The PFMS | Newsletter

2013 Third Quarter

Inside this issue:

The Editorial Team

Rabson Mupatsi

Alice Benhura

Lynette Chigariro

Clara Kawotsa

Twoboy Shoko

Thomas Mazvimba

Dear Readers

We are super excited about this edition of the Newsletter and we sincerely hope you will find this issue very entertaining and enlightening.

The editorial team invites you on a journey that will leave you wanting more. A little bit of this and a little bit of that!

But before a journey, it is customary to receive 'WISE' words from a visionary leader, Judith Madzorera, who has been there since the beginning.

This edition looks at the PFMS Milestones—a testimony, if you will, of all the progress that ministries have made as a result of the PFMS.

For the 'Techies' we explore how Network Monitoring Systems work and the recently implemented Ticketing system.

We discover more about SAP Workflow, Unified communications and more of Solution Manager.

What would the Newsletter be without talking about Budgets!!

And finally will serenade you with poems and get you in stitches with our Giggles.

A big thank you goes out to all those who contributed to the Newsletter. Special mention goes to Tatenda and Simba for your tireless efforts to see this a success.

With warmest thanks

Contact Us:

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From The Accountant General's Desk

SUPPORT FOR ECONOMIC EFFICIENCY AND TRANSPARENCY

The PFMS journey has been long but rewarding. As such it would be a great injustice to not take the time to make reference to the development partners who have been instrumental in making this success possible.

The Program Management Unit (PMU) was set up in 2012 by the African Development Bank (AfDB) and the African Capacity Building Foundation (ACBF) primarily to oversee the implementation of project activities and to coordinate and facilitate the project activities in all beneficiary ministries and departments. The Projects are:

Judith Madzorera
Accountant General

1. Zimbabwe Capacity Development Program: African Capacity Building Foundation (ACBF) worth **$5.8 million,** whose strategic aim is to strengthen the Economic management   capabilities of the Government of Zimbabwe (GOZ) to successfully implement its Medium Term Plan (MTP). This project will run until 2017.
2. Capacity Building for Public and Economic Management Project (CBPFEM): Africa Development Fund (AfDF/AfDB) worth **$24 million.** The strategic aim is to contribute to capacity strengthening of Zimbabwe's key institutions responsible for economic and Public Financial Management (PFM) reforms, monitoring and evaluation and improved participation of the private sector in economic development. All of these are critical to attaining the goals of the MTP. The purpose is to increase in growth rate due to improved PFM and economic management performance, contributing to macroeconomic stability and poverty reduction. This project will run until 2016.

As PFMS, the vision of the projects will be achieved through effective planning and priority setting. We are grateful to ACBF and AfDB for according us this opportunity to be a part of history in ensuring that all public funds are managed transparently and efficiently for the benefit of future generations.

The expected outcomes of the projects are:

a.   Effectiveness, efficiency and accountability in revenue, expenditure and debt management improved

b.   Monitoring and implementation of the MTP and framework for private sector participation in economic activity enhanced

c.   Consolidation of economic management through capacity building initiatives for ministries and related institutions responsible for economic management

d.   Improved accountability and transparency in management of public resources

Ministries and departments that will benefit from these projects are Zimbabwe Aid and Debt Management Office –ZADMO; Accountant General's Department –AG; Zimbabwe Revenue Authority- ZIMRA; Economic Planning and Investment Promotion—EPIP; Public Sector Investment Programme—PSIP; Zimbabwe Statistics—ZIMSTATS; Regional Integration—RI and Domboshava & ZIPAM Training centres.

One of the tasks of the PMU is to measure the success of the projects. A Monitoring and Evaluation (M&E) framework is being set up in order to provide information to policy makers and others for use in program planning and project management.

About the Development Partners

The African Capacity Building Foundation (ACBF) is an independent, capacity-building institution

PFMS Milestones

When PFMS was first implemented in 2001 by the Ministry of Finance (MoF), it was the ministry's vision to improve efficiency, increase transparency and innovation. Since then the MoF has strived to ensure that these goals are met. The Government of Zimbabwe supports a wide range of activities across numerous ministries; from collecting taxes and dispensing health services to paying suppliers.

In this article we sample four ministries that have reaped the rewards of using the PFMS since implementation. The ministries are Ministry of Energy and Power Development; Ministry of Youth Development, Indigenisation and Empowerment; Ministry of Labour and Social Welfare and Ministry of Home Affairs. We take a look at the time it took to pay vendors before implementation and the time it takes to pay them now. We also take a look at the monetary benefits of using the PFMS.

Vendor Payments:
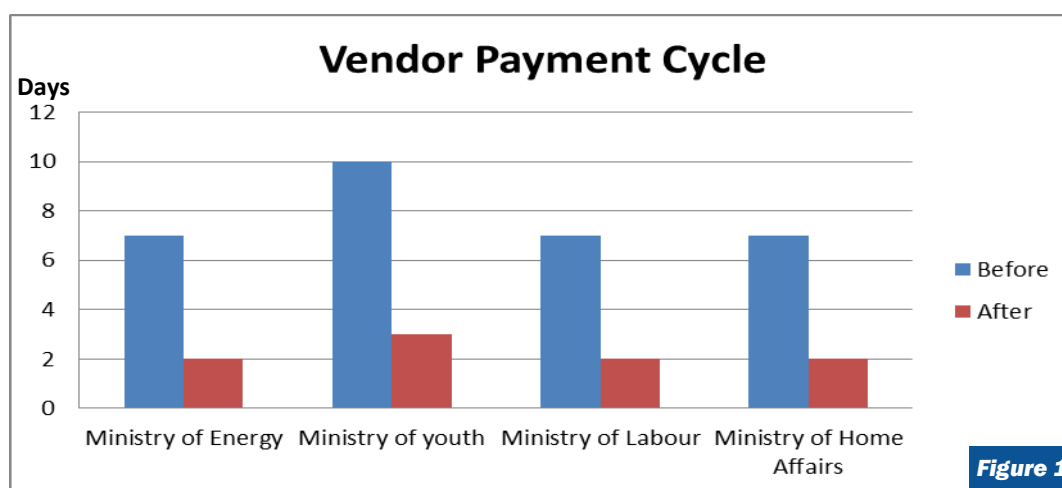
Figure 1

For all of the Ministries, the time to pay vendors before implementation took more than 6 days and required manual input, as illustrated in Figure 1 above. This left these processes vulnerable to fraud, theft or basic human error. Thanks to PFMS the time to pay vendors has dropped to less than 2 days and all payments are electronic.

