

25 February 2021

Dear INSETA Stakeholders

## **RE: INSETA MIS SYSTEM DEVELOPMENT AND IMPLEMENTATION**

Atomisation and digitisation following the advent of the Fourth Industrial Revolution (4IR) necessitated that organisations, both private and public, introduce technological conventions and practices to optimise their processes and procedures in their quest to be effective and efficient. It is on this basis that INSETA management appointed Qualitative Innovative Solutions (Pty) Ltd to develop and implement a new MIS system and subsequently provide support and maintenance of the system. The strategic objective of INSETA introducing the Management Information System (MIS) is to improve our operations and standardize controls, processes and procedures thereby creating a platform for unified, efficient, effective operational processes.

INSETA Management recognises that the first step to ensure high level of the MIS system adoption is effective communication to all stakeholders that will be impacted by the solution. It is with excitement that we write to you as an important stakeholder to advise that the design and implementation of the said MIS system migration process from the current system to the new will take place effective from 22<sup>nd</sup> February 2021 and envisaged to be completed by 31<sup>st</sup> May 2021. INSETA will be migrating to new MIS system.

The stakeholders will be kept abreast throughout all the stages of the implementation of the new MIS system and will be taken through the change management process which also includes training and workshops.

This communiqué is one of the many to be sent to you highlighting milestones reached in implementing the new MIS project and it is aimed at enabling you to assess how the introduction of the MIS system will impact your work environment.

The technology used on this system is fast, simple and flexible which will allow us to streamline operations and enhance internal processes across multiple divisions to provide a comprehensive improved support experience extensive functionality

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through its easy-to-use interface. We are confident that the new MIS system will be an enabler for efficiency and customer excellence.

INSETA in collaboration with the appointed service provider will conduct role-specific training sessions on dates which will be timeously communicated to the stakeholders.

To this end, kindly be advised that whilst there might be disruption of services during the migration, I can assure you that they will be kept minimal.

For any question or queries, Stakeholders may contact INSETA on the email:  
[misproject2021@inseta.org.za](mailto:misproject2021@inseta.org.za)



Gugu Mkhize  
Chief Executive Officer