

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

Business and Systems Requirement Specifications:

Regulation Development Activity Schedule

Document Details	
Project Name	Regulation Development Activity Schedule
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1.1 Glossary of Terms

Name	Definition
Admin	means the person responsible for carrying out the administration of CARCom.
As Is	means the current business process
BRS	means these Business Requirement Specifications
CARs	means the Civil Aviation Regulations, 2011, and includes all associated Technical Standards
CATS	means the Civil Aviation Technical Standards
CARCom	means the Civil Aviation Regulations Committee
CARCom Secretariat	means the Regulation Development Unit employees within the LAC Division, who are responsible for Regulation Development and the provision of secretarial services to CARCom
DoT	means the Department of Transport
E	means an Executive of the SACAA
Final Proposal	means a draft amendment

ICAO State letter	means an official communique from ICAO in terms of which the organisation communicates SARPs with and obtains air transport data from a member state
ICT	means Information and Communication Technology
ICAO	means International Civil Aviation Organisation
LAC	means the Legal and Aviation Compliance Division
MoT	means Minister of Transport
RDASS	means the Regulation Development Activity Schedule System
SM	means a Senior Manager
SME	means Subject Matter Expert
SAAF	means the South African Air Force
SARP	means an ICAO issued Standard and Recommended Practice
SLA	means a Service-Level Agreement
SACAA	means the South African Civil Aviation Authority
To Be	refers to the future business process
User	means a person who interacts with the system
Proposer	means a Technical Department within SACAA or an interested member of the public or a person or organisation from the Interested Party

2. Purpose of Document

The purpose of this document is to specify the business requirements that the Regulation Development Section within the Legal and Aviation Compliance (LAC) Division has for a digital system to track and manage the receipt of proposals to amend the CARs. Proposals are submitted by a Proposer for the purpose of developing and promoting legally sound, enforceable, clear, and concise CARs. The Business and System Requirements Specifications provide insight into the As-Is and To-Be business processes, and the Use Cases and identify impacted stakeholders.

The primary audience for this document is management, the project team, and specifically the functional groups that must determine what the ideal implementation of an automated document tracking and management system will look like for the submission of proposals to amend the CARs to meet the business needs.

3. Background

The South African Civil Aviation Authority (SACAA) is a Schedule 3A public entity in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999) ("PFMA"). It was established on the 1st of October 1998, following the enactment of the now-repealed South African Civil Aviation Authority Act, 1998 (Act No.40 of 1998).

The Act provided for the establishment of a stand-alone authority charged with promoting, regulating, and enforcing civil aviation safety and security. It reflected the Government's priorities and was in line with international trends in the aviation world where more and more states implemented this option. The abovementioned Act was repealed as a whole by the Civil Aviation Act, 2009 (Act No. 13 of 2009). The Act provides for the establishment of a stand-alone authority mandated with controlling, promoting, regulating, supporting, developing, enforcing, and continuously improving levels of safety and security throughout the civil Interested Party.

3.1 Current Situation

After ICAO State letters are sent to amend, withdraw, or introduce new ICAO SARPs, the SACAA relevant technical department develops a regulatory proposal to incorporate the new standard or recommended practice into the CARs. A member of the public or CARCom member or its affiliate (Proposer) may also propose an amendment to the CARs to incorporate a new requirement to improve aviation operational safety or efficiency. The interested party or SACAA Technical Division develops a proposal in line with the requirements set out in Part 11 of the CARs to amend an existing regulation, delete an existing regulation or insert a new regulation to comply with the new ICAO SARP or introduce a new requirement to improve operational safety or efficiency. These proposals are sometimes written in an unstandardised format and emailed to the Regulation Development section.

When internal proposals from SACAA Technical Departments are submitted to the Regulation Development section for processing, they should be accompanied by an approval memorandum signed by the Executive of the relevant Division. Proposals emanating from the Proposer must be submitted via email. The LAC receives large volumes of proposals for processing and a more efficient mechanism is required to manage these proposals to ensure that the progress of every proposal can be traced and accounted for. It is currently difficult and time-consuming to accurately account for and report on the progress of every proposal.

3.2 Business Needs

To improve efficiency and accountability in the regulation development process, the Regulation Development section requires an automated end-to-end business process for the receipt of proposals and the tracking and management of these proposals through the CARCom process. The automated process must allow the proposer to complete the proposal document/form online and submit it to the CARCom Secretariat. The implementation of the Online Proposal Submission and Regulation Development Activity Schedule will immensely assist the LAC in effectively processing and managing the relevant Service-Level Agreement (SLA).

3.3 Objectives

The objectives are:

- Provide seamless collaboration and traceability of proposals in line with the regulation development activity schedule.
- Provide a web-based system that can be used by the external and internal proposers.
- Provide a web-based system that will receive and distribute proposals to the relevant stakeholders for processing.
- Provide a web-based system to eliminate manual work and reduce the time required without introducing unnecessary risk.
- Provide automated traceability and reporting to ensure a more efficient CARCom process with improved accountability.

3.4 Strategic Outcomes

- Reduced physical storage and better record keeping.
- Improve turnaround time for SACAA service offerings.
- Eliminate the proposals getting lost in the process.
- Improve client experience.

4. Project Scope

The following outlines the project scope and highlights specifically what work is in and out of scope for the project beyond the current budget, resources, and timeline as approved by the project stakeholders. This is designed to prevent scope creep of additional features and functions not originally anticipated.

4.1 In-Scope

- Creating an automated proposal form
- Submission of proposal
- Generation of Reference numbers
- Service-Level Agreement (SLA) management.
- User sign-up and User profile management
- External and Internal user engagements
- Email and SMS notifications.
- Application allocations
- Managing proposals through the various development and approval phases
- Creating user and management reports on the progress of proposals

4.2 Out of Scope

- Any requirement not mentioned in this document will not form part of this project and a change request process must be followed.