**Revenue Management:**

Figure 2
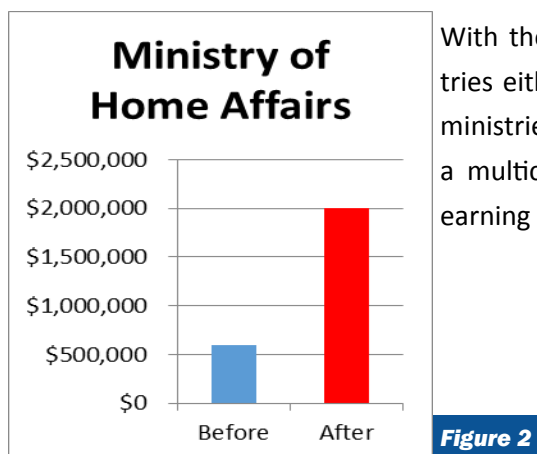
With the exception of Home Affairs, before implementation smaller ministries either did not have revenue streams or revenue was incidental. These ministries were not equipped to manage these amounts. The combination of a multicurrency economy and PFMS has helped ministries to be income-earning entities and to ensure that these amounts are processed correctly.

Process Lapse Time:

Process Lapse Time

Days

Figure 3
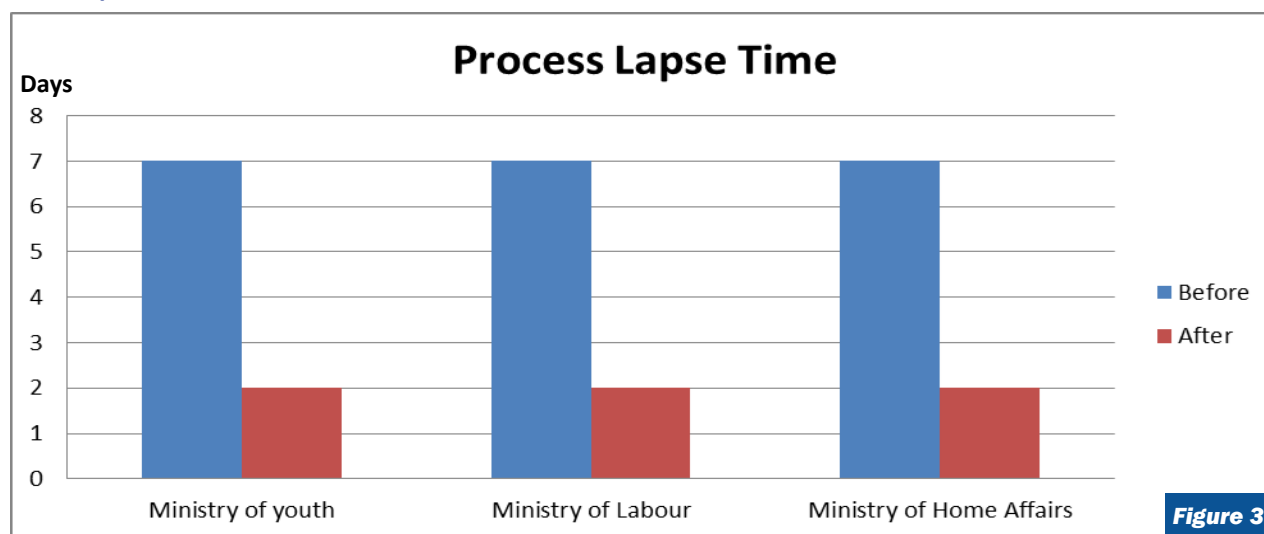
A survey to find out how long it took for the ministries to complete key processes was conducted. Because of the diversity of the processes that are undertaken by the different ministries the findings had to be estimated. An estimate of some processes regarding reports, payments and receipts found that it used to take on average of at least 7 days but since the introduction of PFMS it now takes an average of between 1 and 2 days, as illustrated in Figure 3 above.

Process Efficiency:

With PFMS it was expected that there would be redundancies that would come about resulting in people being laid off, however it is clear that across the ministries there was no significant reduction in the workforce. Personnel were redistributed to suite the new roles that came about due to PFMS. With the current Government structure and in the aftermath of the move from the Zimbabwe dollar to multicurrency, in some ministries more staff was needed because of the new controls that came with the PFMS and the need to segment more of the duties.

Financial Statements

Days

Figure 4
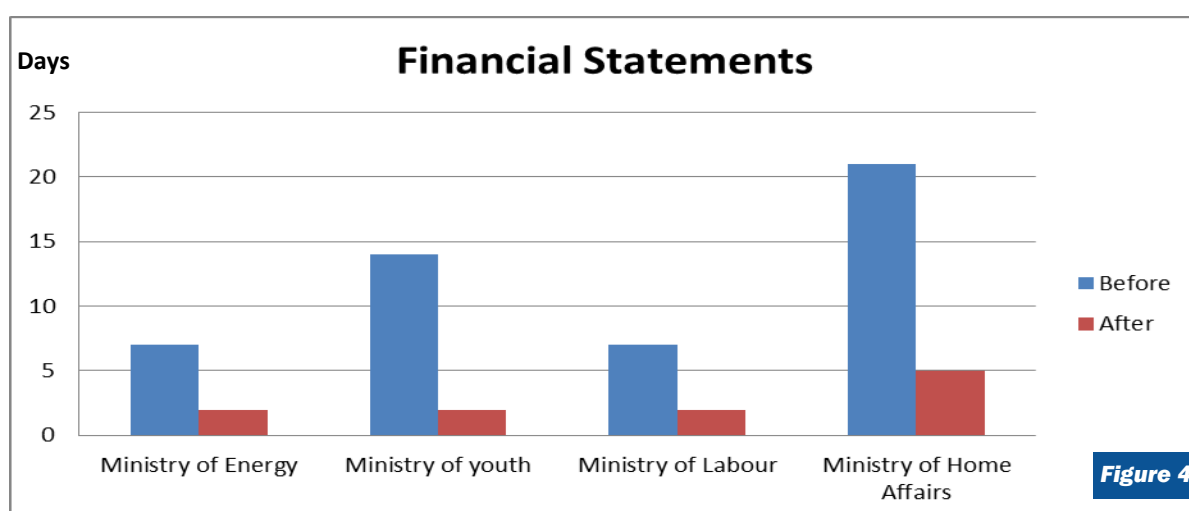
Financial Statements:

Prior to implementation the preparation of Financial Statements would usually take more than 7 days on average and would be a time consuming process. This was because information would not always be up to date and/or readily available. Notwithstanding the errors from manual processes that would be carried for-

Success Story

Ministry of Finance

The PFMS has benefited ministries primarily to meet transaction processing deadlines and submit reports on time. In this issue we take a look at one ministry that has surpassed all odds and has been consistent. The Director of Finance in the Ministry of Finance talks to Moses Tomu to learn more about how the ministry has managed to raise their graph in excellence.

