	
			AS-IS (Increase for Judges and ex-presidents)	
			<ul style="list-style-type: none"> Receive notification from parliament. Populate excel worksheet for payment information. Send errors for correction to Admin Clerk. 	Within 1 hour

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Sign off excel worksheet calculations. 	
			TO-BE (Increase for Judges and ex-presidents)	
			AS-IS (Increase for Judges and ex-presidents)	
			Application for continuation of medical aid: <ul style="list-style-type: none"> Receive choice form for state subsidy from parliament HR. Complete medical finance form with member details. Send medical finance form to medical Business Unit (BU). 	Within 10 minutes
			TO-BE(Increase for Judges and ex-presidents)	
			AS-IS (Parliamentary Officers)	
			Calculation of benefits: <ul style="list-style-type: none"> Populate amounts for calculation on excel worksheet for payment information. Verify calculations. Send errors for correction. Sign off excel worksheet calculations. 	Within 1 hour.
			TO-BE (Parliamentary Officers)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMBPR02	Action Claim (Process).	Capture and confirm payment	AS-IS (Increase and maintain PARMED for Judges and ex-presidents)	
			<ul style="list-style-type: none"> Load payment instruction on CIVPEN function #055. Commit payment instruction. Confirm payment instruction on CIVPEN function #028. Notify Department of Justice and PARMED in writing of the premium payable. 	Within 10 minutes.
			TO-BE(Increase and maintain PARMED for Judges and ex-presidents)	
			AS-IS (Increase for Judges and ex-presidents)	
			<ul style="list-style-type: none"> Load payment instruction on CIVPEN function #055. Commit payment instruction. Confirm payment instruction on CIVPEN function #028. Notify member in writing of benefit payable. 	Within 10 minutes
			TO-BE (Increase for Judges and ex-presidents)	
			AS-IS (Parliamentary Officers)	
			Capture of payment: <ul style="list-style-type: none"> Load payment instruction on CIVPEN function #055. Confirm payment instruction. 	Within 10 minutes.
			TO-BE (Parliamentary Officers)	
			AS-IS (Parliamentary Officers)	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			Request SARS tax directive: <ul style="list-style-type: none"> Complete two tax directive request forms. Verify and sign off tax directive forms. Submit file to GPAA tax BU 	Within 10 minutes.
			TO-BE (Parliamentary Officers)	
			AS-IS (Parliamentary Officers)	
			Payment process: <ul style="list-style-type: none"> Receive tax directive. Assess tax directive (proceed). Confirm payment on CIVPEN function #028 and return to GPAA tax BU for deductions / nil deductions. Payment in excess of R10 000 need third authorization on function #F048) Receive complete CP file from GPAA tax BU. Notify member in writing of benefits payable. 	Within 5 working days
			TO-BE (Parliamentary Officers)	
		Tax directive payment process declined.	AS-IS (Parliamentary Officers)	
			<ul style="list-style-type: none"> Receive tax directive. Assess tax directive (decline). 	Within 1 working day.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> Inform client of tax directive being declined. Store declined tax directive. Await client response. 	
			TO-BE (Parliamentary Officers)	
		Scanning and indexing	AS-IS (Increase for Judges and ex-presidents) (Parliamentary Officers)	
			<ul style="list-style-type: none"> Prepare documents for scanning and indexing. Allocate barcode to documents. Scan documents. File documents in CP file and store in cabinet. Index scanned images. 	Within 2 working days.
			TO-BE (Increase for Judges and ex-presidents) (Parliamentary Officers)	
NMBPR03	Disburse Payment.	Disburse payment	AS-IS	
			CIVPEN	
			TO-BE	
NMBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Claim processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
			•	
NMBDR01			AS-IS	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	DoHA interface verification	<ol style="list-style-type: none"> 1. Annuity payment to a pensioner, spouse, or life-partner, a dependant not restricted by age, must continue when the annuitant's alive status is verified alive. 2. Annuity payment to a child must continue if the annuitant's alive status is verified alive, and <ol style="list-style-type: none"> a) the age of the annuitant falls within child age restriction or b) The annuitant is a full-time student within the student age restriction.
			TO-BE	
NMBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
			DoHA death register	<ul style="list-style-type: none"> • Annuity payment must be stopped if the annuitant's alive status is verified dead or verified dead from the DoHA death register. • Annuity payment to a child, paid into the guardian's bank account, must be suspended if the annuitant's life status is verified alive and the payee's bank account is not that of the child. • Annuity payment to a student child or dependant, within the student

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				age restriction, must be suspended if no proof that the annuitant is still a student is received and processed.
			TO-BE	
NMBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			Printed payment letters from CIVPEN sent to the claimant.	Annuity maintenance processing outcome notifications must be communicated to the beneficiaries.
			TO-BE	
			•	

7.1.6 New to Modernisation Programme Requirements List (Military Veterans Pension)

The current Military Veterans Pension business requirements document refers.