4.3 Related Information

4.3.1 Activity Schedule



Activity Schedule
2021 (003).pdf

4.3.2 Regulation Development - workflow



Regulation%20Development%20-workflow

4.4 Constraints & Assumptions

Assumption/ Constraints Description	Impact	Mitigation	Dependency Owner
Project Assumption – project scope	High	Any changes to the scope will be handled as separate change requests. It must be noted that the changes may have an impact on time and cost of delivery.	LAC
Project Assumption – All impacted stakeholders will avail themselves during the requirement gathering to solution implementation.	High	Invite stakeholders at least 5 days before the project meetings, system testing, and providing system and business requirements.	LAC ICT
Project Constraints – ICT resource constraints	High	Funds will be made available to outsource some of the project assignments to ensure timely delivery.	ICT E: Finance
Project Constraints - Time restrictions	High	User Department will make themselves available for all critical milestones and any decisions that are required from the user Department will be made promptly.	LAC ICT

4.5 Stakeholder Chart

Stakeholder (Division/Department)	Internal/External	Stakeholder/System Involvement
Legal and Aviation Compliance	Babalwa Ndandani	Executive: Legal and Aviation Compliance
	Pregoria Mabaso	Manager: Regulation Development
Information Communications Technology	Phaphedi Myeza	Project Sponsor
	Elizabeth Moshoeshoe	Manager ICT Application & Projects
	Lindiwe Kabini	Business Analyst
	Lintle Mavuma	System Analyst
	Lerato Rampai	Systems Analyst
	Lerato Thomo	SharePoint Web Developer
	Mokgethi Setai	Test Analyst
	Relebohile Makhele	Application Support Specialist
	Marcus Lerutla	SharePoint Developer

5. Business Process Overview

5.1 As Is Business Processes

The business process below shows the current workflows for receiving the proposal and the regulation development activity schedule needs to be improved through automation. The current process flow is explained in the steps below.

Step 1: Sending Proposals

External Interested parties will draft a proposal with an accompanying motivation in an MS Word document and email it to the CARCom Secretariat. Currently, the proposer is not provided with any form of receipt or reference number for proposal identification.

SACAA Technical Divisions are required to write a memo explaining the motivation for a proposal and send both the proposal and memo to the relevant Executive for approval. Once approval is received, the proposal is then submitted to the CARCom Secretariat located in the Legal and Compliance Division for processing.

Step 2: Receiving Proposals

If the proposal emanates from an external interested party, it must be submitted via email. On receipt, the Admin must immediately forward such external proposal to the Executive of the affected Division within SACAA for consideration and information purposes.

All proposals must be returned to the Admin within the time prescribed, which is difficult to manage and to follow up.

Step 3: Preparing for CARCom

The Legal Advisors will vet all the proposals to verify whether they meet the requirements and the proposals that do not meet the requirements are referred back to the Proposer. Due to the back and forth between the Proposer and the Secretariat, some of the proposals may not make it to CARCom scheduled meeting on time.

If the proposal complies with the requirements, the Legal Advisors will scrutinise the proposals and enter them into the register and put the proposals in a pack submission to CARCom.

The Admin shall further send meeting invitations to all CARCom members and invite any proposer who has submitted a proposal.

Step 4: During CARCom

CARCom will scrutinise the proposal to determine whether the proposal can be published for public comments or refer it to a subcommittee.

If the proposal requires further consultation, CARCom will refer it to the relevant Subcommittee.

Step 5: After CARCom

Once a proposal has been approved by CARCom or the relevant Subcommittee, the Admin shall facilitate publication of the proposal for public comments and such comments are emailed to the Regulation Department provided email address.

The Government Gazette Notice, where applicable, shall be published and retained on the SACAA website together with the schedules thereto, if any.

Step 6: After publication

The Legal Advisor will receive the public comments via email and upon receipt of public comments, the proposal together with the comments will be sent to the proposer, relevant Subcommittee for deliberation or CARCom if not referred to a Subcommittee.

Step 7: Upon receiving comments from the Secretariat.

The Subcommittee prepares a final proposal and sends it to CARCom with recommendations to consider the proposal, reject, review, or amend the proposal, and make a recommendation to the Minister of Transport.

CARCom will consider the proposal, reject, review, or amend the proposal, and make a recommendation to the Minister of Transport. All this is manually done.

If there were amendments made, the Legal Advisor will incorporate all comments in consultation with the Technical Division and proposer if necessary.

Step 8: Signing Off and submitting to the MoT.

The CARCom Secretariat consolidates all the approved proposals into Amendment Regulations. Send the Amendment to the DoT Aviation Branch for comments, before the final consolidated amendment is processed and recommended to the Minister. Once everything is verified and confirmed by the Executive of a Technical Division, the Amendment must be signed by the Chairperson of CARCom and the DCA for submission to the Minister of Transport.

Step 9: Publication in the Government Gazette and Promulgation.

Once the proposed Amendment is promulgated, a notice thereof is published on the SACAA website, and the Amendment is forwarded to the Manager: Technical Library (M: TL) for submission to the legislation publication service provider or updating the aviation legislation electronically and in hardcopy.

A notice of an Amendment will be put on the bulletin board to notify all staff and a WhatsApp notification is sent to CARCom members.

