PRODUCT SUPPORT PACK

Surveys

Project Description

PRODUCT AWARENESS

Product Vision & Mission

Product Introduction

"Sales Pitch" formulated by Product Owners and/ or Integration Partner on what the solution exactly is.

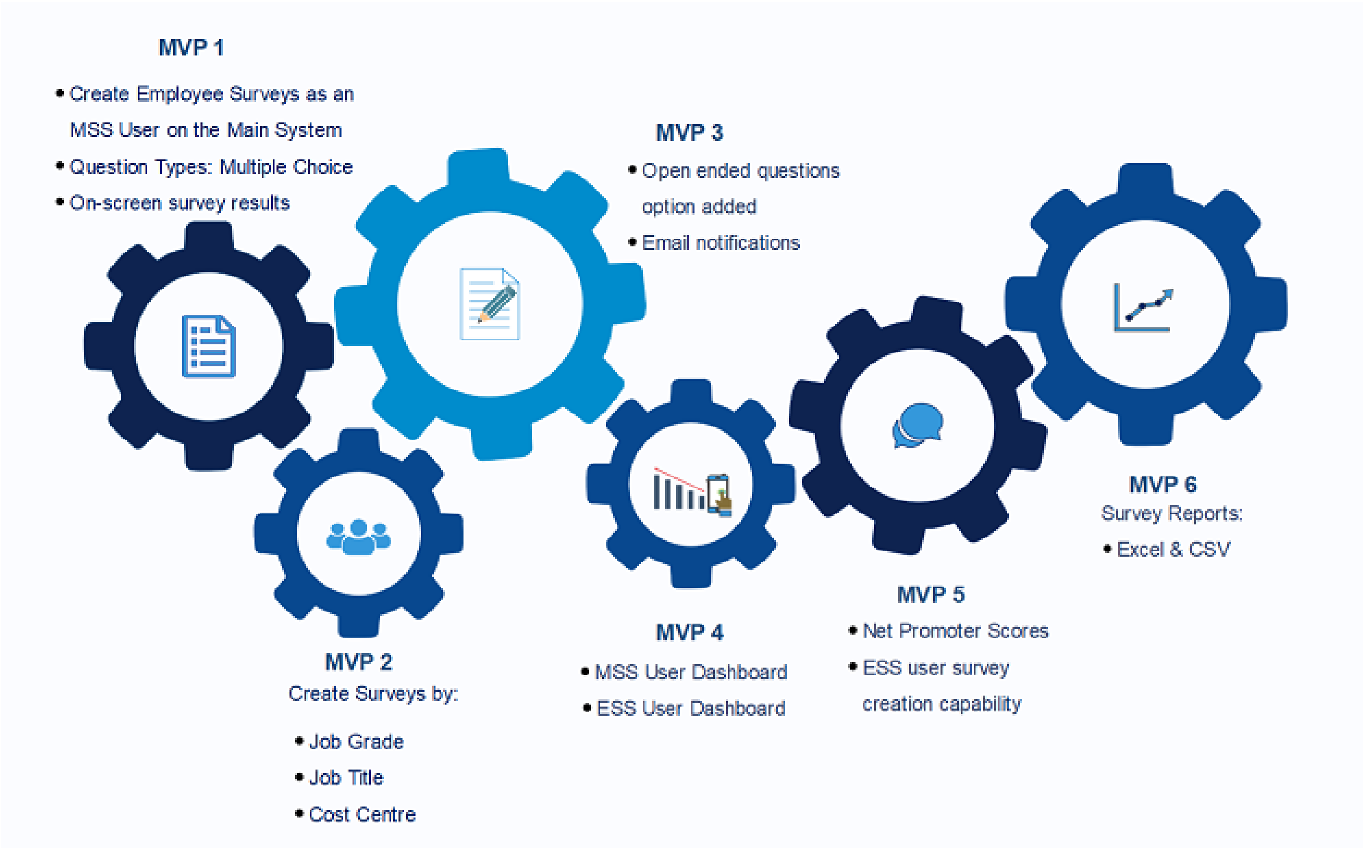
- *Employee Engagement Surveys, are used to better understand employee experiences, improve organizational processes and methodologies.*

Product Demo

- *Demo on completed product / Access Details. Links to design Mock-ups, etc.*

Development Phases

- *Expected Phases for the roll-out of the product*



Client Focus

Who will the product be aimed at:

- *All Clients (Generic)*

Client Billing Structure

- ***What will the client be billed for this product***
  - *Recurring costs*
- ***Will there be annual increases?***
  - *Yes there will be increases directly linked to inflation and business model changes*
- ***How will the billing be calculated***
  - *Active Employees / Per Usage*
- ***Any additional agreements as per SLA.***
  - *N/A*

IMPLEMENTATION PREREQUISITES

Document Templates, Policies & Forms

- *Any applicable document templates, policies and/ or forms that need to be implemented to ensure a successful product (i.e. Company disciplinary Code needs to be in place prior to the use of the Employee Relations Module).*
  - *N/A*

Agreements & Subscriptions

- *Any agreements/ subscriptions that the Client needs to have in a place with a 3rd party/ integration partner (i.e. PSIber BEE Toolkit needs to have a subscription in place with MPowered)*
  - *A client needs to have the PSIber New Front End Platform in order to use the Surveys Module*

Hardware

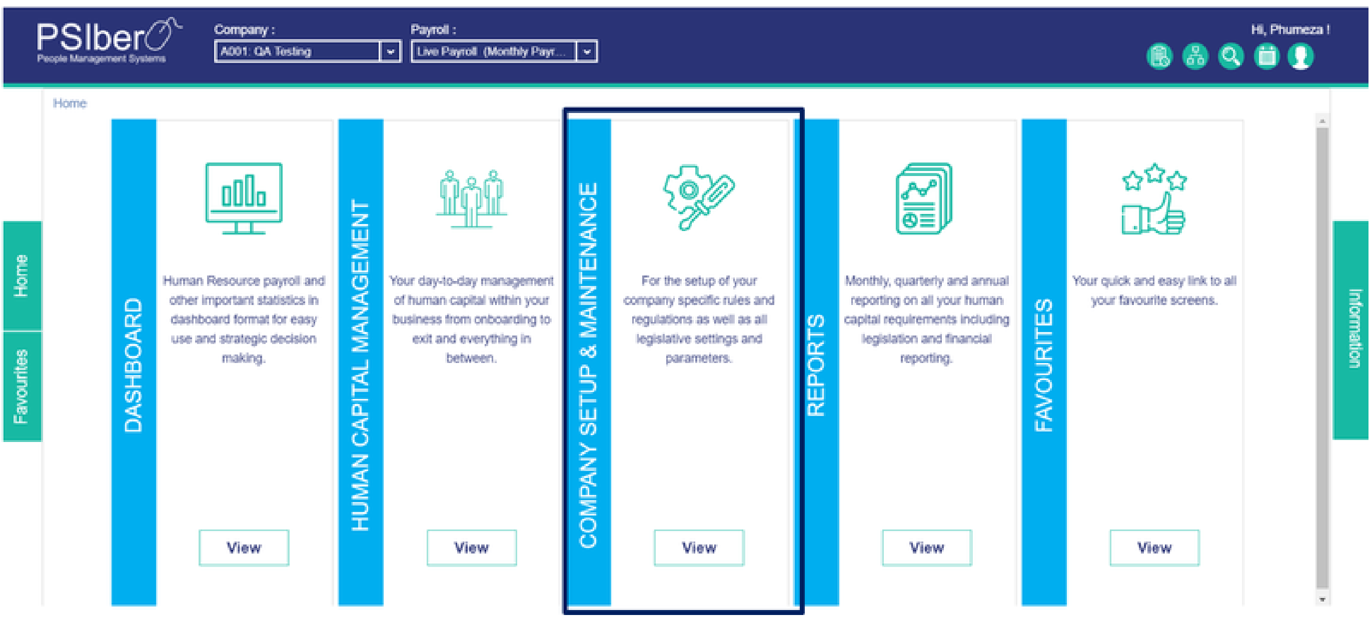
- *Any applicable hardware that the client must acquire in order for the product to function (i.e. Fingerprint scanners for Criminal Checks)*
  - *N/A*