7.1.7 New to Modernisation Programme Requirements List (Others)

Others cover the requirements for the following capabilities:

- Service Request Management
- Post Retirement Support Provision
- Enterprise Data Management

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMSRR01	Receive Client access request.	submission and receiving of Client access requests.	AS-IS	
			TO-BE	
NMSRR02	Process client access request.	processing of the client access request in the workflow.	AS-IS	
			TO-BE	
NMSRR03	Provide access rights.	provide access rights in the workflow.	AS-IS	
			TO-BE	
NMSRR04	Communicate access information.	create and send access granted or rejected letters and/or SMS notifications.	AS-IS	
			TO-BE	
NMPRR01	Prepare Plan for Rehabilitation.		AS-IS	
			TO-BE	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
NMPRR02	Prepare Plan for Counselling.		AS-IS	
			TO-BE	
NMPRR03	Deliver post-retirement support.		AS-IS	
			TO-BE	
NMPRR04	Assess course outcomes.		AS-IS	
NMPRR05	Communicate outcomes.		AS-IS	
			TO-BE	
NMDMR01	manage data operating environment.	Manage source data or data Input.	AS-IS	
			TO-BE	
			<ul style="list-style-type: none"> Enable Access authentication. Enable Data Source authentication. 	Only data from authenticated and trusted source must be sourced.
		manage data Output.	AS-IS	
			TO-BE	
			<ul style="list-style-type: none"> Enable Access authentication. Enable Data Destination authentication. 	1. Processed data and information must be displayed or published to the authenticated and trusted destination.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				2. Only sharable information must be displayed or published.
NMDMR02	process data.	Enable processing of data across all the components of the collective system.	AS-IS	
			<ul style="list-style-type: none"> Data stored on different platforms and databases <ul style="list-style-type: none"> Natural Adabas for CIVPEN Enterprise Content Management (ECM) BI Rules embedded within CIVPEN Application system. 	<ol style="list-style-type: none"> Data stored according to the platform or application specific rules. Data coming from different data storages must be washed before use on different systems or before reporting. Specific rules are confined to the specific platform or system.
			TO-BE	
			<ul style="list-style-type: none"> Enable Centralized Data Rules engine. Enable Centralized Business Rules engine. Enable transform data. Enable Centralized data storage. 	<ol style="list-style-type: none"> Stored data required for use and processing must be sourced from a centralized Data repository. Data Rules required for use and processing must be sourced from a centralized Data Rules engine. Business Rules required for use and processing must be sourced from a centralized Business Rules engine.
			AS-IS	
		Management Information System (MIS) reports.	Information sourced from BI, CIVPEN, Business consolidated into MIS report.	
		Service Level Agreement (SLA) reports.	Information sourced from different platforms like, Enterprise Risk Management system, BI, CIVPEN, Business consolidated and	Specified SLA reports layout must be used to generate SLA reports.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			submitted to Monitoring and Evaluation as SLA report inputs.	
		operations annual reports.	Information sourced from BI, CIVPEN, Business consolidated into annual report.	
		operations quarterly reports.	Information sourced from BI, CIVPEN, Business consolidated into quarterly report.	
		operations monthly reports.	Information sourced from BI, CIVPEN, Business consolidated into monthly reports.	
		operations weekly production reports.	Information sourced from BI, CIVPEN, Business consolidated into weekly production reports.	
		operations daily production reports.	Information sourced from CIVPEN, Business consolidated into daily production reports.	
			TO-BE	
		Management Information System (MIS) reports.	Enable centralized source of reporting data.	Data coming from the same source must be used across the different systems in a collective system, for MIS reporting.
		Service Level Agreement (SLA) reports.	Enable centralized source of reporting data.	Data coming from the same source must be used across the different systems in a collective system, for SLA reporting.
		operations annual reports.	Enable centralized source of reporting data.	Data coming from the same source must be used across the different systems in a collective system, for annual reporting.
		operations quarterly reports.	Enable centralized source of reporting data.	Data coming from the same source must be used across the different

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
				systems in a collective system, for quarterly reporting.
		operations monthly reports.	Enable centralized source of reporting data.	Data coming from the same source must be used across the different systems in a collective system, for monthly reporting.
		operations weekly production reports.	Enable centralized source of reporting data.	Data coming from the same source must be used across the different systems in a collective system, for weekly reporting.
		operations daily production reports.	Enable centralized source of reporting data.	Data coming from the same source must be used across the different systems in a collective system, for daily reporting.
NMDMR03	move data.	Integration of all the appropriate internal systems into a collective system, to improve sharing of data across the internal systems and functions.	AS-IS	
			TO-BE	
			<ul style="list-style-type: none"> • Enable centralized control over the daily processes to add efficiency of the entire workflow. • Enable centralized data updates across all the components of the collective system. • Encrypt data in motion. 	<ol style="list-style-type: none"> 1. Data must be sourced, findable, accessible, interoperable, and re-usable across all the components of the collective system. 2. Data being updated by one system must not be modifiable by another system across all the components of the collective system. 3. Data in motion across different systems must be encrypted.
		Enable data processing workflow	AS-IS	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			TO-BE	
		Integration of the appropriate internal systems with the appropriate external systems to enable sharing of data across the organisations.	Encrypt data in motion.	<ol style="list-style-type: none"> 1. Data, information, or case movement from one system component to another, or from one function to another must be done in a workflow. 2. Data in motion across different systems must be encrypted.
			AS-IS Encrypt data in motion.	<ol style="list-style-type: none"> 1. Only encrypted and secured data must be transmitted between the external and internal systems.
			TO-BE	
			<ul style="list-style-type: none"> • Enable integration of the appropriate internal and external systems with authenticated and trusted organizations: <ul style="list-style-type: none"> ○ Define Integration triggers. ○ Specify the data to be transferred. ○ Automate transmission of the transactions between the appropriate internal and external systems. ○ Record the exchange across the organizations. 	<ol style="list-style-type: none"> 1. Only sharable data must be exchanged between the internal and external systems, no protected data must be shared. 2. Only approved internal and external systems must be integrated. 3. Data in motion across different systems must be encrypted. 4. All data transmission transactions between the internal and external systems must be recorded.