5.1.1 To-Be Regulation Development Activity Schedule Process flow

5.1.1.1 Below are the symbols used in the business process.

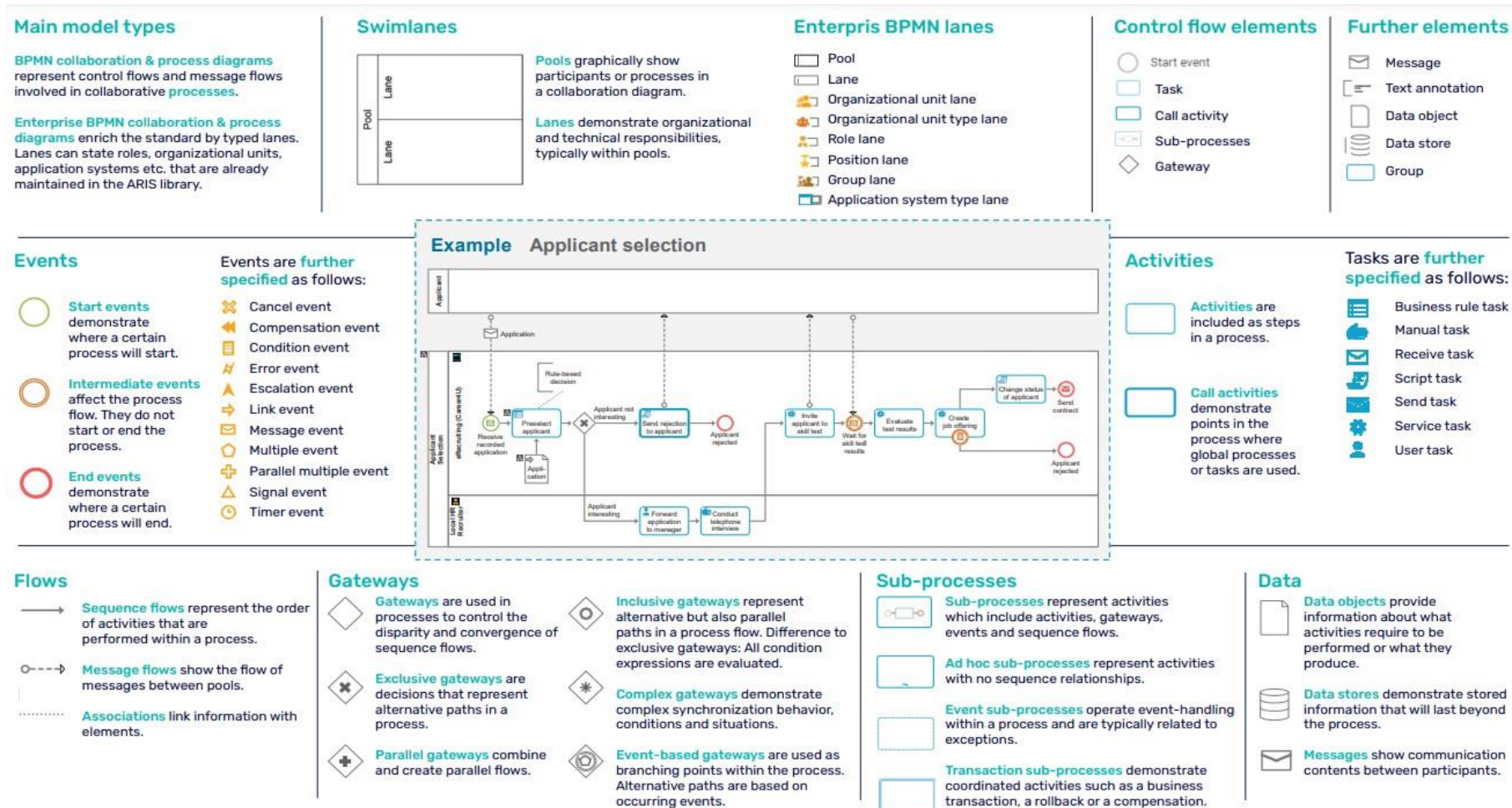


Figure 1: Description of symbols used on the process flow diagrams.

5.1.1.2 The process flow diagram below depicts the current regulation development activity schedule business process flow. Click [here](#) for a downloadable business process flow diagram.