SETUP & PARAMETERS

System Setup / Parameter Settings

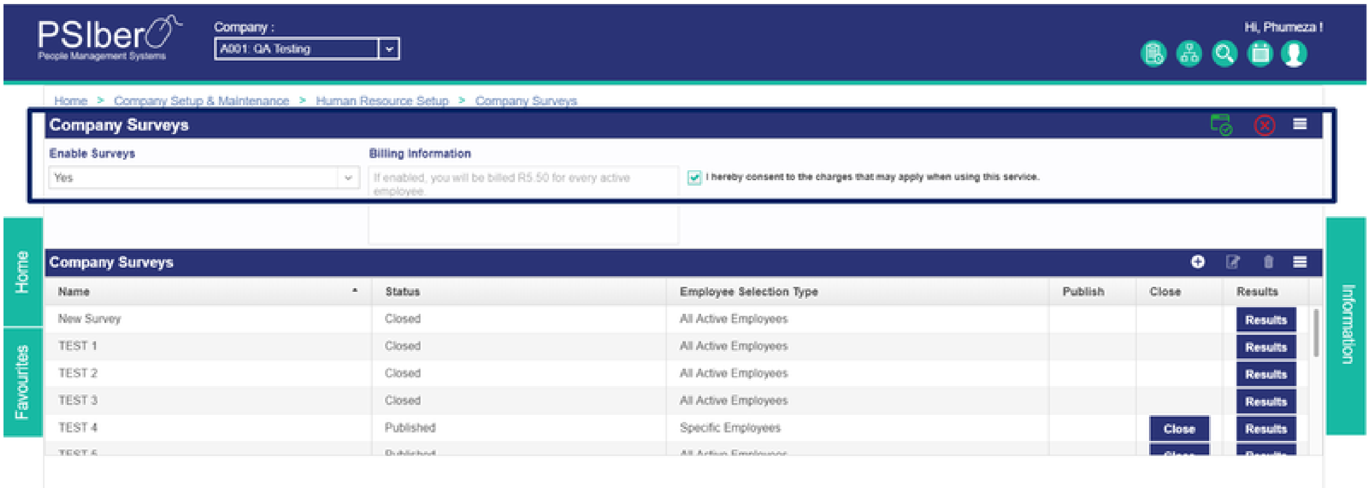
- *System Setup / Parameters that need to be in place to ensure a fully functional product*
  - *The Surveys Module needs to enabled in order for a Client to use it, this is put in place to ensure that users are aware of the billing implication attached to the module*

On the Home, screen select Company Setup and navigate to Human Resources Setup

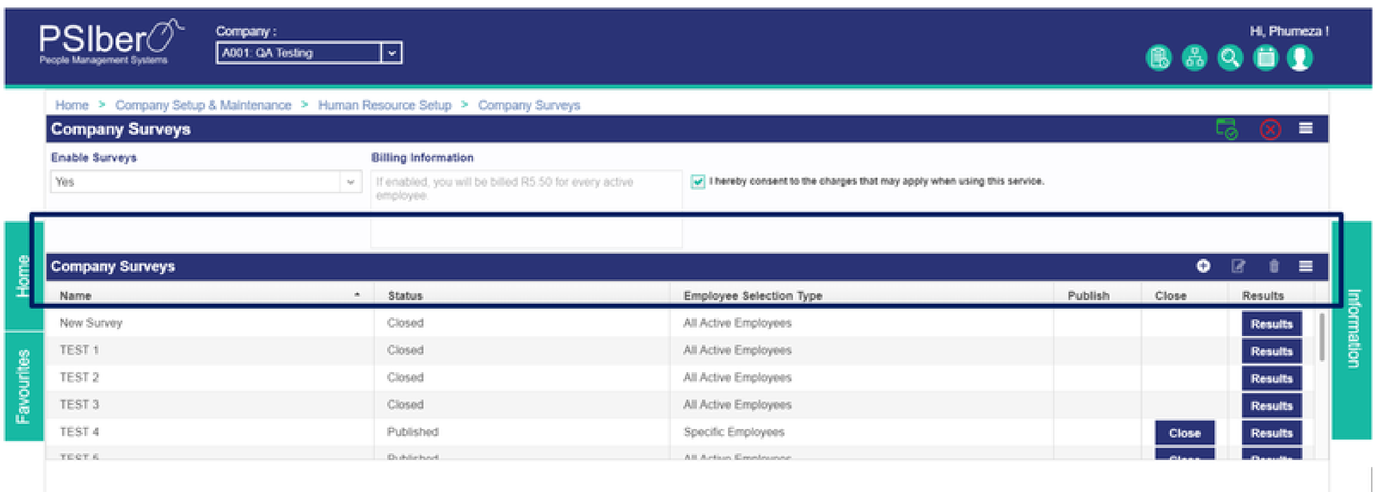


Company Surveys setup functionality is under Human Resource Setup

Enable the Surveys Module, billing will be displayed and the person enabling the module will be required to give consent for the cost implications