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> ○ Enable secure transmission between the appropriate internal and external systems. ○ Enable Recording of the exchange of data between the GPAA and the external systems. • Encrypt data in motion. 	
		Data Migration	AS-IS	
			Encrypt data in motion.	
			TO-BE	
			<ol style="list-style-type: none"> 1. Source Data from different Databases and platforms. 2. Transform Data 3. Move it to the Centralized Storage. 	Stored data must be findable, accessible, interoperable, and re-usable across the collective system.
NMDMR04	store data.	Centralized data storage, accessible by all the appropriate components of the collective system.	AS-IS	
			TO-BE	
			<ol style="list-style-type: none"> 1. Create Centralized Data Storage 2. Create Centralized Backup Data Storage. 3. Create Centralized Preservation Data Storage. 	<ol style="list-style-type: none"> 1. All the Data Storages must be findable, accessible, interoperable, and re-usable across the collective system. 2. Stored data must be backed up timely. 3. Old data must be preserved or archived. 4. Unused data must be removed from the Data Storage.
NMDMR05			AS-IS	

**Enable Capabilities
Requirements**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
	control data operations.	Control of all data operations and movements.		
			TO-BE	
			Monitor data operations and movement.	

8. OPTIMISE WORKSTREAM REQUIREMENTS

To reduce unnecessary delay time and repetitive tasks and ultimately to reduce the turnaround time, the Modernisation Programme solution must enhance or optimise the existing workstreams with the specified workstream improvement requirements.

The sequencing of the s selected for a specific workstream must consider their dependencies and the conditions under which the workstream is implemented to ensure that the workstream increases the throughput over time and reduced the turnaround time. This implies that when the dependencies and/or the conditions are changed, the sequencing of the s in the workstream must be revised to make the workstream optimization adaptable to new changes. The optimal workstreams can be formed by selecting the sequencing of the s that comprise the workstream required to deliver a specific value from the following:

Capability	Value Stream Stage	Workstream Sequencing 1	Workstream Sequencing 2	...	Workstream Sequencing n
Member Information Management	Receive Information				
	Validate information				
	Update information				
	Communicate information				
Benefit Payment	Receive Claim Information				
	Action Claim (Process)				
	Disburse Payment				
	Communicate Payment Information				
Benefit Disbursement Management	Maintain repeat payment				
	Terminate repeat payment				
	Communicate payment information				
Service Request Management	Receive Client access request				
	Process client access request				
	Provide access rights.				
	Communicate access information				
Post Retirement Support Provision	Prepare Plan for Rehabilitation				
	Enable Prepare Plan for Counselling.				
	Deliver post-retirement support				
	Assess course outcomes				
	Communicate outcomes				

9. CONTINUOUS IMPROVEMENT AND REQUIREMENTS

REPLACEMENT

To achieve the optimal turnaround time, and to manage continuous improvements beyond the project, the Modernisation Programme solution must enhance the already enabled capabilities and/or the value stream stages with enhancement business requirements triggered among other things by the following:

1. Strategic changes.
2. Changes in the value stream
3. Service Level Agreement changes.
4. Business model changes.
5. Change in legislation.
6. Operational new target.
7. A need to reduce waste.
8. A need for new technology.

The enhancement business requirements specified and mapped to the appropriate value stream stages tabled below.

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Value Stream Stage Description
CIMIR01	Enhance Receive Information.	The activities required to receive information from specified sources and have it available to GPAA systems for validation.
CIMIR02	Enhance Validate information.	The activities required to ensure that all received information is correct and complete.
CIMIR03	Enhance Update information.	These are the activities required to make the correct information available to the GPAA database.
CIMIR04	Enhance Communicate information.	The activities required to inform the stakeholder of the information maintenance outcome.
CICMR01	Enhance Receive contributions.	The activities required to obtain contributions from members.
CICMR02	Enhance Reconcile contributions.	The activities required to determine whether the amounts received are the same as the amounts expected by the member.
CICMR03	Enhance Load contributions.	The activities required to record the correct contributions on the system.