Ignatius Mvere (IM) is the Director of Finance in the Ministry of Finance and Moses Tomu (MT) is an Accountant in Government Accounting Services (GAS) Section in the Ministry of Finance.

Ignatius Mvere
Director of Finance in the
Ministry of Finance

MT: *We have observed that the Ministry is submitting financial statements to Treasury and to the Audit Office on time and accounts are up to date. However, some ministries are still struggling to do the same. How have you managed to do so?*

IM: Well there are a number of factors which contributed to our major success. The management team assessed the resources at hand and critically examined them. The resources being namely: human, information technology and equipment.

With human resources our focus was:

1. To ensure that our staff were conversant in SAP

2. To ensure that every officer in the accounts section was trained.

An examination was made of our equipment requirements, for example Computers, and assistance was sought from the PFMS Unit which promptly responded by allocating the Ministry with the number of PC's required.

In addition the Ministry awareness was made to staff on why reports should be submitted on time and their purpose. The consequences of non-adherence were also clearly spelt out and as a result there was maximum co-operation from the Accounts team in line with the Public Finance Management Act (PFMA) requirements. Thus in a nutshell our success was attributed to full commitment of qualified and well equipped staff who acted professionally to ensure

that the Ministry delivers reports on prescribed time-lines.

MT: *For how long has the ministry been meeting the statutory deadlines?*

IM: In estimation it is more than two years with the exception of a few incidences when we failed to meet the deadlines which only arose from the system technical failures.

MT: *What reports are you required to submit every month and why are they important?*

IM: The Ministry is required to submit financial statements and closure certificates to the Accountant General's Department on a monthly basis. Financial reports are intended to improve decision making. Financial reporting in Government can be seen as a summary of the government's performance, and capacity in utilising public resources. Another way of expressing the role of financial reporting is the issue of accountability.

Accountability is one of the cornerstones of good Corporate Governance. Officials are given authority and responsibility and it is the duty of these officials to clearly convey actions taken and whether these actions fall within the prescriptions of the law.

In general, government has a different set of accounting rules for developing financial reports.

Besides accounting rules, government regulations play a large role in production of these financial reports.

The legally authorised budget of the jurisdiction is critical to financial reporting in government. That is, the financial reports assess the degree to which the government administration, with particular reference to financial management, was in compliance with the budget. Given Governments' heavy reliance on legality, financial reports focus considerably on whether funds collected were handled properly and spent in terms of the law.

Moses Tomu
Government Accounting Services (GAS)

 MT: *Most PFMS users believe that the size of a ministry determines its success in terms of submission of Financial Statements on time and maintaining up to date accounts. Would you attribute your success to the size of your ministry?*

IM: The Ministry of Finance is fairly large. It has a big budget though it's not highly decentralised like some of the ministries. Credit should be granted more to the highly computerised system which Government is currently utilising. You are aware that previously we were using manual records for accounting and compiling reports. The major disadvantages were that, it was time consuming, prone to errors and resulted in loss of documents.

Due to the emergence of the Public Financial Management System Government is now online and the system is integrated such that it simplifies the generation of financial reports. In the process it reduces the time

required to generate the statutory reports within stipulated timelines.

In short, the size of the Ministry does not count much but it is how the finance team strategises in terms of workflow, planning and effective communication. Overall all Government Ministries are operating using a robust PFMS system being supported by manpower from the PFMS Unit and the technical team from the Ministry of ICT. Thus it is within the individual Director of Finance's jurisdiction to ensure that they closely monitor and supervise through weekly updated reports in order to meet the stipulated deadlines. In general there should be commitment and co-operation by the Accounts team.

MT: *What else do you attribute your ministry's success to?*

IM: Success is attributed to commitment of duty and changed attitudes within the ministry. This is a direct result of the Organisational Change Management (OCM) that has seen system acceptance increase to

Front Row: Rhodah Kubiku (Chief Accountant); Innocent Muyambi (Administration Assistant); Lilian Mtero (Snr. Executive Assistant); Tavaziva Farirepi (Principal Accountant); Sailas Muverengwi (Accounting Assistant) and Herbert Nyangani (Administration Officer)

Back Row: Gladys Zidhala (Administration Assistant); Cecilia Madziva (Accounting Assistant); Paradzai Ururu (Senior Accountant);

Ministry of Information Communication Technology

By Newman Nyamhuri (Network Manager)

Network Monitoring

Network monitoring is far more strategic than its name implies. It involves watching problems 24/7, to ensure availability and overall performance of computers (hosts) and network services. The PFMS network monitoring system is necessary to ensure minimum downtime by optimising average response time to faulty networks.

Key Features in Network Monitoring

A network monitoring system detects and reports failures of devices or connections. It measures the network bandwidth utilisation of links, and other aspects of operation. Network monitoring alerts a network administrator to problems caused by overloaded systems, crashed servers, lost network connections, virus or malware infections, and power outages, among other things. Another key feature is monitoring of servers which encompasses a check of system metrics, such as CPU usage, memory usage, network performance and disk space. This feature enables trend extractions such as server performance over long periods of time even up to a year.

How it Works

In order to monitor a network, a "ping" or test is commonly sent to each computer or system on the network. If the system does not respond or takes too long to respond, the system does its job by notifying the network administrator of the problem. When failures, unacceptably slow response, or other unexpected behaviour is detected additional messages called *alerts* are sent to designated locations, such as a management server, an email address, or a phone number, to notify system administrators.

Why Network Monitoring

Network monitoring is like a visit to a cardiologist. You're combining experience, judgment and technology to chart a system's performance. Your doctor is watching for danger signs as blood flows through vessels, valves and chambers of the heart, while your network monitoring systems are tracking data moving along cables and through servers, switches, connections and routers. This analogy holds up especially when you consider how important real-time information is in both cases.

