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INSURANCE SECTOR EDUCATION
AND TRAINING AUTHORITY

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MIS Stabilisation and Recovery Update

27 July 2023



RE: INSETA MIS SYSTEM DEVELOPMENT AND IMPLEMENTATION

Dear INSETA Stakeholder

RE: INSETA MIS SYSTEM DEVELOPMENT AND IMPLEMENTATION

A comprehensive Recovery and Stabilization plan has been developed and is currently being implemented. The plan is being closely monitored and reported on a regular basis. Our objective is to stabilize operations and ensure full functionality within the next six (6) months.

INSETA has assessed our business processes, system architecture, security architecture, and database architecture to aid the stabilization process.

Starting from July 2023, we have implemented a Management Information System (MIS) Support system to centralize the management of incidents or issues reported by internal and external stakeholders, following the established Support Model. The support system includes three support channels:

- Self-Service Portal: support.inseta.org.za
- Email Support: support.inseta.org.za or missupport@inseta.org.za
- Telephone Support: (This will be implemented from...)

Please find the MIS Support user guide attached to this communication.

Currently, our support efforts are focused on the ETQA (Education and Training Quality Assurance) Module, where stakeholders are facing access challenges. We are prioritizing the resolution of these issues, while also addressing delayed developments and enhancements concurrently.

Regular updates will be provided to keep our stakeholders informed of the progress made in accordance with the Recovery and Stabilization Plan.

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To ensure efficient resolution of support and technical issues, we kindly request that stakeholders exclusively use the designated email addresses or support channels: missupport@inseta.org.za, support@inseta.org.za, or Self-Service Portal - support.inseta.org.za. This approach will enable prompt attention to issues with the necessary level of urgency.

Yours sincerely

Farzana Safa

EXECUTIVE MANAGER: RISK MANAGEMENT

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