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REPLACEMENT**

CICMR04	Enhance Allocate contributions.	Activities related to the allocating a portion of their contributions to the fund and other housing home loan by the fund.
CIBPR01	Enhance Receive Claim Information.	The activities required to receive information from specified sources and have it available to GPAA systems for validation.
CIBPR02	Enhance Action Claim (Process).	The activities required to ensure that all received information is correct and complete.
CIBPR03	Enhance Disburse Payment.	The activities required to pay the benefit to the Beneficiary.
CIBPR04	Enhance Communicate Payment Information.	The activities required to inform the stakeholder of the information maintenance outcome.
CIBDR01	Enhance Maintain repeat payment.	Activities required to ensure that the annuity payment is paid correctly and on time.
CIBDR02	Enhance Terminate repeat payment.	Activities required to stop the repeat payment if the end conditions occur.
CIBDR03	Enhance Communicate payment information.	Activities required to make available all required payment information to all stakeholders.
CISRR01	Enhance Receive Client access request.	The activities involved to ensure that relevant, complete, and correct information for service request purposes is received.
CISRR02	Enhance Process client access request.	The activities required to determine whether the requesting client is allowed to receive required information according to client access control rules.
CISRR03	Enhance Provide access rights.	The activities required to enable the requesting client to receive the allowed access.
CISRR04	Enhance Communicate access information.	The activities required to inform stakeholders of the result of the access request.
CIPRR01	Enhance Prepare Plan for Rehabilitation.	The activities required to gather all inputs for planning of the support
CIPRR02	Enhance Enable Prepare Plan for Counselling.	The activities required as inputs to establish counselling
CIPRR03	Enhance Deliver post-retirement support.	The activities involved to deliver the support from the start up to the end of the course
CIPRR04	Enhance Assess course outcomes.	The activities required to do periodic assessment against agreed course outcomes
CIPRR05	Enhance Communicate outcomes.	The activities required to communicate course outcomes with stakeholders utilizing multiple communication channels

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CIDMR01	Enhance manage data operating environment	The activities required for the source and destination of data.
CIDMR02	Enhance process data	The activities required to convert, cleanse, structuring, update and delete data.
CIDMR03	Enhance move data	The activities required to move data within the system, across the internal systems and/or between the internal and external systems.
CIDMR04	Enhance store data	The activities required to store, backup and preserve data.
CIDMR05	Enhance control data operations	The activities required to control operating environment, data processing, data movement, data storage.

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CIRCR01	Replacement of CIVPEN	The activities required to replace the old legacy system with the new technology.
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9.1 Continuous Improvement and Replacement Requirements List

To achieve the optimal turnaround time, the Modernisation Programme solution must enhance the already enabled capabilities and/or the value stream stages with the following enhancement business requirements:

9.1.1 Continuous Improvement Requirements List (IOD)

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIMIR01	Receive Information.	Submission and receiving of information.	AS-IS (Changing of Banking Details)	
			•	
			To-Be (IOD Changing of Banking Details)	
			AS-IS (IOD Changing Personal Details)	
CIMIR02	Validate information.	Validation of data and/or information	AS-IS (IOD Changing of Banking Details)	
			•	
			TO-BE (IOD Changing of Banking Details)	
CIMIR03	Update information.	Information update	AS-IS	
			•	
			TO-BE	

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Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS 	
			TO-BE 	
			•	
CIBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (IOD payment of awards) 	
			TO-BE (IOD payment of awards) 	
			AS-IS (IOD continuation of payment for eligible over 18 years of age) 	
			TO-BE (IOD continuation of payment for eligible over 18 years of age) 	
CIBPR02	Action Claim (Process).	Open CP File	AS-IS (IOD payment of awards) 	
			•	
			TO-BE(IOD payment of awards) 	
		Check received documents	AS-IS(IOD payment of awards) 	
			•	
			TO-BE(IOD payment of awards) 	
			AS-IS (IOD continuation of payment for eligible over 18 years of age) 	
			•	
			TO-BE (IOD continuation of payment for eligible over 18 years of age) 	

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Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Split files	AS-IS(IOD payment of awards)	
			•	
			TO-BE(IOD payment of awards)	
			AS-IS (IOD continuation of payment for eligible over 18 years of age)	
			•	
			TO-BE (IOD continuation of payment for eligible over 18 years of age)	
		Process payment	AS-IS(IOD payment of awards)	
			•	
			TO-BE(IOD payment of awards)	
			AS-IS (IOD continuation of payment for eligible over 18 years of age)	
			•	
			TO-BE (IOD continuation of payment for eligible over 18 years of age)	
		Confirm payment	AS-IS(IOD payment of awards)	
			○	
			TO-BE(IOD payment of awards)	
			AS-IS (IOD continuation of payment for eligible over 18 years of age)	
			•	
			TO-BE (IOD continuation of payment for eligible over 18 years of age)	
CIBPR03	Disburse Payment.	Disburse payment	AS-IS	
			CIVPEN, BAS	
			TO-BE	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			•	
CIBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
			•	
CIBDR01	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	
			TO-BE	
			AS-IS (IOD Life Certificate)	
			TO-BE (IOD Life Certificate)	
CIBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
				7.
			TO-BE	
CIBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
			•	