Report your faults on the following Help Desk Number: (04) 703571

PFMs Network monitoring screen (Figure 5)

Figure 5

Another reason why network monitoring is beneficial is because it is a powerful utility which helps to check for packet losses (blocks of data that fail to transmit to their destination).

The system has dedicated power lines and backup generators attached to it. This is the most critical part of the network, since it is the one that sounds the alarm if something is wrong. As Ministry of ICT it is our responsibility to ensure that faults are attended to promptly.

Cont'd from page 3   ## SUPPORT FOR ECONOMIC EFFICIENCY AND TRANSPARENCY

established in 1991 through the collaborative efforts of three multilateral institutions (the African Development Bank (AfDB), the World Bank, and the United Nations Development Program (UNDP)), African governments and bilateral donors.

Its objectives include building and strengthening sustainable human and institutional capacity in the core public sector to spur economic growth, poverty reduction, good governance and effective participation by Africa in the global economy.

The African Development Bank Group (AfDB) is a multilateral development finance institution established in 1964 to contribute to the economic development and social progress of African countries. The AfDB's mission is to fight poverty and improve living conditions on the continent through promoting the investment of public and private capital in projects and programs that are likely to contribute to the economic and social development of the region.

The PMU Team. Standing- left to right:
Abigail Makoni- Programme Secretary; Naome Chimbetete- Programme Manager; Denias Kagande-Procurement Specialist; Tamuka Matsika- Driver/Office Orderly
Sitting- Left to Right:
Tatenda Nyakunu- Programme Assistant; Marshall Karidozo- M & E Specialist; Bonface Chiyangwa- Budget and Finance Officer; Haven Chikumbu- PFMS Specialist

The Significance of PFMS

In Budget Formulation, Execution and Reporting

By Twoboy Shoko

The establishment of the Public Finance Management System (PFMS) has become an important benchmark for the country's budget reforms agenda, often regarded as a precondition for achieving effective management of the budgetary resources. The benefits of the PFMS could be argued to be philosophical.

Budgeting in the public sector is a complex exercise. It involves the combination of information from multiple sources, bringing together different perspectives and dealing with diverse interest groups, all influencing complex decisions. When budget is approved by Parliament, Treasury uploads the budget in the PFMS.

What is the purpose of PFMS based Budget Management?

The budget is the legal embodiment of government policy. The budget is the financial bottom line in governments. It's very much the critical factor in good public financial management.

PFMS based budget formulation, or budget preparation, is the process by which the government produces budget and input information in the system. An effective PFMS based budget pursues three objectives:

- Maintaining fiscal discipline
- Allocating resources in accordance with the policy priorities
- Efficiently delivering services, or value for money

A budget should be comprehensive, transparent and realistic. It is paramount that during budget formulation information should be inputted in the PFMS for it to achieve the above mentioned objectives.

PFMS enables budget formulation needs to be aligned with budget execution which is the way in which spending is managed.

The Budget Cycle

The budget cycle consists of three main stages: (**Refer to figure 6 on page 11**)

1. ***Budget Preparation or Formulation*** where government objectives are translated into budgets and appropriations. The budget preparation process includes comparisons with previous year budgets, actual and outcomes. PFMS, if utilised during early stage of budget preparation, will make life easy for the subsequent financial years since information is inputted in the system.

2. ***Budget Execution*** represents public financial management functions that are budget-centric and are not accounted in traditional accounting. This includes up to two levels of commitments or encumbrances that sets aside funds from the budget. It also includes adjusting budgets to reflect macroeconomic changes, cash availability, forecasted budget variance and unexpected needs. Budget funds are transferred based on government legal requirements.

3. ***Financial Management and Reporting*** represents the public financial management functions that are typically supported by traditional private sector accounting. Revenue and expenditures are accounted for in the appropriate ledgers. Financial reports can be easily pulled out or generated from the PFMS and this will enhance prompt management decision making process.

PFMS enhances budget credibility

- Aggregate expenditure out-turn compared to original approved budget can be achieved through controls on budget execution in the PFMS

Figure 6

- Composition of expenditure out-turn compared to original approved budget can be achieved through aggregate budget controls and budget transfer controls in the PFMS
- Aggregate revenue out-turn compared to original approved budget is improved through historical information which can be generated from the PFMS
- Stock and monitoring of expenditure payment arrears is managed within the PFMS with links throughout the budget cycle including commitments, obligations and goods receipt
- Classification of the budget tends to improve when linking policy with programs and performance in the PFMS
- PFMS allows comprehensiveness of information in budget documentation which can easily generate budget books and financial statements

Success Story

higher levels and also the training conducted by the PFMS Unit internal consultants has played a key role.

MT: *What advice would you give to other Directors of Finance?*

IM: Firstly it would be beneficial to Directors of Finance to be active participants and not 'spectators'. Close monitoring of activities ensures that ministries adhere to Treasury Instructions, deadlines and the PFMA. Secondly, effective communication with subordinates is equally important taking into account their concerns as team members. In addition, Directors should not wait for the statutory deadlines but rather rely on weekly submission of reports for monitoring purposes, which then facilitates smooth processing of monthly and Year-end reports.

MT: *What area(s) of the PFMS do you wish to see improved?*

IM: It's unfortunate that as ministries we don't have the training client 250 in Quality Assurance to enable us to train our own staff rather than to depend solely on the PFMS Unit. It is of paramount importance that we have a training environment within our Ministries.

MT: Any other comments

IM: I would like to challenge other line ministries to religiously adhere to statutory deadlines stipulated by the PFMA. It is prudent to produce monthly financial statements as it minimises Audit Qualifications as errors are continuously detected and corrected timeously.

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From left: Innocent Muyambi (Administration Assistant); Mollyne Kuwanga (Executive Assistant) and Innocent Mugauri (Accounting Assistant) all from the Ministry of Finance pose for the camera at the New Government Complex in Harare recently.
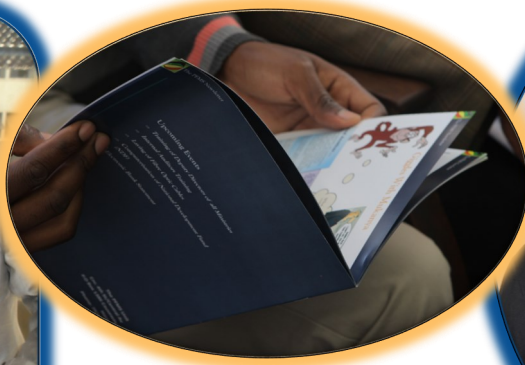
Memory Muyambo (above right) from the Ministry of Labour and Social Welfare visited the Organisational Change Management (OCM) Office at Mukwati building recently. As a PFMS user she regularly interacts with PFMS Consultants and is especially pleased that she is now able to clear temporary deposits in time. Keep up the good work at PFMS!!!