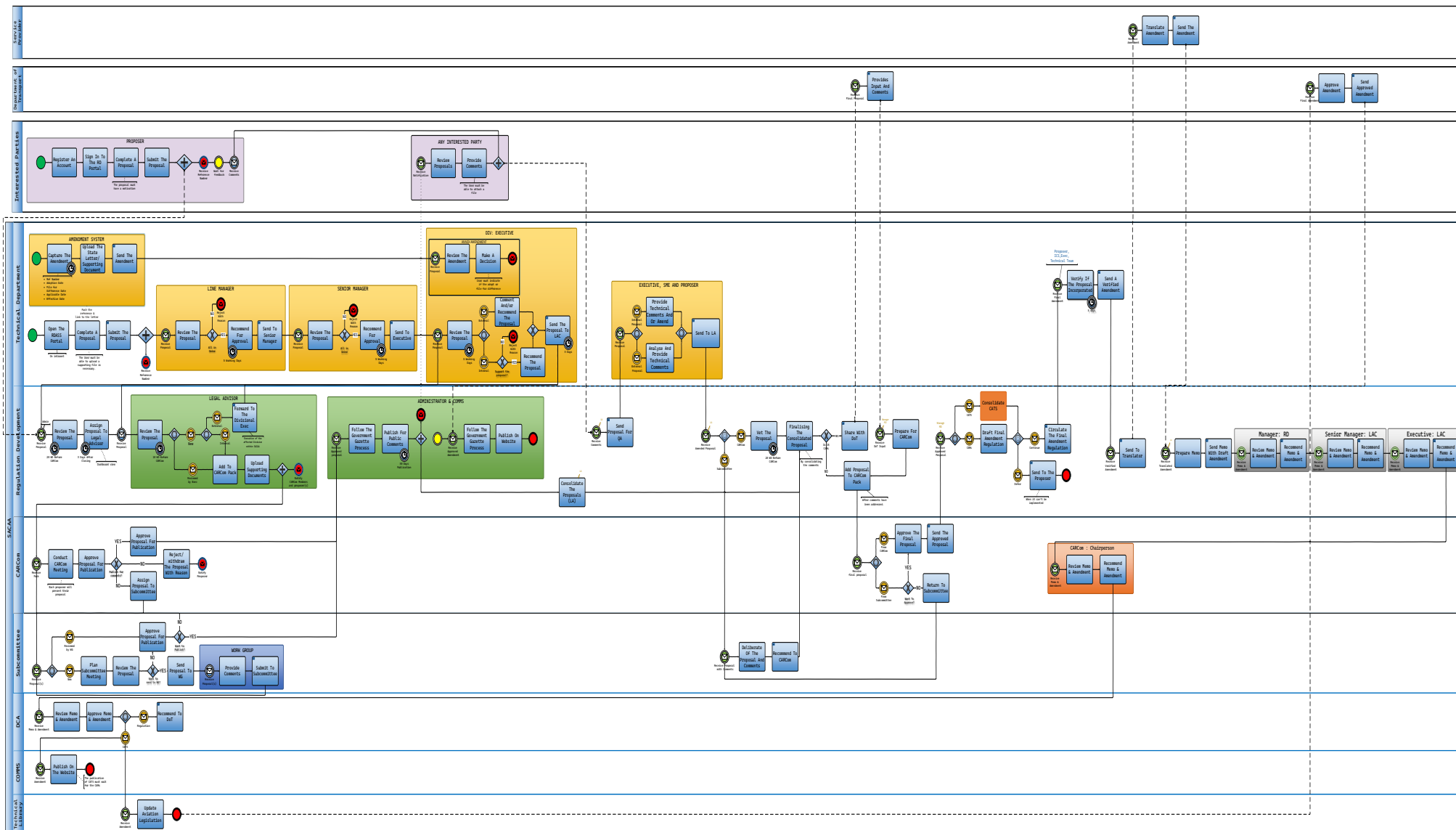


Figure 2: Proposed process flow diagram for regulations development

6. Business Process Flow

Name of Process:	Regulation Development Activity Schedule
Process Owner:	Babalwa Ndandani
Process Purpose:	The purpose of the Regulation Development Activity Schedule process is to bring about automation, standardization, simplicity, and traceability, and improve the organisation's regulation development process.
Process Scope:	In-Scope: i. Proposal drafting ii. Comments management iii. Track changes. iv. Assigning v. Packaging for CARCom Meetings Out of Scope: i. Receiving the State Letter ii. Filing of the difference process iii. Workgroup activities iv. Anything that is not mentioned in this document.
Process Input:	The process input for the Regulation Development Activity Schedule process is: a) Proposals from the Interested Party b) Adoption of the amendment by the Technical Departments c) Proposals from the SACAA Technical Departments approved by the Executive.
Process Boundaries:	The Regulation Development Activity Schedule process starting boundary is defined by: Regulation Development Section (Admin) receiving the proposals. The process's ending boundary is defined by the library publishing the Amendment on the website or the Technical Department Updating the Aviation Legislation on the website.

Main actors	- Interested Party or SACAA Technical Department - CARCom - Subcommittee - Executives and Subject Matter Experts - Regulation Development (Admin) - CARCom Secretariat - The DoT	
Process Flow:	Control Points and Measurements:	Exceptions to Normal Process Flow:
<u>External</u>		
1. Interested Party registers an account on the RDASS.	Users with existing accounts must be directed to the login screen. The User must be able to create their username and password. The User can use their email address as a username.	Not Applicable
2. Interested Party sign in on the RDASS.	The User must log in with the registered username and password.	Not Applicable
3. Interested Party completes the proposal for	See Appendix 8.3	Not Applicable
4. Interested Party submits the proposal.	The proposal submission notification must be sent to the registered email group rdsecretariat@caa.co.za	Not Applicable
5. The system issues the reference number.	Not Applicable	Not Applicable
<u>Internal</u>		
6. Technical Department captures the amendment details as per the State letter.	The important dates to guide the proposal must be captured. The dates are not limited to. - Reference Number - Adoption Date - Applicable Date - Effective Date - File for Difference Date	Not Applicable
7. Technical Department uploads the supporting document (State letter).	Not Applicable	Not Applicable
8. Technical Department sends the amendment to the Executive.	Not Applicable	Not Applicable
9. Executive receives the amendment.	Not Applicable	Not Applicable
10. Executive reviews the amendment.	Not Applicable	Not Applicable

11. Executive decides whether they adopt or file for the difference.	Not Applicable	Not Applicable
12. Technical Department opens the RDASS on the intranet.	Not Applicable	Not Applicable
13. Technical Department completes the proposal and links it to the amendment.	Not Applicable	Not Applicable
14. Technical Department submits the proposal to the Line Manager.	The proposal must be linked to the adopted amendment.	Not Applicable
15. The system issues the reference number.	The reference number for the internal proposals must not be the same as the external proposals. <i>Example</i> - Internal Ref IP0001 - External Ref EP0001	Not Applicable
16. Line Manager receives the proposal.	Only the manager within the proposing department must receive the proposal.	Not Applicable
17. Line Manager reviews the proposal.	The Manager recommendation process must be completed within 5 working days	Not Applicable
18. Line Manager recommends the proposal.		
19. Line Manager sends it to the next approver.		
20. If the Line Manager rejects the proposal, then the reason must be provided.		
21. Senior Manager receives the proposal.	The Senior Manager recommendation process must be completed within 5 working days.	Not Applicable
22. Senior Manager reviews the proposal.		
23. Senior Manager recommends the proposal.		
24. Senior Manager sends to the next approver.		
25. If the Senior Manager rejects the proposal, then the reason must be provided.		Not Applicable
26. Executive receives the proposal.	The Executive recommendation process must be completed within 5 working days.	Not Applicable
27. Executive reviews the proposal		
28. Executive recommends the proposal.		
29. Executive sends to the CARCom Secretariat		
30. If the Executive rejects the proposal, then the reason must be provided.		
<u>Combined</u>		
31. Admin/RD Manager receives the proposal.		Not Applicable

32. Admin/ RD Manager reviews the proposal (this is to make sure they assign it to the Legal Advisor).	The Legal Advisor together with the admin must ensure that all the proposals received from internal or external are attended to. - All proposals must be submitted or will be accepted 20 days before the scheduled CARCom. - The Admin/RD Manager must assign all proposals 3 days after the closing date.	
33. Admin/RD Manager assigns the proposal to a Legal Advisor.		
34. Legal Advisor receives the proposal.	The system must send a notification to the assigned Legal Advisor - The Legal Advisor's reviewing and vetting process must take 10 days.	Not Applicable
35. Legal Advisor reviews/vets the proposal.		
36. If the proposal is new and it's from an internal Technical Division, the Legal Advisor adds the proposal to the CARCom package (<i>on the scheduled meeting</i>).		
37. If the proposal is new and it's from an external interested party, then the Legal Advisor forwards the proposal to the Executive within the affected Division.		
38. Executive receives the proposal from the Legal Advisor.	The Executive, in consultation with the subject manager, must provide comments and indicate whether they recommend or don't recommend the proposal. The turnaround time is 3 days to attend to the proposals from the external.	Not Applicable
39. Executive provides comments and recommendations on the proposal.		
40. Executive sends the proposal back to the Legal Advisor with comments.		
41. Legal Advisor receives the proposal from the Executive.	Not Applicable	Not Applicable
42. Legal Advisor adds the proposal to the CARCom list (<i>on the scheduled meeting</i>).	The proposal must be added to the CARCom list 10 days before the scheduled CARCom meeting.	Not Applicable
43. Admin uploads the supporting document for the CARCom meeting (<i>agenda, other</i>).		
44. The system notifies CARCom members.	Not Applicable	Not Applicable
45. CARCom members receive a CARCom pack.	Not Applicable	Not Applicable
46. CARCom chairperson conducts the meeting by facilitating the projection of the proposals and each Proposer presents their proposal.	Not Applicable	Not Applicable
47. If CARCom approves the proposal, then the proposal is moved to the publication list.	Not Applicable	Not Applicable