9.1.2 Continuous Improvement Requirements List (Post Retirement Medical Benefit)

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIMIR01	Receive Information.	Submission and receiving of information.	AS-IS	
			To-Be	
			AS-IS	
			To-Be	
CIMIR02	Enable Validate information.	Validation of data and/or information	AS-IS	
			TO-BE	
CIMIR03	Enable Update information.	Information update	AS-IS	
			TO-BE	
CIMIR04	Enable Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
CIBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Post Retirement Medical Benefit)	
			•	
			•	
			To-Be (Post Retirement Medical Benefit)	
		Attach incoming information	AS-IS (Post Retirement Medical Benefit)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> 	
			AS-IS (Post Retirement Medical Benefit)	
CIBPR02	Action Claim (Process).	Check received documents	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Request outstanding information	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Verify correspondence regarding outstanding information.	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Process payment	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE(IOD payment of awards)	
			AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Reject application	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Verify rejection	AS-IS (Post Retirement Medical Benefit)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			•	
			TO-BE (Post Retirement Medical Benefit)	
		Confirm payment	AS-IS (Post Retirement Medical Benefit)	
			•	
			TO-BE (Post Retirement Medical Benefit)	
		Request membership certificate	AS-IS (Post Retirement Medical Benefit)	
			•	
			AS-IS (Post Retirement Medical Benefit)	
		Confirm unconfirmed records	AS-IS (Post Retirement Medical Benefit)	
			•	Within 1 working day
			AS-IS (Post Retirement Medical Benefit)	
		Calculate Once off payment	AS-IS (Post Retirement Medical Benefit)	
			•	
			AS-IS (Post Retirement Medical Benefit)	
		Finalise Once off payment	AS-IS (Post Retirement Medical Benefit)	
			•	
			AS-IS (Post Retirement Medical Benefit)	
CIBPR03	Disburse Payment.	Disburse payment	AS-IS	
			CIVPEN, BAS	
			TO-BE	
			•	
CIBPR04		Payment letters, SMS notifications	AS-IS	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
	Communicate Payment Information.		TO-BE • AS-IS (Post Retirement Medical Benefit) • TO-BE (Post Retirement Medical Benefit)	
CIBDR01	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	
				c)
		Testing of Pre payment run	TO-BE	
			AS-IS (Post Retirement Medical Benefit)	
			•	
			TO-BE (Post Retirement Medical Benefit)	
		Reconcile the errors/exceptions.	AS-IS (Post Retirement Medical Benefit)	
			•	
			TO-BE (Post Retirement Medical Benefit)	
		Request live payment run.	AS-IS (Post Retirement Medical Benefit)	
			•	
			TO-BE (Post Retirement Medical Benefit)	
		Compile BAS payment advice	AS-IS (Post Retirement Medical Benefit)	
			•	
			TO-BE (Post Retirement Medical Benefit)	
			AS-IS (Post Retirement Medical Benefit)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Pay various Medical Scheme via the BAS	<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Compile Liabilities for post-retirement medical benefits	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Verify liabilities	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Verify number of members per medical scheme (M5001)	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Verify of number beneficiaries/dependants per medical scheme (M892)	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Reconcile Monthly tax	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Develop reports (monthly, annually and annually)	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Reconcile Bi Annual and Annual tax	AS-IS (Post Retirement Medical Benefit)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
CIBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
			TO-BE	
		Manage deceased Home Affairs list	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
		Distribute Home Affairs deceased list	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	
CIBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
			<ul style="list-style-type: none"> 	
		Send Payment Schedules and proof of payment to various medical schemes.	AS-IS (Post Retirement Medical Benefit)	
			<ul style="list-style-type: none"> 	
			TO-BE (Post Retirement Medical Benefit)	

9.1.3 Continuous Improvement Requirements List (Special Pension)

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIMIR01	Receive Information.	Submission and receiving of information.	AS-IS (Change Personal details)	
			•	
			To-Be	
			AS-IS (Resolve enquiries, queries and complaints)	
			•	
CIMIR02	Validate information.	Validation of data and/or information	AS-IS	
			•	
			TO-BE	
CIMIR03	Update information.	Information update	AS-IS	
			TO-BE	
CIMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
CICMR04	Allocate contributions.	Allocate contributions.	AS-IS	
			TO-BE	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Receive application)	
			TO-BE (Receive application)	
CIBPR02	Action Claim (Process).	Conduct preliminary political verification.	AS-IS (Special Pension Application)	
			•	
			TO-BE(Special Pension Application)	
		Political Verification	AS-IS(Conduct document management of file from Walk-in centers)	
			•	
			TO-BE(Conduct document management of file from Walk-in centers)	
			AS-IS (Conduct political verification and research)	
			•	
			TO-BE (Conduct political verification and research)	
			AS-IS(Conduct document management of file from political verifiers)	
			•	
			TO-BE(Conduct document management of file from political verifiers)	
		Adjudication	AS-IS(Conduct document management of file from political verifiers)	
			•	
			TO-BE(Conduct document management of file from political verifiers)	
			AS-IS (Review findings and award pensionable service)	
			•	
			TO-BE (Review findings and award pensionable service)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			AS-IS (Conduct document management of file from adjudicators)	
			•	
			TO-BE (Conduct document management of file from adjudicators)	
		Secondary Benefits	AS-IS (Conduct document management of file from adjudicators)	
			•	
			TO-BE (Conduct document management of file from adjudicators)	
			AS-IS (Verify and research secondary benefit application)	
			•	•
			TO-BE (Verify and research secondary benefit application)	
			AS-IS (Conduct document management of file from secondary benefit processors)	
			•	
			TO-BE (Conduct document management of file from secondary benefit processors)	
		Appeal	AS-IS (Conduct document management of file to appeal panel)	
			•	
			TO-BE (Conduct document management of file to appeal panel)	
			AS-IS (Review and Adjudicate rejected cases)	
			•	
			TO-BE (Review and Adjudicate rejected cases)	
			AS-IS (Conduct document management of file from appeal panel)	
			•	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			TO-BE (Conduct document management of file from appeal panel)	
		Payment	AS-IS (Conduct document management of file for payment)	
			•	
			TO-BE (Conduct document management of file for payment)	
			AS-IS (Process accurate payments to bona fide beneficiaries)	
			•	
			TO-BE (Process accurate payments to bona fide beneficiaries)	
			AS-IS (Conduct document management of file from payment processors)	
			•	
			TO-BE (Conduct document management of file from payment processors)	
		Off-site Storage	AS-IS (Send files for off-site storage)	
			•	
			TO-BE (Send files for off-site storage)	
CIBPR03	Disburse Payment.	Disburse payment	AS-IS	
			CIVPEN	
			TO-BE	
CIBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
CIBDR01		Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
	Maintain repeat payment.		TO-BE	
			AS-IS (Special Pension Life Certificate)	
			TO-BE (Special Pension Life Certificate)	
CIBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
				8.
			TO-BE	
CIBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
			•	

