



a world class African city

City of Johannesburg
Application Development & Support Services

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30 October 2015

To whom it may concern

Dear Sir/Madam

Blue Pencil Consulting for SAP Solution Manager 7.0 Incident Management Implementation

I would hereby confirm that Blue Pencil has provided Solution Manager consulting and advisory services to City of Johannesburg (COJ).

Blue Pencil has successfully delivered and implemented Solution Manager Incident Management for COJ to assist with the incident Management process.

COJ is getting great value out of the implementation as will enable incidents to be raised for our internal customers according to documented procedures for the relevant Support Teams as soon as an issue is identified.

The functionality has increased visibility as well as the efficiency in our organisation.

Please do not hesitate to contact me if you have any queries.

Kind Regards,

Richard TJ Nene
Director: GICT & IM – AD & SS (ERPSS – CCC)
Group Corporate & Shared Services Department