Once the facility has been enabled, the user will be able to create and publish Surveys



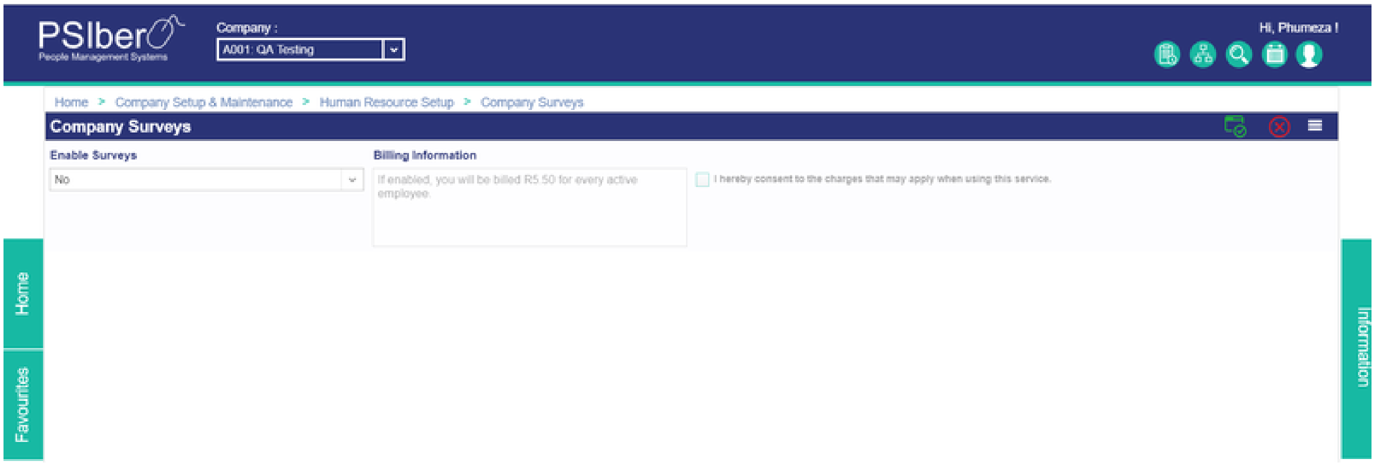
Compliance

- *Does the product comply with legislative demands, specify applicable legislation - N/A*
- *Does the product align with industry Best Practises / Blueprints, provide details*
  - *The Product aligns with Best Practice*