9.1.4 Continuous Improvement Requirements List (Military Pension)

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIMIR01	Receive Information.	Submission and receiving of information.	AS-IS (Changing of Banking Details)	
			•	
			To-Be (Changing of Banking Details)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			AS-IS (Changing Personal Details)	
			To-Be (Changing Personal Details)	
CIMIR02	Validate information.	Validation of data and/or information	AS-IS	
			•	
			TO-BE	
CIMIR03	Update information.	Information update	AS-IS	
			TO-BE	
CIMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
CIBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Payment (SANDF))	
			•	
			TO-BE (Payment (SANDF))	
			AS-IS (Payment (NSF))	
			•	
			TO-BE (Payment (NSF))	
			AS-IS (Payment of Medical Accounts (local or overseas))	
			•	
			TO-BE (Payment of Medical Accounts (local or overseas))	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIBPR02	Action Claim (Process).	Conduct Medical Recommendation	AS-IS (Payment (SANDF) or NSF)	
			•	
			TO-BE (Payment (SANDF) or NSF)	
			AS-IS (Payment of Medical Accounts (local or overseas))	
			•	
			TO-BE (Payment of Medical Accounts (local or overseas))	
		Send account for approval	AS-IS (Payment of Medical Accounts (overseas))	
			•	
			TO-BE (Payment of Medical Accounts (overseas))	
		Verify Medical recommendation	AS-IS (Payment (SANDF))	
			•	
			TO-BE (Payment (SANDF))	
			AS-IS (Payment (NSF))	
			•	
			TO-BE (Payment (NSF))	
		Arrange medical board with HRM	AS-IS (Payment (SANDF) or NSF)	
			•	
			TO-BE (Payment (SANDF) or NSF)	
		Conduct Final Assessment	AS-IS (Payment (SANDF) or NSF)	
			•	
			TO-BE (Payment (SANDF) or NSF)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Reject application	AS-IS (Payment (SANDF) or NSF)	
			○	
			TO-BE (Payment (SANDF) or NSF)	
		Make payment	AS-IS (Payment (SANDF) or NSF)	
			○	
			TO-BE (Payment (SANDF) or NSF)	
			AS-IS (Payment of Medical Accounts (local or overseas))	
			Capture or process payment	Payment captured within 1 working day.
			TO-BE (Payment of Medical Accounts (local or overseas))	
		Authorise payment	AS-IS (Payment of Medical Accounts (local or overseas))	
			•	
			TO-BE (Payment of Medical Accounts (local or overseas))	
CIBPR03	Disburse Payment.	Disburse payment	AS-IS (Payment (SANDF) or NSF)	
			CIVPEN	
			TO-BE (Payment (SANDF) or NSF)	
CIBPR04	Communicate Payment Information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
		Verify payment	AS-IS (Payment of Medical Accounts (local or overseas))	
			•	
			TO-BE (Payment of Medical Accounts (local or overseas))	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIBDR01	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	AS-IS	
				c)
			TO-BE	
			AS-IS (Life certificate MLV)	
			•	
			TO-BE (Life certificate MLV)	
		Process continuation of Child payment	AS-IS (Continuation of payment)	
			•	
			TO-BE (Continuation of payment)	
CIBDR02	Terminate repeat payment.	Termination of annuity payment	AS-IS	
				4.
			TO-BE	
CIBDR03	Communicate payment information.	Payment letters, SMS notifications	AS-IS	
			TO-BE	
			•	