From left: Mike **(TTCS);** Fortitude **(in white shirt) (CCS);** Emmanuel **(in red neck tie) (TTCS);** Tinashe**;** Roland **(CCS);** Nicola **(CCS)** and Perpetua **(CCS)** pose for the camera at Central Computing Services (CCS).

Rabson Mupatsi (far left) accepts a vendor application from an applicant. Vendor applications are received every Monday and Thursday at the PFMS Unit on the 2nd floor of Mukwati building in Office number 4.

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PHOTO SHOP PHOTO SHOP PHOTO SHOP

Jim Mwale (right) and **Andrew Mapamba** (left) from Dexel offer Basis support to the PFMS. They have teamed up with the PFMS technical team to ensure that the PFMS servers are always working.

Chipo Madzwanya (above) is the Acting Chief Accountant in the Government Accounting Services (GAS) Section in the Ministry of Finance. Part of her role on the PFMS is to ensure that line ministries adhere to stipulated guide lines in the PFMA. The handholding initiative is being spearheaded by GAS and this year 244 officers made up of 151 males and 93 females have been trained.

Ellen Nemhara (left) is the Principal Hardware Engineer in the Ministry of ICT. Ellen encourages all PFMS users to log their hardware faults with the PFMS help desk on **(04)703571** during office hours. Users need not be burdened by hardware faults as Ellen and her team of professional staff are always eager to attend to these faults.

Patrick Mutemwa (right) from Ministry of Local Government, Public Works and National Housing. He found the 2nd Quarter edition of the PFMS Newsletter very enlightening as he did not know the full structure of the Accountant General's Department. Patrick encourages PFMS users to access their SAP mail which is where he viewed the 2nd Quarter edition. Special mention goes to Meeting Banda and Regis Sibanda the PFMS Materials Management consultants who are always eager to assist users. Keep up the sterling job gentlemen!!!

PHOTO SHOP PHOTO SHOP PHOTO SHOP

PFMS Ticketing System

By Christopher Tawanda Zinyembe (PFMS Technical Supervisor)

The Ministry of ICT in conjunction with the PFMS have implemented a Ticketing system for managing network faults that arise on a daily basis. The need arose because of the difficulty involved in monitoring reported faults and closing resolved faults. There was no systematic way of dealing with reported faults that in some instances faults could go for weeks without being attended to. The automated Ticketing system 'escalates' faults if they go unattended or resolved for 30 minutes (first level) all the way to 2hours (highest level). Faults are reported telephonically on the Call Centre number. The Call Centre officer will receive calls from users or users can report faults in person or by letter to the Network Manager at Central Computing Services (CCS). As soon as the faults are raised they are logged in by the Call Centre officer who will issue a ticket number automatically generated by the Ticketing system. Immediately thereafter, the ticket is assigned to a technician.

If the assigned technician does not take ownership of the ticket within 5 minutes the ticket remains open. The Call Centre officer will proceed to reassign the fault to another technician. If, in rare cases, it remains unattended for 30 minutes then it is 'escalated' to the Network Manager until it goes to the Director if one hour lapses.

Benefits

- The system enables technicians to enjoy balanced allocation of work

- Identification of skills gaps per individual,

- No faults remain unattended and users check the progress of their issues

- Improve turnaround time

- Helps to reward hardworking and efficient personnel

Report your faults on the following Help Desk Number: (04) 703571

Feedback

Lizzy Chimweta (pictured left) is an MM Consultant at the PFMS Unit "The newsletter should include the challenges faced by users on a day-to-day basis. Users benefit from the "Did you know?" articles in the Newsletter as it helps them remember useful tips and transaction codes."

PFMS Milestones

ward. These efforts to keep information up to date and identify the trails of inaccuracies while subsequently correcting them would waste resources and time. However, PFMS has allowed the ministries to reduce the preparation time to just 2 days. Information is more readily on hand and errors have been significantly minimised.

Operation Costs:

As Government operations are highly subsidised there is no sure way of producing a comparison between the changes in operation cost that have occurred before and after implementation. However the sampled ministries are in agreement that there has been a reduction in operating costs. This is largely being seen in the costs associated with stationery which has on average reduced by at least 20% because very few PFMS processes generate paper. The carbon footprint left by ministries has been significantly reduced.

Management Decisions Support:

Most of the ministries sampled agree that prior to PFMS; management had incidents where they were unable to make timely and correct decisions. Examples of such critical information included up to date account reconciliations, delays in receiving reports, efforts to correct past errors, etc. This limited management's confidence about the ministry's performance and the possible effect past events had on the future. It also meant they were not confident to enter into long term contracts with suppliers. PFMS has increased the ministries confidence in the information they have and up to date access to information means better awareness of the future and planning accordingly for it.

Budget Controls:

Budgeting is a necessary part of running any organisation and this more so for the government, as this allows them to see their current position and plan for the future of the nation. Prior to implementation these processes in the individual ministries were time consuming and muddled most of the time. This inefficiency allowed for mistakes to occur and for things to slip through the cracks. Most ministries encountered Budget overruns knowingly and unknowingly. Unfortunately in some cases budget overruns were fraudulent. Nonetheless, with PFMS these situations are now less likely because a Ministry cannot overrun their budget on the system due to controls that are in place. The system will stop ministries from spending more money than is allocated. Since the system is regularly used and information is accessible mistakes are less likely to occur and fraud is more easily detectible.

Blessed I am

For I shall keep you informed,

PFMS strategy meetings I hold,

And come out with success stories.

I am everywhere and addicted to yearly editions,

The accountant general's office is business,

The editorial office a pleasure,

Who doesn't take pleasure in me.

The photo shop will leave you with,

Eyes hungering for more photogenic beauty,

Beauty in the eyes of the beholder, not applicable,

I am the "P"FMS Newsletter all love me

"P" Synonymous with People, Public and Publics

The giggles corner will leave you in stitches,

Wisdom is my best quality,

I have a creator so do you,

I constantly remind you of the creator,

No need to be told, Blessed I am,

BY: Seargent Chamunorwa Mashiri

Disposal of Redundant Assets

by Twoboy Shoko

Sound and best practises for disposal of redundant, obsolete and unserviceable assets are important for good asset management.