48. If CARCom does not approve the proposal, the CARCom chairperson sends the proposal to the Subcommittee.	Not Applicable	Not Applicable
49. If the proposal is rejected or withdrawn during the CARCom meeting, then the CARCom chairperson moves the proposal to the withdrawal list.	The proposer is notified when the proposal has been rejected by CARCom.	Not Applicable
50. Subcommittee receives the proposal.	Not Applicable	Not Applicable
51. If the proposal is new, the Subcommittee plans for the Subcommittee meeting.	Not Applicable	Not Applicable
52. Subcommittee reviews the proposal.	Not Applicable	Not Applicable
53. If the Subcommittee is happy with the proposal, then the Subcommittee approves the proposal for publication.	Not Applicable	Not Applicable
54. If the Subcommittee requires more work to be done on the proposal, then the Subcommittee chairperson sends the proposal to a Workgroup.	Not Applicable	Not Applicable
55. Workgroup receives the proposal.	The workgroup activities must be carried out in the RDASS. The subcommittee must upload the feedback and or report from the workgroup onto the system.	Not Applicable
56. Workgroup provides comments on the proposal.		
57. Workgroup sends the proposal back to the Subcommittee.		
58. Subcommittee receives the proposal from the Workgroup.	Not Applicable	The subcommittee must upload the feedback from the workgroup onto the system.
59. Subcommittee approves the proposal for publication.	Not Applicable	Not Applicable
60. Admin facilitates the government gazette publication process.	- Three (3) days after the publication of the proposals, the Legal Advisor must consolidate the proposals before they are sent to the DOT. The proposal(s) must be published for 30 days for public comments.	Not Applicable
61. Admin (together with Comms) publishes the proposals for public comments.		
62. Legal Advisor consolidates the proposals.	Not Applicable	Not Applicable
63. The public provides comments on the proposal.	Not Applicable	Not Applicable

64. If the comments are made on the proposal submitted by an external proposer, the system must send the comments to the Proposer and the Legal Advisor.	Not Applicable	Not Applicable
65. Legal Advisor receives comments from the public.	Not Applicable	Not Applicable
66. Legal Advisor sends the proposal with comments to the Technical Department, Subject Matter Expert (SME), and responsible Executive.	Not Applicable	Not Applicable
67. If the proposal is from internal, the Proposer provides comments and amends the proposal where applicable and sends it back to the Legal Advisor.	Not Applicable	Not Applicable
68. If the proposal is from an external proposer, the Executive, SME analyses the proposal, provides technical comments, and sends it back to the Legal Advisor.	Not Applicable	Not Applicable
69. Legal Advisor receives the amended proposal.	Not Applicable	Not Applicable
70. If the proposal is approved for publication by CARCom, then the Legal Advisor vets the proposal.	Not Applicable	Not Applicable
71. If the proposal is approved for publication by the Subcommittee, then the Legal Advisor sends the proposal back to the Subcommittee for deliberation and address the comments.	Not Applicable	Not Applicable
72. Subcommittee receives the proposals and comments.	Not Applicable	Not Applicable
73. 73. Subcommittee deliberates on the proposal and comment.	Not Applicable	Not Applicable
74. 74. Subcommittee recommends the proposal to CARCom.	Not Applicable	Not Applicable
75. Legal Advisor finalises the consolidated proposals.	Not Applicable	Not Applicable
76. If CATS, then the proposal is added to the CARCom Pack after comments have been addressed.	Not Applicable	Not Applicable

77. If CARs, the Manager: RD shares the final proposal as a draft amendment regulation with DoT.	Not Applicable	If the DoT doesn't have access to the RDASS an email with amendment regulation will be sent.
78. DoT receives the draft amendment regulations.	The DoT must have access to the Shared folder to provide input.	If the DoT emails the input and comments Regulation Development can upload the input and comments on the RDASS.
79. DoT provides input and comments.		
80. DoT sends the final draft amendment regulations back to the Manager: RD.		
81. Manager: RD receives the draft amendment regulation with input and comments from the DoT.	Not Applicable	Not Applicable
82. Admin/Manager: RD prepares for CARCom.	The admin together with the Legal Advisor must prepare for the CARCom meeting. CARCom meeting must have the agenda and supporting documents.	Not Applicable
83. Manager: RD adds the final proposals to the CARCom list.	Not Applicable	Not Applicable
84. CARCom receives the draft amendment regulation.	After the comments have been addressed	Not Applicable
85. If the proposal is approved by CARCom for publication and CARCom is happy with the draft amendment regulations, then CARCom approves, and the Manager: RD facilitates the process for promulgation.	Not Applicable	Not Applicable
86. If the proposal was approved for publication by the Subcommittee and recommended to CARCom for approval and if CARCom is not happy with the final draft amendment, CARCom returns the proposal to the Subcommittee for further deliberation.	Not Applicable	Not Applicable
87. If the proposal was approved by the Subcommittee for publication and recommended to CARCom for approval and if CARCom is happy with the final draft amendment regulation or CATS, CARCom approves the amendment regulation and sends it to the Manager: RD.	Not Applicable	Not Applicable