SYSTEM EXPECTED BEHAVIOUR

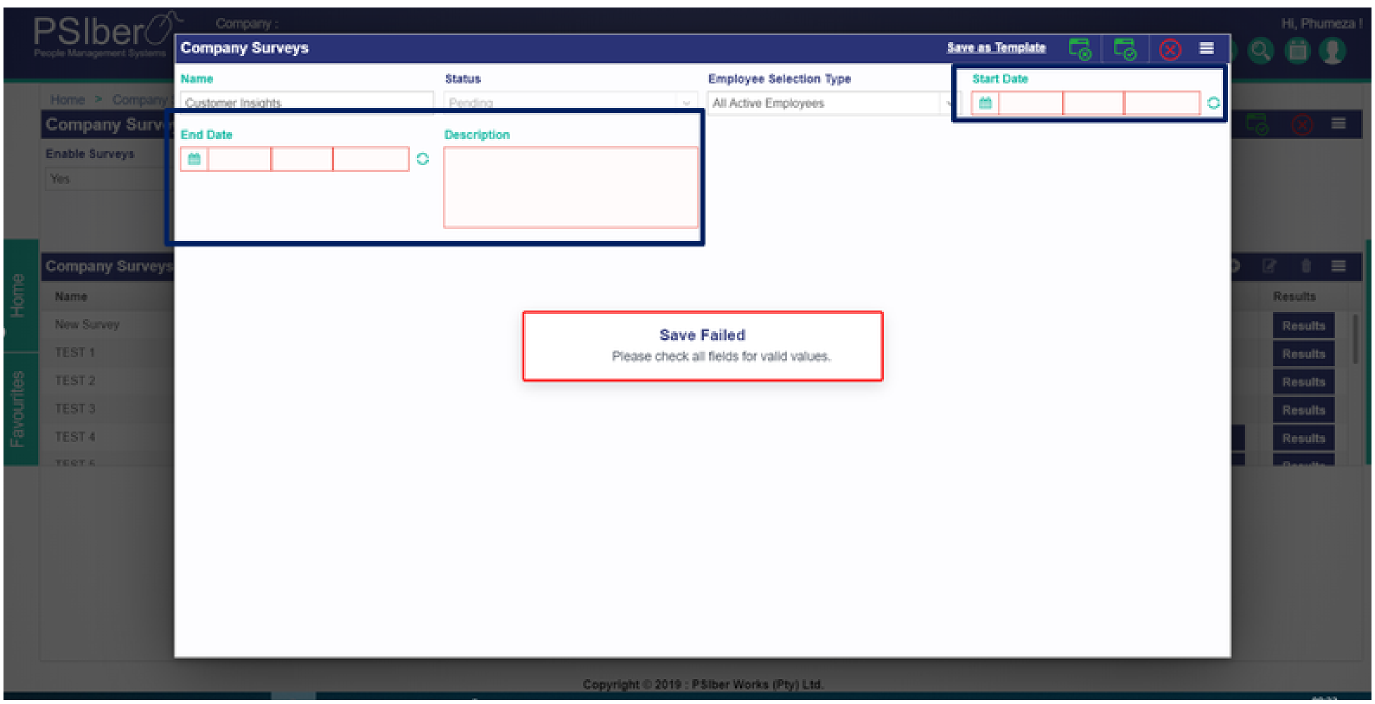
System Behaviour

- *What can be expected in terms of behaviour, validations, etc (What, When, Where & How)*
  - *Surveys Module must be enabled in order to use it if it is not enabled, an option to create a survey will not be displayed.*