Redundant assets are non-operating assets i.e. assets which are not required in the fundamental operations of the entity. They also include any non-cash working capital which is not required to support the operations.

Redundant assets play an important role in determining the financial status of a government and for this reason; ministries are required to report them on their balance sheets in order to provide a clear picture of their financial health. However, **Redundant assets** are not included in the growth and revenue projections of Treasury as they are not linked to the main operations of the government.

Reasons for disposal

Assets can be available for disposal because they are:

- Required to be disposed of under a particular policy;
- No longer required due to changed procedures, functions or usage patterns;
- Occupying storage and not being needed in the foreseeable future;
- Reaching their optimum selling time to maximise returns;
- No longer complying with occupational health and safety standards;
- Found to contain hazardous material; and/or
- Beyond repair but able to be sold for scrap.

Did you know?

How To Display A Parked Document?

Enter Transaction Code – **FBV3**
OR
Using the SAP Easy Menu Path: Accounting -> Financial Accounting -> General Ledger -> Document -> Parked Documents -> Display

WORK INSTRUCTION:

Where document number is known, enter the Company Code, Document number, Fiscal Year

Where document number is **not** known, click **Document List** icon enter Company Code and Fiscal Year and execute.
Go to **Display Parked Document** screen, select blank list and click search icon and **Display Parked Vendor Invoice**

Authority to dispose.

In accordance with the provisions of the Public Finance Management Act (PFMA), section 12

> *"The head of the Ministry shall convene a board of Survey comprising representatives of departments with unserviceable, obsolete or surplus assets, technical officers from sister departments, recommend the best method of disposal after the committee has completed a Board of survey.*
>
> *The Board of Survey's recommendations shall be approved by the head of the Ministry.*
>
> *The Boards of Survey approved by the head of the institution can be sent to Treasury Accountant General ,seeking authority to dispose."*

Board of Survey

A Board of Survey is a tool to be employed to identify assets for disposal. It must be appointed by the head of the Ministry. It must consist of at least three persons, comprising at least one member who will have a technical knowledge of the property being considered and a Chairperson, who should not be directly associated with the assets listed for review. The Board's functions should include:

- Carry out a physical inspection of the item(s).

- Assess costs and benefits of disposal options.

- Recommend the best disposal option.

- Obtain appropriate approval from the head of the institution.

- Evaluate and review disposal process.

Disposal Options

Disposal of obsolete and surplus assets shall be by:

- Transfer to government departments

- Sale by public auction, subject to a reserve price

- Sale by public tender to the highest tenderer ,subject to reserve price; or

- Destruction, dumping, burying as appropriate

Choice of the most appropriate disposal option will normally be influenced by the nature of the goods for disposal and by their location and market value.

In all cases, assets disposed of must be reported and subsequently removed from the registers.

Authorisation

Upon receipt of the request from line Ministries, the CAP section in the Accountant General's Department may physically verify items to be disposed as per the list obtained from the ministry. In terms of section 12 of the PFMA, Treasury issues out authority to dispose of and to write-off items that are found redundant, obsolete and unserviceable.

What is SAP Workflow?

Adapted from 'The SAP Workflow Book ' SAP Press

Simply put, it is the automation of SAP business processes.

Example 1:

Employee applies for leave.

Without SAP Workflow:

1. Employee calls manager to ask him to approve leave request
2. Manager has to find leave request in SAP and approve or reject
3. Manager has to call or email employee to tell him when it has been done
4. Manager can also forget to either approve or to inform the employee, in which case the employee has to keep checking or has to contact the manager again.

With SAP Workflow:

1. A work item is automatically placed in the manager's inbox, with full information about the leave request, and he can approve or reject with a single click
2. Employee is immediately notified by email
3. Additionally, the workflow can be set up to automatically remind the manager by email after x hours or x days, or can even be set up to automatically reject or approve leave requests not actioned within x days.

Example 2:

Employee enters a purchase request into SAP

Without SAP Workflow:

1. Employee has to know who is able to approve his request, and contact them for first-level approval
2. The employees at first-level approval have to determine amongst themselves who evaluates the request, that person has to go into SAP to approve or reject, and then has

to determine who to contact for next-level approval – and so on for x levels of approval
3. If the purchase request is rejected at any stage, the original requestor has to be notified by email

With SAP Workflow:

1. The levels of approval are automatically determined.
2. At each level, a work item appears in the inbox of each and every agent able to approve at that level. They are able to approve at the click of a button
3. When the request is actioned the work items are automatically removed from the inboxes of other agents at the same level and work items are automatically generated for the next level – and so on for x levels of approval
4. If the purchase request is rejected at any stage, a pop-up window appears in which the reason can be given.

The original requestor automatically receives an email with notification of the rejection, including the reason and a link to let him change and resubmit his request.
SAP Workflow also has long-term benefits, as it can be invaluable in finding bottlenecks in a time-critical business process. The workflow logs also provide a wealth of auditing information in one location.

Looking Ahead with Africom

Leveraging Unified Communications to improve business communication

Unified Communications (UC) is the integration of real-time communication services such as:

- instant messaging (chat),
- presence information,
- telephony (including IP telephony),
- video conferencing,
- data sharing,
- call control and speech recognition with non-real-time communication services such as unified messaging (integrated voicemail, e-mail, SMS and fax).

UC is not necessarily a single product, but a set of products that provides a consistent unified user-interface and user-experience across multiple devices and media-types.

UC allows an individual to send a message on one medium, and receive the same communication on another medium. For example, one can receive a voicemail message and choose to access it through e-mail or a cell phone. If the sender is online according to the presence information and currently accepts calls, the response can be sent immediately through text chat or video call. Otherwise, it may be sent as a non-real-time message that can be accessed through a variety of media.

With UC, multiple modes of business communications are integrated. It is not a single product but a collection of elements that include:

- Call control and multimodal communications
- Presence (knowing where intended recipients

are, and if they are available, in real time)
- Instant messaging
- Unified messaging
- Speech access and personal assistant
- Conferencing (audio, Web and video)
- Collaboration tools
- Mobility
- Business Process Integration (BPI) Software to enable business process integration

It can also be deployed as cloud based service thereby reducing initial investment in infrastructure. In addition because it can be accessed over an IP network the following features are available:

Stay in touch anywhere: UC enables users to communicate securely anywhere they have network connectivity, and automatically adapts to network conditions.