88. CARCom for approval and if CARCom is happy with the final draft amendment regulation or CATS, CARCom approves the amendment regulation and sends it to the Manager: RD.	Not Applicable	Not Applicable
89. Manager: RD receives the approved proposal.	Not Applicable	Not Applicable
90. If CATS, then the Legal Advisor consolidates the CATS.	Legal Advisor must indicate whether the CATS are enabled by the Regulation or not to manage the publication process.	Not Applicable
91. If CARS, then the Manager: RD draft a final amendment regulation	The Legal Advisor is given 5 days to draft the amendment.	Not Applicable
92. If a proposal in the amendment regulation or Technical standards is not implementable, the Manager: RD sends it back to the Proposer.	Not Applicable	
93. If the Manager: RD wants to continue, then the Manager: RD circulates internally the final amendment regulation or Technical standards for verification.	Not Applicable	Not Applicable
94. Proposer, ICS, Executive, and Technical Team receive the amendment regulation or Technical standards.	Proposer, ICS, Executive, and Technical Team are given 5 days to verify the amendment.	Not Applicable
95. Proposer, ICS, Executive, and Technical Team verifies amendment or Technical standards.	Not Applicable	Not Applicable
96. Proposer, ICS, Executive, and Technical Team send a verified amendment or Technical standards.	Not Applicable	Not Applicable
97. Manager receives the verified amendment or Technical standards.	Not Applicable	Not Applicable
98. If regulation, RD Admin/Manager sends the amendment regulation to the service provider for translation.	The Legal Advisor must be able to determine the timelines for translation.	Not Applicable
99. Service Provider receives the amendment.	Not Applicable	The service provider activities will be done outside the system. Alternatively, the Service Provider can use the Shanduka system to manage the transactions.
100. Service Provider translates the amendment.	Not Applicable	
101. Service Provider sends the translated amendment.	Not Applicable	

102. Manager: RD receives the translated amendment.	Not Applicable	Not Applicable
103. If Technical Standards, Legal Advisor prepares the memo and publications for approval.	Not Applicable	Not Applicable
104. Legal Advisor sends the memo together with the Technical Standards for approval to Manager: RD.	Not Applicable	Not Applicable
105. Manager: RD receives the Memo and the amendment for approval	The Manager RD is given 3 days to review, make amendments, and recommend the memo.	Not Applicable
106. Manager: RD approves or recommends the memo.	Not Applicable	Not Applicable
107. If Regulations, Legal Advisor prepares the memo and amendment regulation, translation and publications for approval.	Not Applicable	Not Applicable
108. Legal Advisor sends the memo together with the amendment regulation, translation and publication for approval to Manager: RD.	Not Applicable	Not Applicable
109. Manager: RD receives the Memo, amendment regulations, translation and publication.	Not Applicable	Not Applicable
110. Manager: RD approves or recommends the memo amendment regulations, translation, and publications. Or Technical Standards	Not Applicable	Not Applicable
111. Manager: RD sends the approved or recommended memo amendment regulations, translation, and publications. Or Technical Standards	Not Applicable	Not Applicable
112. Senior Manager: LAC receives the memo amendment regulations, translation, and publications. Or Technical Standards	The Senior Manager: LAC is given 3 days to review, make amendments, and recommend the memo.	Not Applicable
113. Senior Manager: LAC approves or recommends the memo amendment regulations, translation, and publications. Or Technical Standards	Not Applicable	Not Applicable
114. Senior Manager: LAC sends the approved or recommended memo amendment regulations,	Not Applicable	Not Applicable

translation, and publications. Or Technical Standards		
115.Executive: LAC receives the memo amendment regulations, translation, and publications. Or Technical Standards	The Executive: LAC is given 2 days to review, make amendments, and recommend to the memo.	Not Applicable
116.Executive: LAC approves/recommends the memo amendment regulations, translation, and publications. Or Technical Standards	Not Applicable	Not Applicable
117.Executive: LAC sends the approved/recommended memo amendment regulations, translation, and publications. Or Technical Standards	Not Applicable	Not Applicable
118.CARCom Chairperson receives the memo amendment regulations, translation, and publications. Or Technical Standards	The CARCom Chairperson is given 3 days to review, make amendments, and recommend the memo.	if the chairperson is the same Executive LAC, then the Executive will sign once for both roles.
119.CARCom Chairperson approves/recommends the memo amendment regulations, translation, and publications. Or Technical Standards	Not Applicable	Not Applicable
120.CARCom Chairperson sends the approved/recommended memo amendment regulations, translation, and publications. Or Technical Standards	Not Applicable	Not Applicable
121.DCA receives the memo amendment regulations, translation, and publications. Or Technical Standards	The DCA is given 5 days to review, make amendments, and approve the memo.	Not Applicable
122.DCA approves the memo amendment. regulations, translation and publications Or Technical Standards	Not Applicable	Not Applicable
123.If it's Regulation, DCA recommends the amendment to DoT.	Not Applicable	Not Applicable
124.DoT receives the final draft amendment.	Not Applicable	Not Applicable

125.DoT approves the amendment.	Not Applicable	Not Applicable
126.DoT sends the approved amendment.	Not Applicable	Not Applicable
127. Admin/Manager receives the approved amendment from the DoT.	Not Applicable	Not Applicable
128.Admin/Manager Admin follows the government gazette process to publish the approved Amendment in the Government Gazette	Not Applicable	Not Applicable
129.Admin sends the published Amendment to Comms to publish the regulation on the website and to the Library.	Not Applicable	Not Applicable
130.141. Comms and Technical Library receives the published Amendment.	Not Applicable	Not Applicable
131.Comms and Technical Library facilitates the publication of the published Amendment on the website and updates the Aviation Legislation.	Not Applicable	Not Applicable
132.If it is CATS, the system must send the approved CATS for publication.	The Publication CATS must be linked to the Publication of the Regulations.	Not Applicable
133. Admin sends CATS to Library	Most CATS are enabled by the coming into effect of the Regulations and some may come into operation without.	Not Applicable