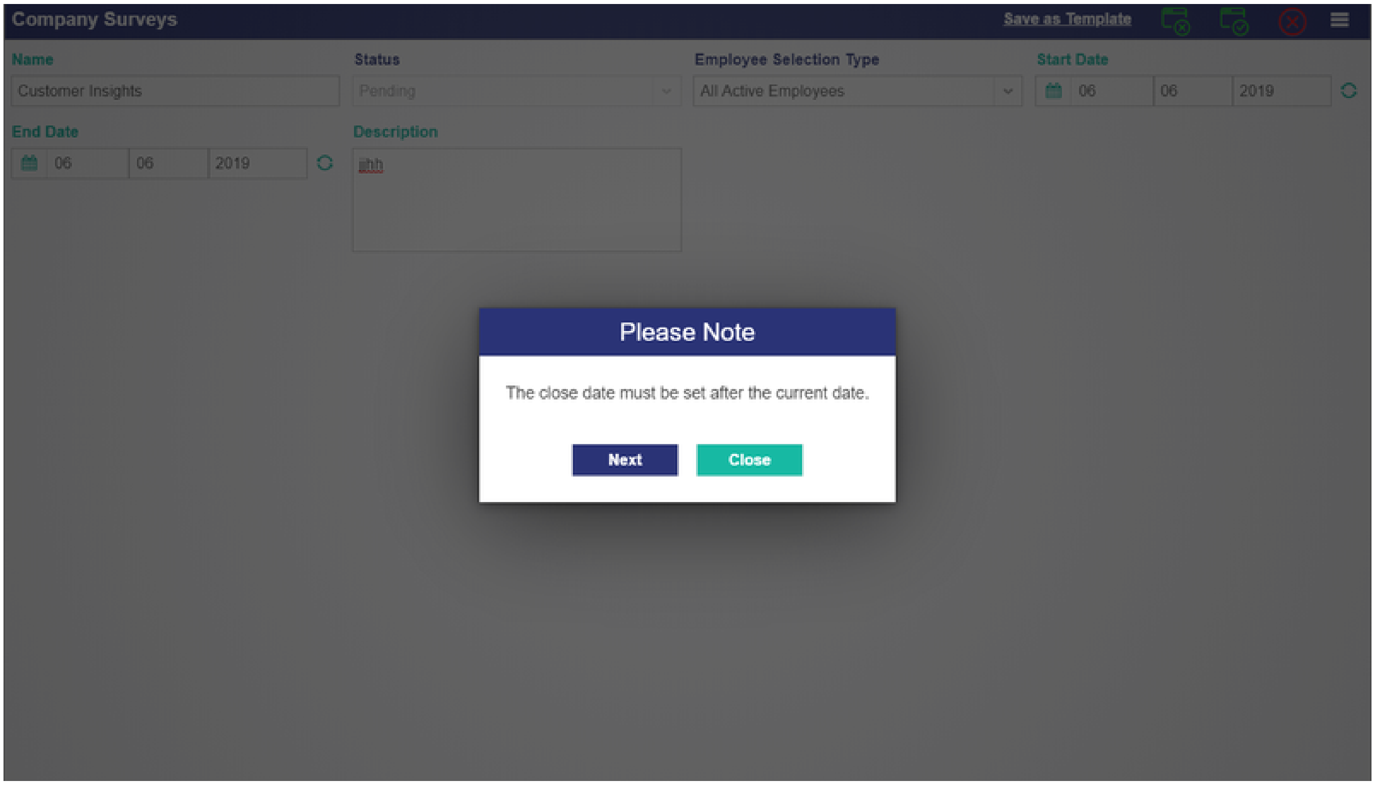


The following fields are mandatory when creating a survey if they are not populated. You will not be able to save nor create a survey

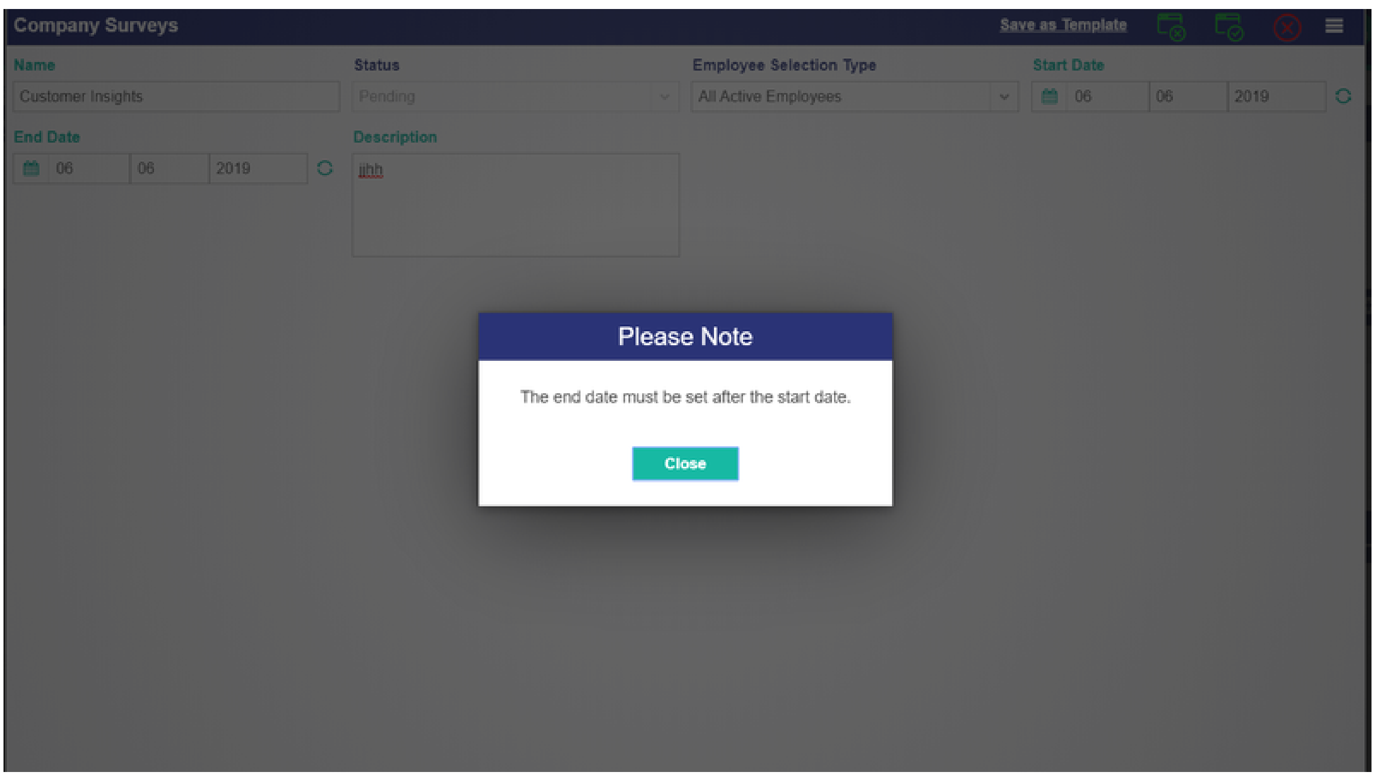
- *Start date*
- *End date*
- *Description*