Use the device you want: UC makes communicating easier with a consistent and familiar experience available on multiple operating systems

Communicate in the right way: UC unifies voice and video calls, presence, and instant messaging (IM) in one easy-to-use client, making it simple to choose and switch between different forms of communication.

Make virtual meetings more effective: Set up virtual meeting with multiple participants simultaneously with new multiparty HD video support
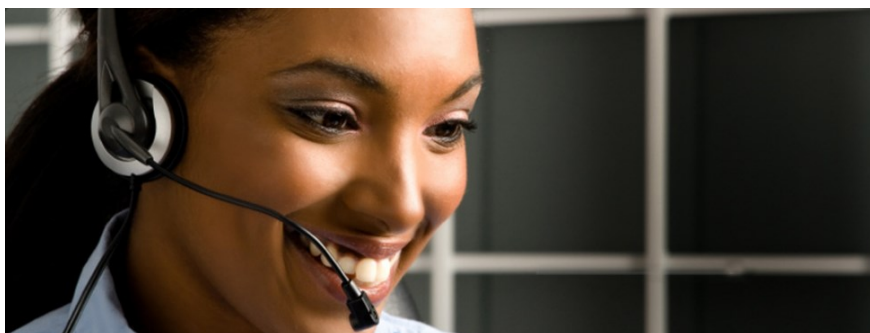
SAP Solution Manager:
System Operations Made Easy Part II

In our last article we gave an introduction to Solution Manager and promised, in the succeeding articles, to explain in detail the benefits that can be derived from utilising this tool effectively in managing the PFMS platform. The benefit chosen for this article is Change Request Management.

During and after SAP implementation, changes are made on the system and Solution Manager through the Change Request functionality facilitates those change requests. The aim of Change Request Management is to :

- use standardised methods and procedures to guarantee an efficient management of all changes within the IT infrastructure; and
- to minimize the effects of change related breakdowns.

There should be a balanced relationship between the need to make changes and any potentially damaging effects of those changes. Changes to any configuration should be initialised, documented, and inspected. Their implementation should be managed, coordinated and monitored.

SAP's scope of application management includes all types of application changes:

- Emergency corrections
- Periodic maintenance
- Business process changes, implementation and upgrade projects.

With Change Request Management, SAP Solution Manager manages change tasks from a single point of access:

- To receive and record change requests
- Access the ramifications, costs, benefits and risks of the planned changes
- Coordinate and control the implementation
- Monitor the success of implementation and report on it

- Carries out changes economically and in a timely manner with minimal risk.

Three Tiers of Change Request Management in Solution Manager

1. **Change Administration –** manages all changes, categorises and documents changes through a workflow. All the change history is found here.

2. **Project Management –** all project management activities on the solution including documentation and configuration changes are managed under this tier.

3. **Change Logistics** – the movement of all changes in customising and development i.e. integration into the Transport Management System, transport scheduling and tracking are all managed here .

Change Request Management Reporting

Typical questions to be answered by Change Request Management reporting:

- Which change requests are in process / completed (by status, type, next step, maintenance window)?
- How long do change requests take to be completed per client, user, type, step?
- Which transports belong to which change request and vice versa?
- What is the current transports status, in which system?
- How many incidents triggered a change request?
- How many change requests were declined, per company code, user, type, by whom and why?

As you can pick from the functions of the Change Request Management, no changes are done with no audit trail. The SAP Solution Manager ensures that changes in the system are not done haphazardly but ensures records are maintained on all changes done on the system.

Philippians 4:13

PART II

In the previous issue of the PFMS Newsletter we talked about how we, as PFMS users can draw upon the strength of the Lord in our work and in our personal lives. People must have faith at all times. Faith is the fuel that one uses to travel along the journey of life.

We take a look at visionary men from the bible who exercise their faith in the most difficult situations.

Shadrach, Meshach and Abednego, in Daniel chapter 3, three men refused to bow down to King Nebuchadnezzar's golden idol. They already knew in advance the punishment they were going to have to go through; the fiery furnace. These men were true warriors of the faith. **(Dan 3:17-18)** Shadrach, Meshach and Abednego put all of their trust in God, even in the midst of their impending doom. The furnace was so hot that the men that threw them in the furnace died! Daniel's three friends survived the furnace untouched through the help of someone with the likeness of *"the Son of God."* **(Dan 3:25)**

Daniel, in Daniel chapter 6, stayed true and loyal to God by praying 3 times a day to Him, even when it was forbidden. The king was forced to throw Daniel into the den of lions, but Daniel's faith was solid. God saved Daniel by sending an angel to shut the mouths of the lions throughout the entire night. Daniel walked out of the den the next morning untouched.

Moses, in Exodus chapters 7-12 was very obedient to the Lord. With God's strength, Moses went to Pharaoh on 10 occasions to tell him of plagues that would come upon the land of Egypt if Pharaoh refused to let the Israelites go. One can only imagine how stressful it must have been to speak to the leader of a nation just as Moses did. Moses was able to do so because of God. All 10 times, God followed through with the plagues He promised. Moses led 600,000 men, women and children, out of Egypt and into freedom. This included leading them all through the parted waters of the Red Sea. With faith and trust in God, Moses succeeded.

All of these men prevailed because they received their strength from the Lord. Just like them the PFMS can prevail in any situation!!

GOD BLESS YOU ALL

Meeting Banda
Materials Management (MM) Consultant and Student Pastor (AFM Church)

PFMS Training

by Rabson Mupatsi (PFMS Training Manager)

Our PFMS vision on training is to make sure that every PFMS user is trained to use the system. Ultimately the PFMS would like:

- to empower all Public Service Commission (PSC) Centres
- to incorporate PFMS training in their Financial Accounting syllabus.

