



ICMs Masters Trust Phase 1 Pilot Project

Aug 2013



the doj&cd

Department:
Justice and Constitutional Development
REPUBLIC OF SOUTH AFRICA

Introduction

Agenda

- New Integrated Case Management System for Masters Trust
- Feedback on Trust Pilot at Pretoria & Pietermaritzburg Masters Offices
- Typical issues resulting in query sheets
- Way forward
- Demo – Forms and Trust Registration Process
- Questions & Answers

ICMS Masters Trust System

- New Integrated Case Management System for Masters Trust
- Work flow based vs. previous case based
- New forms:
 - Application form (data conformity)
 - Acceptance of Auditor (as per JM21)
 - Acceptance of Trusteeship (as per JM21)
 - Beneficiary Declaration form
- New roles and responsibilities
 - EC - Receive and capture new applications
 - SC - Scan documents for electronic use
 - AM - Approve and issue LOA
 - RC - Handle correspondence



Trust Pilot Feedback

- Pretoria Pilot started Tuesday 9 July 2013 – ran for 4 weeks
- First LOA issued on Thursday 11 July 2013
- Only 1 case have issue on new system – timeout on DMS
- Stable, ready for volumes
- Dependant on information captured on new forms

Trust Pilot Feedback

- Pietermaritzburg Pilot started Tuesday 20 August 2013 – will run for 2 weeks
- First LOA issued on Friday 23 August 2013
- Monday 3 LOA's, yesterday 5 LOA's (all within 3 hours, except 1)
- No issues or timeouts on new system – even with remote slow connection
- Stable, ready for volumes
- Dependant on information captured on new forms

Typical issues Feedback

- Common issues on forms resulting in Query sheets:
 - Min / Max number of Trustees – Should be as per Trust Deed
 - Applicant ID number required
 - Founder ID number required (SARS and traceability)
 - Beneficiary & Guardian ID / Birth Certificate required (RAF)
 - Auditor ID number & Accreditation details (Banks and internal accountants can use company FISA registration number)
 - Bond of Security Policy number

ICMS Masters Trust Road forward

- All new Trust applications on New Forms:
- Phased-approach Rollout of system at all Masters Offices country-wide from September. Next Cape Town, Bloemfontein, Kimberley, Johannesburg and Durban before end October 2013
- Investigations into Web portal to be updated for tracking of Trust Applications
- Started with e-Justice project for applications from web capturing

<http://www.justice.gov.za/master/forms.html>

Thank you!

Demo

Q? & A!



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