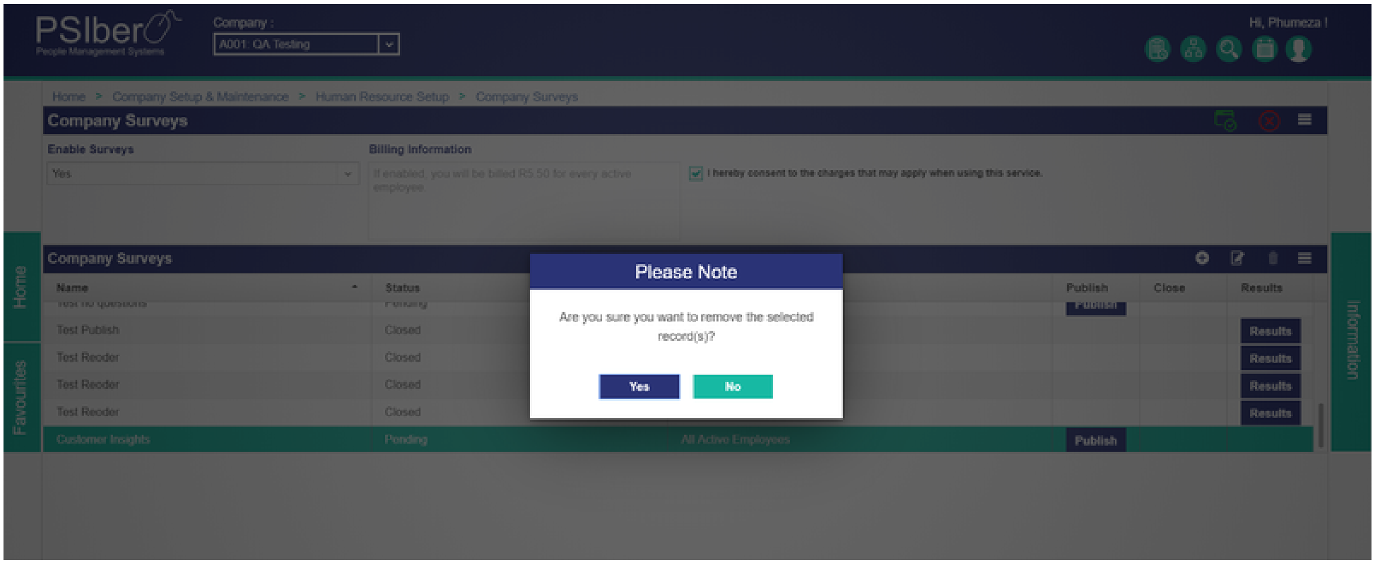
- *The start date validation*



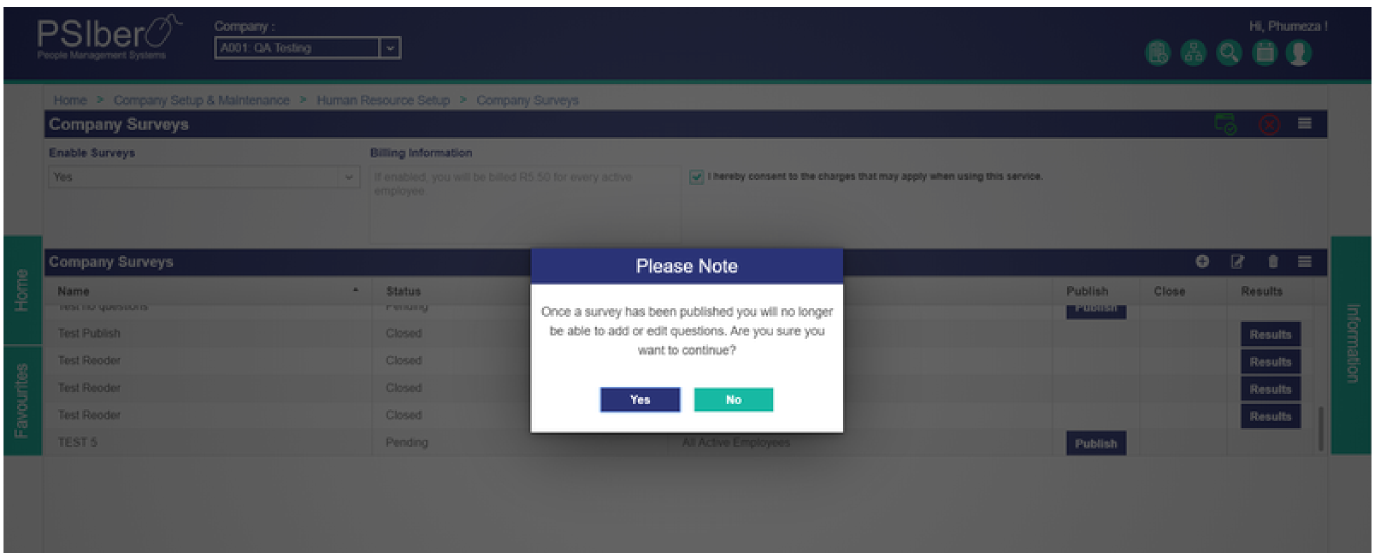
- *The end date validation*



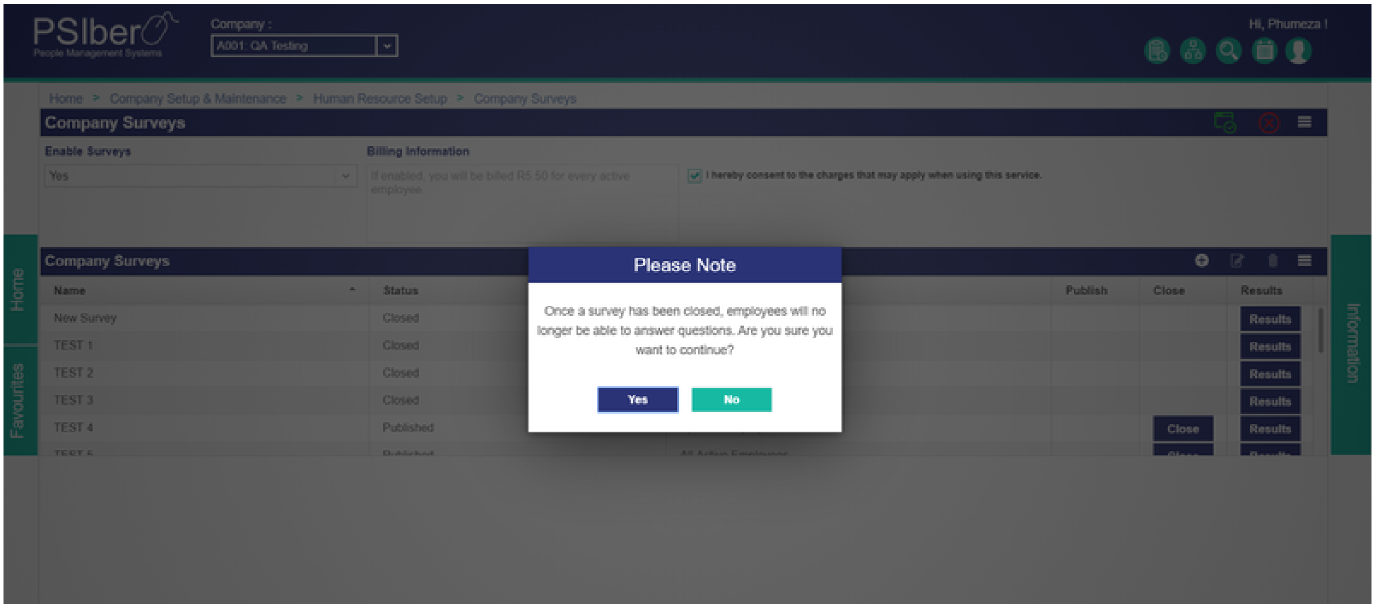
- *Deleting Surveys notification*



- *Publishing a survey validation*



- *Closing a survey*



Points of Failure

- *Elements that could go wrong (i.e. Tokens, Passwords not supplied, i.e. Company policy not in place, etc)*
    - *A survey published incorrectly i.e to all employees instead of selected employees*

AFTERCARE

Service Level Agreements

- *N/A*

Escalation Paths

- *Internal (PSIber Support)*

FAQ

- *FAQ's and Answers that a typical user might ask throughout the journey.*

Client Welcome Letter

- *Information that can be supplied to the client upon activation/ implementation of the product (typically a "watered-down" version of this document.*

SUPPORT PACK TRAINING / HAND-OVER

Date	Consultant	Signature

END OF DOCUMENT