9.1.5 Continuous Improvement Requirements List (VIP)

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIMIR01	Receive Information.	Submission and receiving of information.	AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	
CIMIR02	Validate information.	Pre-verification of documents	AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	
CIMIR03	Update information.	Information update	AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	
CIMIR04	Communicate information.	Information processed letters, SMS notifications.	AS-IS	
			TO-BE	
CIBPR01	Receive Claim Information.	Submission and Receiving of Claim Information.	AS-IS (Increase and maintain PARMED for Judges and ex-presidents)	
			•	
			TO-BE (Increase and maintain PARMED for Judges and ex-presidents)	
			AS-IS (Increase for Judges and ex-presidents)	
			•	
			TO-BE (Increase for Judges and ex-presidents)	
			AS-IS (Increase for Judges and ex-presidents)	
			•	
			TO-BE(Increase for Judges and ex-presidents)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Receive and compile medical claims	AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	
			AS-IS (Military Medical Claims)	
			•	
			TO-BE (Military Medical Claims)	
CIBPR02	Action Claim (Process).	Capture and confirm payment	AS-IS (Increase and maintain PARMED for Judges and ex-presidents)	
			•	
			TO-BE(Increase and maintain PARMED for Judges and ex-presidents)	
			AS-IS (Increase for Judges and ex-presidents)	
			•	
			TO-BE (Increase for Judges and ex-presidents)	
			AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	
			AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	
			AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		Tax directive payment process declined.	AS-IS (Parliamentary Officers)	
			•	
			TO-BE (Parliamentary Officers)	
		Scanning and indexing		
			AS-IS (Increase for Judges and ex-presidents) (Parliamentary Officers)	
			•	
CIBPR03	Disburse Payment.	Disburse payment	TO-BE (Increase for Judges and ex-presidents) (Parliamentary Officers)	
			AS-IS	
			CIVPEN, BAS	
CIBPR04	Communicate Payment Information.	Payment letters, SMS notifications	TO-BE	
			AS-IS	
CIBDR01	Maintain repeat payment.	Annuitants' alive status verification with Department of Home Affairs (DoHA).	•	
			TO-BE	
			AS-IS	
CIBDR02	Terminate repeat payment.	Termination of annuity payment		
			TO-BE	
			AS-IS	
CIBDR03	Communicate payment information.	Payment letters, SMS notifications		
			TO-BE	
			•	

9.1.6 Continuous Improvement Requirements List (Military Veterans Pension)

The current Military Veterans Pension business requirements document refers.

9.1.7 Continuous Improvement Requirements List (Others)

Others cover the requirements for the following capabilities:

- Service Request Management,
- Post Retirement Support Provision, and
- Enterprise Data Management.

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CISRR01	Receive Client access request.	submission and receiving of Client access requests.	AS-IS	
			TO-BE	
CISRR02	Process client access request.	processing of the client access request in the workflow.	AS-IS	
			TO-BE	
CISRR03	Provide access rights.	provide access rights in the workflow.	AS-IS	
			TO-BE	
CISRR04	Communicate access information.	create and send access granted or rejected letters and/or SMS notifications.	AS-IS	
			TO-BE	
CIPRR01	Prepare Plan for Rehabilitation.		AS-IS	
			TO-BE	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
CIPRR02	Prepare Plan for Counselling.		AS-IS	
			TO-BE	
CIPRR03	Deliver post-retirement support.		AS-IS	
			TO-BE	
CIPRR04	Assess course outcomes.		AS-IS	
CIPRR05	Communicate outcomes.		AS-IS	
			TO-BE	
CIMDR01	manage data operating environment.	Manage source data or data Input.	AS-IS	
			TO-BE	
			•	
	manage data Output.		AS-IS	
			TO-BE	
CIMDR02	process data.	Enable processing of data across all the components of the collective system.	AS-IS	
			•	
			TO-BE	
			•	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
			AS-IS	
		Management Information System (MIS) reports.		
		Service Level Agreement (SLA) reports.		
		operations annual reports.		
		operations quarterly reports.		
		operations monthly reports.		
		operations weekly production reports.		
		operations daily production reports.		
			TO-BE	
		Management Information System (MIS) reports.		
		Service Level Agreement (SLA) reports.		
		operations annual reports.		
		operations quarterly reports.		
		operations monthly reports.		
		operations weekly production reports.		
		operations daily production reports.		
CIMDR03	move data.	Integration of all the appropriate internal systems into a collective system, to improve sharing of	AS-IS	
			TO-BE	
			•	

**Continuous Improvement and
REPLACEMENT**

Value Stream Stage Requirement Code	Value Stream Stage Requirement	Business Requirements	AS-IS and TO-BE	Business Rules
		data across the internal systems and functions.		
		Enable data processing workflow	AS-IS	
			TO-BE	
		Integration of the appropriate internal systems with the appropriate external systems to enable sharing of data across the organisations.	AS-IS	
			TO-BE	
		Data Migration	AS-IS	
			TO-BE	
CIMDR04	store data.	Centralized data storage, accessible by all the appropriate components of the collective system.	AS-IS	
			TO-BE	
CIMDR05	control data operations.	Control of all data operations and movements.	AS-IS	
			TO-BE	

10. CAPABILITY PROCESS MAPPING

A complete set of business rules for the Rules engine must be sourced from the business, respective Laws, and processes listed in the table below. The solution must also automate the automatable process activities of the following listed processes.

Capability	Process	Applicable Law	Section / Component
Member Information Management			
Client			
	Perform Bank Verification		NT Funds
	Maintain banking details		NT Funds
	Maintain contact details		NT funds
	Maintain client life status (Perform auto life verification)		NT Funds
	Maintain relationship information (incl Nominations / Beneficiaries) - GEPP		NT Funds
Pensioner	Update member/pensioner details - NT		PRMB
	Update medical scheme details - NT PRMB (Post Retirement Medical Benefits)		PRMB
	Maintain employer details -		NT Funds
	Update member details - NT		IOD
	Update Member details - NT		Military Pensions
	Update member details - NT		Military Medical Account
	Update member details - NT		VIP
	Update member details - NT		Special Pensions
	Capture Member (IOD) - NT		IOD