7. Business Requirements

BR ID	Business Requirement	Requirement Details
General Requirements		
BR-G-01	SACAA Internal access to the Amendment log system	The Internal User must be able to access the Amendment Log system on the eService portal.
BR-G-02	Add the amendment and state letter	The User must be able to capture amendment details and upload the supporting document i.e., State Letter. The important dates to guide the proposal must be captured. The mandatory dates are. ○ Reference Number ○ Adoption Date ○ Applicable Date ○ Effective Date ○ File for Difference Date When the new amendment is created, a unique identity must be generated by the system.
BR-G-03	Send Amendments for decision-making	The User must be able to send the captured amendment to the respective Executive to indicate whether the Annex will be adopted, or they will be filing for a difference.
BR-G-04	Access to the Regulation Development Activity Schedule System (RDASS)	The External Users must be able to access the Regulation Development Activity Schedule System (RDASS) on the eService portal. The internal User must be able to access the RDASS on the Intranet through Self Service.
BR-G-05	The User registers an account or signs up	An external User must be able to register or sign up on the RDASS. The sign-up form must have the following fields. <u>Details of Applicant</u> * First Names * Last Name * Permanent Resident In Sa *Yes/No * Id/Passport Number * Date Of Birth * Telephone Number * Cell Phone Number * Email Address * Physical Address

		Complete the questionnaire see appendix. POPIA Declaration.
BR-G-06	Manage regulation subscriptions	The system must allow the User to subscribe to the Regulations updates and newsletter. These updates will be. - When there's a new proposal published for public comment. - When there's a new regulation or amendment promulgated.
BR-G-07	Two-step verification	The system must have a two-step verification feature to allow a user to be granted access to an application only after successfully presenting two or more pieces of evidence.
BR-G-08	The User resets the password	The external User must be able to reset their password by clicking forgot password and the link to reset the password must be sent to the registered email address.
BR-G-09	The available User services.	The User must be able to see the following services on the system. - Create New Proposal - Proposal Status - Proposal History - Provide Comments to Proposal
BR-G-10	The User completes the proposal and submits it.	The proposal must be built in on the RDASS to allow users to complete and submit. The system must allow the User to upload any supporting document(s).
BR-G-11	The User completes the proposal.	The RDASS must have the proposal developed as follows. The user must be able to proposal type. - New - Amendment - Withdraw External proposal template. - TYPE OF PROPOSAL - Title: PROPOSAL FOR THE << TYPE >> OF PART << NUMBER >> OF THE SOUTH

		AFRICAN CIVIL AVIATION REGULATIONS, << YEAR >> - PROPOSER'S DETAILS - o FIRST NAME - o LAST NAME - DULY SUBMITTED BY - IN HIS CAPACITY AS - PROPOSER'S INTEREST - GENERAL EXPLANATORY NOTE - o WORDS IN [BOLD AND SQUARE BRACKETS] INDICATE DELETIONS FROM THE EXISTING REGULATIONS. - o WORDS UNDERLINED WITH A SOLID LINE INDICATE INSERTIONS IN THE EXISTING REGULATIONS. - PROPOSAL FOR THE <<TYPE>> OF REGULATION << NUMBER>> - PLEASE INSERT YOUR PROPOSAL - MOTIVATION: - IS THAT PROPOSAL RELATED TO AN ICAO SARP? YES/NO - ANNEX NUMBER - INSERT MOTIVATION OR REASON FOR PROPOSED AMENDMENT <i>See appendix 8.3.</i>
BR-G-12	The system generates the reference number when the proposal is submitted.	When the internal and external users submit the proposal, the system must generate the reference number. The reference number must be emailed to the Proposer.
BR-G-13	Save, Edit, Delete, and Withdraw	The User must be able to Save the proposal without submitting it. The User must be able to Edit the Saved proposal. The User must be able to Delete the Saved proposal. The User must be able to Withdraw the submitted proposal.
BR-G-14	Internal proposal submission and approval	When the internal User submits the proposal, the system must follow the SACAA approval process. Line Manage > Senior Manager > Executive.
BR-G-15	The approver receives the proposal.	The approver must receive the proposal, and review and approve or reject the proposal.

		When the approver rejects the proposal, the approver must provide a reason for rejection and the system must send the rejection message to the proposer. When the Executive approves the proposal, the system must send the proposal to the Regulation Development section.
BR-G-16	The system must categorize proposals	The system must categorize the proposal into part numbers and proposal types.
BR-G-17	Plan CARCom meetings	The Admin must be able to plan CARCom meetings and packages for the CARCom meeting.
BR-G-18	Plan CARCom meeting	The Admin must be able to record meeting details or upload evidence of the meeting details on the system. - Members attended and members absent. - Meeting date and time - Proposal referred to the Subcommittee - Conclusions
BR-G-19	Filter and sort the proposals	The User must be able to filter and sort the proposals as follows. - Sort by old - Sort by new - Filter by proposal type - Filter by part number
BR-G-20	Assign proposal	The system must allow the Admin/RD Manager to assign the proposal to the Legal Advisor. The system must allow the Legal Advisor to assign the proposal to the Executive. The system must allow the User to re-assign the proposal.
BR-G-21	Create and manage groups on the RDAAS	The Admin must be able to create a CARCom Group and Subcommittee Group on the system and manage the members.
BR-G-22	Share proposals with the CARCom members.	The Admin must be able to share the proposal with CARCom members as they are added to the CARCom package.
BR-G-23	Assign the proposals to the Subcommittee	The User (Admin/CARCom Chairperson) must be able to assign the proposal to the Subcommittee.
BR-G-24	Downloadable proposal form	The user must be able to download the proposal in PDF format from the RDASS.

