

Annexure B

Frequently Asked Questions (FAQ) Database – Guidance

You can access the database or (if you have not yet registered as a user) register on the FAQ database using the following link:

<http://mscoafaq.treasury.gov.za>

1. How to register a new mSCOA query:

- (i) Register and/or access the FAQ database using the link above;

With reference to the mSCOA frequently asked questions (FAQ) database – refer to the screen copied below in table 1:

- (ii) At the top of your screen – select the tab: “Register Query”;
- (iii) REQUIREMENT: write a description of your Query;
- (iv) QUERY TYPE: select type from the drop down values;
- (v) MATTER: select matter from the drop down values;
- (vi) Click on the **Update** button to *submit* the query or click on the **Back** button to *cancel* the query;
- (vii) A query number will be allocated to your query once you have clicked the Update button;
- (viii) The user will receive an e-mail stating the information of the logged query as well as the query number and the user will receive an e-mail every time the query status changes and/or a comment is made on the query.

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2. How to extract queries from the FAQ Database:

(i) Register and/ or access the FAQ database using the link above;

With reference to the mSCOA frequently asked questions (FAQ) database – refer to the four (4) example screens copied below in table 2.

(ii) Select the “**Home**” tab at the top of your screen

(iii) REF#: Enter the query reference number to view the specific query – not mandatory, or - see option

(iv) QUERY TYPE: Filter and select from the menu if needed – not mandatory.

(v) MATTER: Filter and select from the menu if needed – not mandatory. The details included in the menu contain the subject matter as listed in Circular 3.

(vi) USER\ ASSIGNED USER: it defaults to the user who is signed in. Any user may be selected from the drop down list

(vii) STATUS: Filter and select from the menu if needed – not mandatory

(viii) Select the tab “Search specified user” which is the user selected in (vi), or select the tab “Search ALL users” to populate the report

(ix) Select the tab “My outstanding responses” to populate the report

(x) Click on the ‘Pencil’ in the “Edit” column and a screen will display with options of “Detail queries”, “Internal comments”, “External comments”, “Assessment” and “View Audit”.

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Table 1: Register a new query

Query Registration Details			
Date logged	05 Sep 2015 10:02:29	Company	Cornell Botha
Ref #	<input type="text"/>		
Requirement	<input type="text"/>	Assigned User	<Select an Assigned U ▾
Status	Logged ▾	Date Assigned:	<input type="text"/>
Query Type	<Select a Query Type: ▾	Duration	<input type="text"/>
Document Attachment	<input type="button" value="Choose file"/> No file chosen (Maximum file size is 1 MB)	Logged By	<input type="text"/>
Matter	<Select a Matter> ▾	Last Updated Operator	<input type="text"/>
Rejection Reason	<input type="text"/>	Record Last updated	<input type="text"/>
			View Audit

QUERY :
USER : |New Query|

Query

Query Details

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Table 2.1: Extract a query(s)/ search an existing query

NATIONAL TREASURY - mSCOA F.A.Q. DATABASE

Home
Register Query
Reports
Administration
Knowledgebase
Knowledgebase Internal
Change Password
Logoff

Registration Query Search Filter:

Ref #	<input type="text"/>	Query Date	<input type="text"/>
Requirement	<input type="text"/>	Additional Info	<input type="text"/>
Matter	<Select a Mat ▾	Status	<Select a Sta ▾
Query Type	<Select a Que ▾	Representation	<input type="text"/>
User\Assigned User	Cornell Botha ▾		

Search Results

No Items Found

Legend : Assigned User SLA

Key	Colour	Description
Assigned	●	User has logged an issue and it has been assigned
Assigned - SLA Exceeded	●	Issue has been assigned to a User, but he has exceeded the SLA
Assigned - Met SLA	●	Assigned User has met SLA

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Table 2.2: Extract a query(s)/ search an existing query – “My outstanding response”

NATIONAL TREASURY - mSCOA F.A.Q. DATABASE

Home
Register Query
Reports
Administration
Knowledgebase
Knowledgebase Internal
Change Password
Logoff

Registration Query Search Filter:

Ref #	<input type="text"/>	Query Date	<input type="text"/>
Requirement	<input type="text"/>	Additional Info	<input type="text"/>
Matter	<Select a Ma ▾	Status	<Select a Sta ▾
Query Type	<Select a Qu ▾	Representation	<input type="text"/>
User\Assigned User	Cornell Botha ▾		

Search Results

Ref #	Query Date	From	Company	Requirement	Matter	Query Type	Query Status	Assigned User	Date Assigned	Duration	Assigned SLA
4684	25 Aug 2015 12:39:45 PM	UPLOAD USER	N/T	Test	Website	Usability of this Website	Completed	Cornell Botha	25 Aug 2015 12:39:51 PM	100	●

Legend : Assigned User SLA

Key	Colour	Description
Assigned	●	User has logged an issue and it has been assigned
Assigned - SLA Exceeded	●	Issue has been assigned to a User, but he has exceeded the SLA
Assigned - Met SLA	●	Assigned User has met SLA

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Table 2.3: Extract a query(s)/ search an existing query – “My outstanding response”

NATIONAL TREASURY - mSCOA F.A.Q. DATABASE

Home
Register Query
Reports
Administration
Knowledgebase
Knowledgebase Internal
Change Password
Logout

QUERY : 4650
USER : Cornell Botha

Query Registration Details			
<ul style="list-style-type: none"> Query Query Details Internal Comments External Comments Assessment View Audit 	<p>Date logged: 27 Jul 2015 10:45:51</p> <p>Ref #: 4650</p> <p>Requirement: SCOA Capital lookup - major problems: "Hi,</p>	<p>Company: Cornell Botha</p> <p>Assigned User: Johanna Steyn</p>	<p>Date Assigned: 06 Aug 2015 09:26:41</p> <p>Duration: 0</p> <p>Logged By: Cornell Botha</p> <p>Last Updated Operator: Johanna Steyn</p> <p>Record Last updated: 26 Aug 2015 03:42:31 PM</p>
<p>Status: In Progress</p> <p>Query Type: mSCOA Technical Mat</p> <p>Document Attachment: (Maximum file size is 1 MB) 08 Project V5.3mv.xlsx</p> <p>Matter: SCOA Tables</p> <p>Rejection Reason:</p>	<p style="text-align: right;">View Audit</p>		
<p>Update Back Create Linked Query</p>			

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Table 2.4: Extract a query(s)/ search an existing query – “View Audit”

NATIONAL TREASURY - mSCOA F.A.Q. DATABASE			
Home Register Query Reports Administration Knowledgebase Knowledgebase Internal Change Password Logoff			
QUERY : 4650 USER : Cornell Botha			
Query Query Details Internal Comments External Comments Assessment View Audit	Query Registration View Audit		
	Date	User	Registration Query
	15/10/2015 11:54:04 PM	Cornell Botha	4650
	15/10/2015 11:41:24 PM	Cornell Botha	4650
	08/09/2015 10:34:10 AM	Ajay Patel	4650
	31/08/2015 10:21:28 AM	CHRISTIAN BARNARD	4650
	31/08/2015 10:21:27 AM	CHRISTIAN BARNARD	4650
	27/08/2015 01:14:23 PM	Rajeev Pema	4650
	26/08/2015 03:42:15 PM	Johanna Steyn	4650
	26/08/2015 03:42:14 PM	Johanna Steyn	4650
	26/08/2015 03:42:12 PM	Johanna Steyn	4650
	19/08/2015 10:14:21 AM	Cornell Botha	4650