Capability Process Mapping

	Admit Post Medical Benefit Member - NT		Post Medical Benefits
	Admit military pensions member (injured or disable member) - NT		Military Pensions
	Admit VIP benefits member - NT		VIP
	Admit special pensions member - NT		Special Pensions
Beneficiary			
	Admit Spouse (upon member's death) - NT		Military Pensions
	Admit Spouse (VIP) - NT		VIP
	Admit Orphan (VIP) - NT		VIP
	Maintain special pensioner information - NT		Special Pensions
	Admit beneficiary into special pensions (upon member's death) - NT		Special Pensions
	Maintain IOD beneficiary information - NT		IOD
	Maintain VIP beneficiary information - NT		VIP
	Maintain PRMB beneficiary information - NT		Medical Benefits
	Maintain Military beneficiary information - NT		Military
Product	Maintain military medical details - NT		Military Pensions
	Maintain Product Information - NT		
Third Party			
	Implement medical tariffs increase and subsidy increases - NT		Post Medical Benefits
Third Party	Update Supplier details (Service provider) - NT		Military Medical Account

Capability Process Mapping

Manage inbound correspondence	Receive documents		OSS
	Linking documents		OSS
	Scanning documents		OSS
	Dispatch mails		OSS
	Indexing documents		OSS
Manage outbound correspondence	Response Client Email (Member, Pensioner, Beneficiary, and 3rd Party)		NT
	Send Letters (Member, Pensioner, Beneficiary, and 3rd Party)		NT
Contributions Management	Manage Overpayment (NT funds)- NT		NT Finance/Disallowances
	Manage Underpayments (NT Funds) - NT		NT Finance/Disallowances
Benefit Payment			
Exit Benefits			
	Claim VIP & PSOP - NT		VIP

Capability Process Mapping

Funeral Benefit	Claim Funeral Benefit - NT		Special Pensions
	Claim Funeral Benefit - NT		Military Pensions
	Claim Funeral Benefit - NT		VIP
Spouse pensions			
	Claim spouse pensions - NT Special Pensions		Special Pensions
	Claim spouse pensions - NT IOD		IOD
	Claim VIP (Spouse) - NT		VIP
	Claim Military Pension (Spouse) - NT		Military Pensions
Child / Orphan pensions	Claim VIP (Child) - NT VIP		VIP
	Claim child pensions - NT IOD		IOD
	Claim Special pensions (Child) - NT Special Pensions		Special Pensions
Special Pension Benefit	Claim Special pensions (Member) - NT		Special Pensions
Medical Subsidy	Claim Post Retirement Medical Subsidy - NT		Post Medical Benefits
Military	Claim Military Pension (Member) - NT		Military Pensions
	Claim Military Medical (MM) Pension - NT		Military Pensions
	Claim Medical Expense - NT		Medical Account

Capability Process Mapping

IOD	Claim Injury on Duty (Member) - NT		IOD
Interest payments	Calculate and authorise interest payments not calculated by the system		NT Finance
	Interface with SARS (VIP, PDP, NSF, and Special Pensions) - NT		NT funds
	Interface with Home Affairs (VIP, PDP, NSF, and Special Pensions) - NT		NT funds
	Interface with SafetyWeb (VIP, PDP, NSF, and Special Pensions) - NT		NT funds
	Interface with Bank Validation (VIP, PDP, NSF, and Special Pensions) - NT		NT funds
	Manage Bank Payments - NT benefits		NT Funds
	Manage Post Office payments - NT		NT Funds
	Manage Post Office payment cancellations - NT		NT Funds
	Manage Tax payments - NT		NT Funds
	Manage telegraphic Transfer payments - NT		NT Funds
Benefit Disbursement	Implement military pensions annual increase - NT		Military Pensions
Exit Annuity Benefits	Implement VIP pensions annual increase - NT		VIP
	Implement Special pensions annual increase - NT		Special Pensions
	Pay VIP & PSOP - NT		VIP

Capability Process Mapping

Spouse pensions			
	Pay spouse pensions - NT Special Pensions		Special Pensions
	Pay spouse pensions - NT IOD		IOD
	Pay spouse pensions - VIP (Spouse) - NT		VIP
	Pay spouse pensions - Military Pension (Spouse) - NT		Military Pensions
Child / Orphan pensions	Pay VIP benefits (Child) - NT		VIP
	Pay special pension benefits (beneficiary) - NT		Special Pensions
	Claim child pensions - NT IOD		IOD
Special Pension Benefit	Pay special pension benefits - NT		Special Pensions
Medical Subsidy	Pay subsidy to medical scheme		Post Medical Benefits
Military	Pay military pension benefits - NT		Military Pension
IOD	Pay death on duty benefits to spouse and/or child (monthly till death) - NT		IOD
	Pay IOD Benefits between 31-100% of PD (monthly till death)- NT		IOD
Manage Service request	Provide client access		Information Security / BSS
	Provide user access		Information Security / BSS
	Facilitate Identity Access Management		BSS

Capability Process Mapping

Enterprise Data Management	Develop analysis of exits cases		ICT
	Facilitate data arrangement		ICT
	Develop MIS reports		ICT
Manage Information Systems	Consolidate benefits stats		MIS
	publish MIS reports		MIS
	Develop SLA Reporting		MIS
	Compile Statistical Reports		MIS