BR-G-25	Uploading the supporting document	The system must allow the Admin and Legal Advisor to upload the CARCom meeting supporting documents such as the Agenda.
BR-G-26	Comment on the proposal via the website	The external users must be able to select the published proposal, view, and comment on the proposal, and submit comments.
BR-G-27	Comments sharing	If the comment is made on the proposal received from the external then the comments must be also sent to the Proposer, LAC, and the comments must also be accessible to the RDASS. The system must collect all the comments made on the specific proposal and release them on the specified date. The CARCom and Subcommittee members must be able to see the comments from the RDASS.
BR-G-28	Draft the Amendment Regulation	The User must be able to draft the amendment regulation on the system and submit it for vetting. Otherwise, the User must be able to upload the amendment to the system.
BR-G-29	Download the amendment	The system must allow the User to download the amendment.
BR-G-30	Sharing the amendment	The system must allow the User to share the amendment with the DoT. DoT must be able to make input and save them for the RD User to see.
BR-G-31	Create approval memo	The User must be able to access the memo portal from the RDASS and each memo must be linked to the amendment.
BR-G-32	Proposal Progress status	The system must allow the user to manage the proposal's progress status. Proposer's View: - Submitted: When the Proposer has submitted the proposal. - CARCom Approved: When the proposal has been approved by CARCom. - Withdrawn: When the proposal has been withdrawn by the Proposer or CARCom.

		- Rejected: When the proposal has been rejected by the CARCom. - Assigned to Subcommittee: When the proposal has been assigned to the subcommittee. - Proposal Published: When the proposal has been published for public comments by their Subcommittee or CARCom. The system must indicate the publisher. - Closed: When the amendment regulation is published on the website. Internal Proposer View: - Manager: When the proposal is with the Manager for recommendation. - Senior Manager: When the proposal is with the Senior Manager for recommendation. - Executive: When the proposal is with the Executive for the recommendation. - Rejected: When the proposal has been rejected by the Manager, Senior Manager, or Executive. - CARCom Approved: When the proposal has been approved by CARCom. - Withdrawn: When the proposal has been withdrawn by the Proposer or CARCom. - Rejected: When the proposal has been rejected by the CARCom. - Assigned to Subcommittee: When the proposal has been assigned to the subcommittee. - Proposal Published: When the proposal has been published for public comments by their Subcommittee or CARCom. The system must indicate the publisher. - Closed: When the amendment regulation is published on the website. Regulation Development View: - Assigned: When the proposal is assigned to the Executive or Legal Advisor. - CARCom List: When the proposal has been added to the CARCom package in preparation for the CARCom meeting. - Subcommittee: When the proposal has been assigned to the Subcommittee. - Proposal Published: When the proposal has been published for public comments.
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		- Memo Approval: When the memo is circulating for approval. - DoT submission: when the amendment regulation has been submitted to the DoT. - Amendment Circulation: When the final amendment is circulating for verification. - Translation: When the amendment has been sent to the service provider for translation. - Pending Publication: When the CATS is waiting for the CARS for publication. - Closed: When the amendment regulation is published on the website.
BR-G-33	SMS/Email Notification	The system must send an email or SMS depending on the Proposer's preferred method of communication to notify them when the proposal status changes.
BR-R-34	Notification Messaging	The system must send email notifications for the following. <u>Proposal submitted.</u> <i>Dear <<Proposer>></i> <i>Thank you for submitting the proposal. Your reference number is <<*****>>.</i> <u>Receive Proposal.</u> <i>Dear <<Regulation Development>></i> <i>Please note that there is a new proposal submitted for processing.</i> <i>Please click here to view the proposal.</i> <u>Assign Approver</u> <i>Dear <<Manager/ Senior Manager /Executive Name>> The regulation development proposal with reference number <<****>> has been assigned to you for the recommendation.</i> <i>Please click here to view the proposal.</i> <u>Add CARCom Member.</u> <i>Dear <<User>></i> <i>Please note that you have been added to the CARCom group.</i> <i>Please click here to view the proposals.</i> <u>Remove CARCom Member.</u> <i>Dear <<User>></i> <i>Please note that you have been removed from the CARCom group.</i>

		Please click here to view the proposals. <u>Add Subcommittee Member.</u> Dear <<User>> Please note that you have been added to the Subcommittee group. Please click here to view the proposals. <u>Remove Subcommittee Member.</u> Dear <<User>> Please note that you have been removed from the Subcommittee group. Please click here to view the proposals. <u>Assign Subcommittee</u> Dear <<Subcommittee Member>> The regulation development proposal with reference number <<****>> has been assigned to you for scrutiny. Please click here to view the proposal. <u>Proposal Publication.</u> Dear <<CARCom Member>> The proposal with reference number <<*****>> has been published for public comments. Please click here to provide your comment. <u>Public Comments.</u> Dear <<RD/ Proposer>> Please see the comments made for the proposal with reference number <<*****>>. Please click here to view comments. <u>Regulation Publication.</u> Dear <<CARCom Member & Subcommittee & Proposer>> The amendment to the regulation has been published. Please click here to view comments. <u>CATS Publication.</u> Dear <<CARCom Member & Subcommittee & Proposer>> The amendment to the CATS has been published. Please click here to view comments.
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BR-R-35	Internal Dashboard view	The system must provide a proposal dashboard as follows. - New/Open Proposals - Assigned Proposals - Published Proposals - Proposals with DoT - Rejected Proposals - Closed Amendment Regulation
Usability Requirements		
BR-U-01	Multiple users and co-editing	The system must allow multiple users to work on the portal at the same time.
BR-U-02	Quick Response	The status of all the proposals must be visible in real time which allows Admin to quickly respond to new proposals.
BR-U-03	Real-time information	All the information must be available in real time, and the user doesn't have to worry about updating the system.
BR-U-04	User interface	The RDASS User interface shall be responsive, allowing for proper display on tablets, laptops, smartphones, and desktop devices.
BR-U-05	Build-In SLA	The RDASS must have SLAs within the various sections of the process reminders for the users and escalations to the managers. The following base SLAs must be incorporated: - Open Proposal This process must be completed within 20 days prior to CARCom. - Proposal Assigned to Executive This process must be completed within 10 business days prior to CARCom. - Review of Subcommittee meeting reports 9 business days before the Subcommittee meeting - Invitation to persons who have submitted comments to proposals 10 business days prior to CARCom. - Consolidating and preparing Subcommittee reports 5-10 days after Subcommittee meeting.

8. Appendix

8.1 Business processes



RD Activity Schedule
process 20 Feb 2024.i



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8.2 Account Registration Questionnaire



REGISTRATION
QUESTIONNAIRE - BR

8.3 Proposal Template



LOADING OF
PROPOSALS -.docx