A huge thank you goes to PSC who have partnered with the PFMS Unit to make available training facilities in provincial towns. In Mutare, the training centre Toronto has been set aside for PFMS training and it will be an exact replica of Elangeni Training centre in Bulawayo in terms of connectivity and equipment. Training has already started at Toronto and we are excited about it!
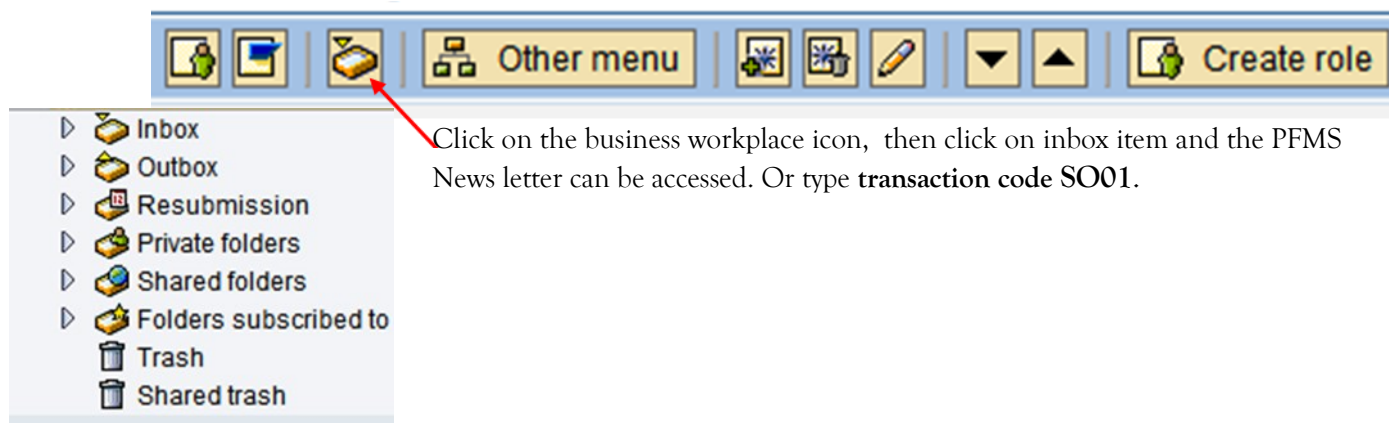
Training has been ongoing in Harare and in Provinces from January 2013 and at total of 226 staff have been trained in all 3 modules

If you have any queries or contributions to PFMS Training feel free to contact the PFMS Training Manager on telephone numbers **(04) 792 657—9 Ext 111** or email **rmupatsi@pfms.gov.zw**
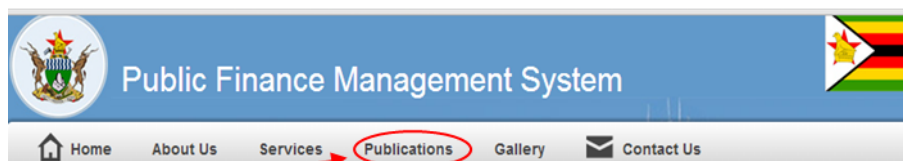
You can access this newsletter on SAP MAIL and on the PFMS Web site

Here is how:

SAP MAIL:

Click on the business workplace icon, then click on inbox item and the PFMS News letter can be accessed. Or type **transaction code SO01**.

PFMS WEBSITE: www.pfms.gov.zw

Click on the publications tab, the Newsletter will be available for viewing or downloading.
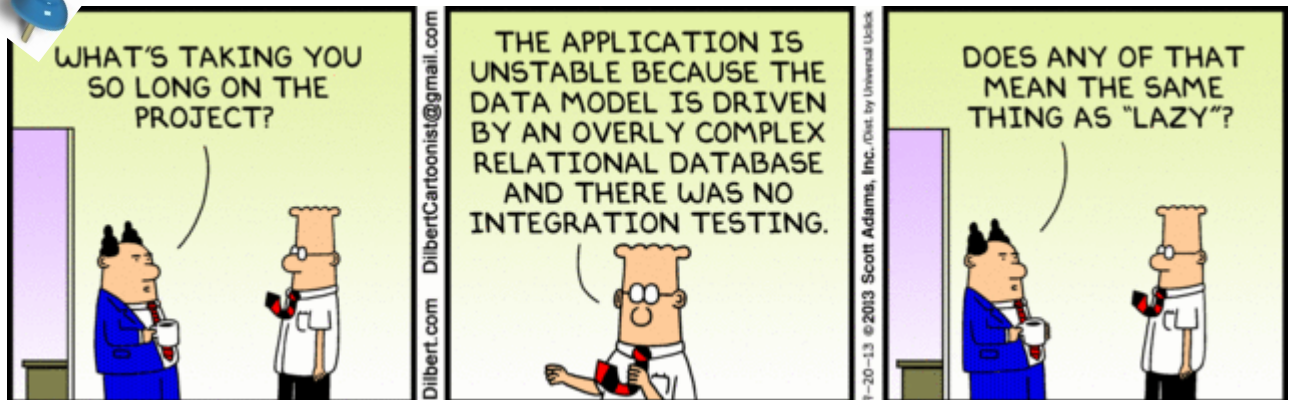
Giggles With Mukanya

A bus station is where a bus stops

A train station is where a train stops

On my desk, I have a work station

Source: *www.quotesoflife.info*

"Twenty-two years at the same job and my boss still doesn't know my name. I'm a very lucky man."

Source: *www.glasbergen.com*

WHAT'S TAKING YOU SO LONG ON THE PROJECT?

THE APPLICATION IS UNSTABLE BECAUSE THE DATA MODEL IS DRIVEN BY AN OVERLY COMPLEX RELATIONAL DATABASE AND THERE WAS NO INTEGRATION TESTING.

DOES ANY OF THAT MEAN THE SAME THING AS "LAZY"?

Source: *www.dilbert.com*

"I haven't read your proposal yet, but I already have some great ideas on how to improve it!"

Source: *www.glasbergen.com*

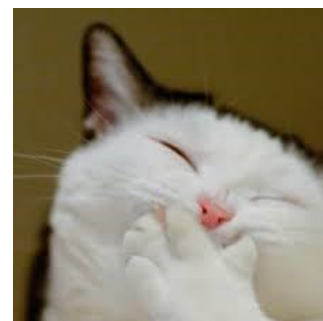"If you wait long enough, difficult people either quit, retire or die. That's my management style."

Source: *www.glasbergen.com*

Q: What do you call a singing computer?

A Dell (Adele)

Travel Office

Customer: 'I've been ringing 0700 2300 for two days and can't get through to enquiries, can you help?'.
Operator: 'Where did you get that number from, sir?'
Customer: 'It was on the door to the Travel Centre'.
Operator: 'Sir, 0700 2300 is our opening hours'.

Upcoming Events

- **Computerisation of NDF**

- **PFMS Training**

- **GAS Achievements**

- **Procurement of New Servers**