Nkgwete Rumble Game Development Document

Summary / Requirements

We require a web application that will serve as the platform for our internal game intended to improve operations

The game target audience is field support staff who perform IT support at customer sites, our primary objective is to address and improve operational challenges in a fun, educational way.

Game Concept

Theme is The Amazing Race where participants need to compete through a series of challenges to win a grand prize and spot prizes along the way. Since we are based in south Africa participants will be "virtually" racing around selected landmarks in the country and complete tasks to earn points.

We have identified five areas in operations and have set tasks where participants need to complete some milestone by a physical activity or answering a series of questions on the game platform

Game Structure

Points based system for each task per challenge completed

Challenge 1: Training

Done physically. For each certification obtained points are allocated according to below criteria.

Scene Theme: Climbing Table Mountain

We would like an animated page of Table Mountain showing a badge going up the mountain for each certification completed, See below figure

Action	Points allocation
Level 1- A+	50
N+	50
Level 2- Windows 10	100

Level 3 - ITIL4	150
Level 4 - Specialized Certification	200

Challenge 2: Operations

Certain tasks are done physically, and points allocated accordingly while other tasks should be done though a quiz like game to test knowledge on processes and procedures

Scene Theme: Kimberley mine - The Big Hole

We have six areas for this challenge with around thirteen tasks to be complete, ten tasks are done physically while three are quiz-based games
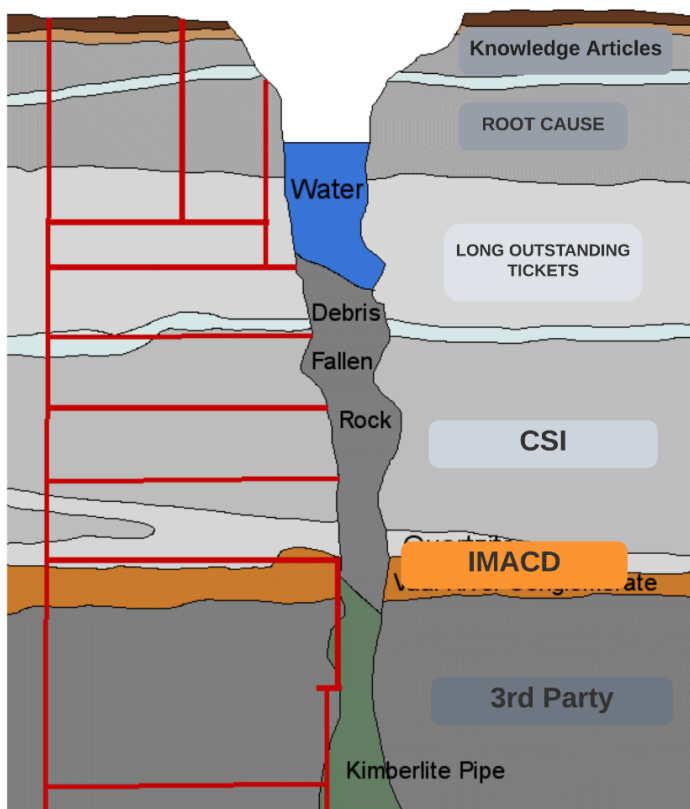
We would like to show participants move down through the different trenches (areas) in order to get the gold at the bottom, see below image

3rd Party	Child Call -2 days	1
	Use 3rd Party Template	1
	Admin resources (quotes)	5
	Job Cards (OOW & Data Recovery	2
IMACD - no compliance	IMACD process - Task created-FSE Tool Run - Closed Status	3
	IMACD process - Task created Manual Form attached-Pending/Assigned Status	3

CSI	Surveys (Helix Survey)	
Long Outstanding Tickets	BAU Calls> 10 days	2
	3rd Party Calls> 20 Days	
	Customer unavailable process	
Root Cause - noncompliance	Completion of Root cause field on Helix	1
Knowledge Articles	Team to create 2 knowledge articles per month (1 for Clients and 1 for SD)	10

Kimberley Mine — crossection north - south

3rd Party - 10 Points
child calls - 2 Points
...

IMACD - 15 Points
IMACD Process - 3 Points
...

CSI - 10 Points
surveys(Helix survey) - 2 Points
...

Long Outstanding Tickets - 10 Points
BAU Calls > 10 Days - 2 Points
...

Root Cause - 15 Points
Completion of root cause - 2 Points
...

Knowledge Articles - 10 Points
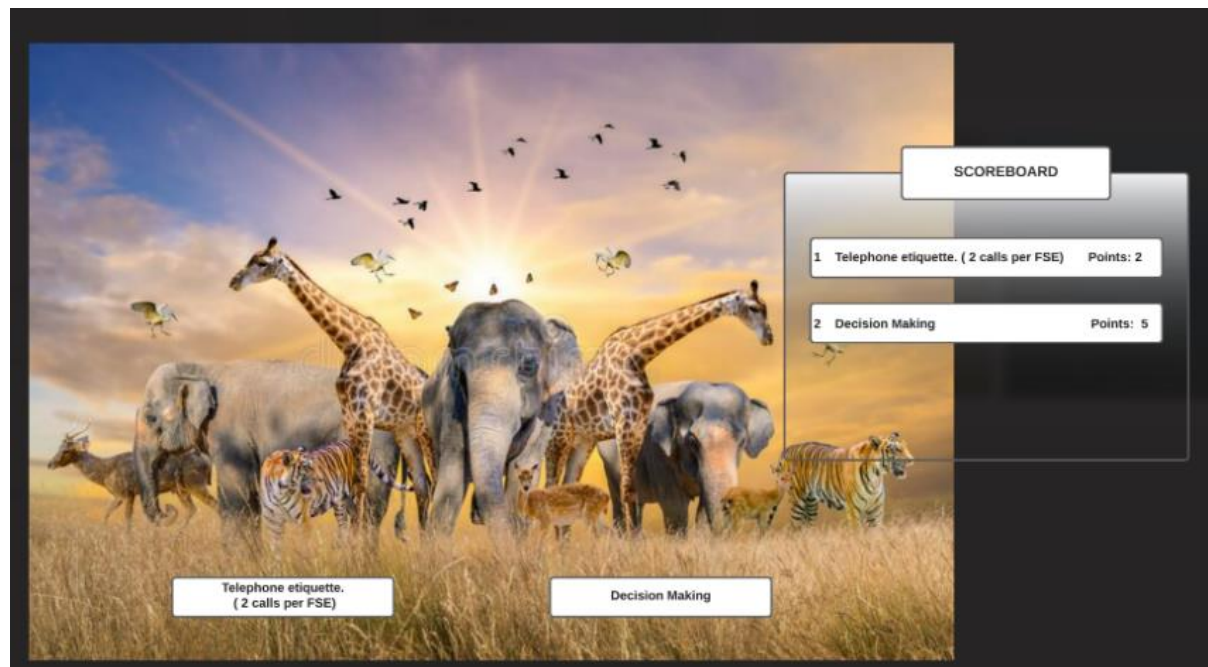Create 2 knowledge Article - 2 Points
...

My Points: 65

Challenge 3: Soft skills

Certain tasks are done physically, and points allocated accordingly while other tasks should be done though a quiz like game to improve soft skills and teach new soft skills

Scene Theme: Wildlife

We have three tasks for judgement, two are physically done while one is quiz-based game

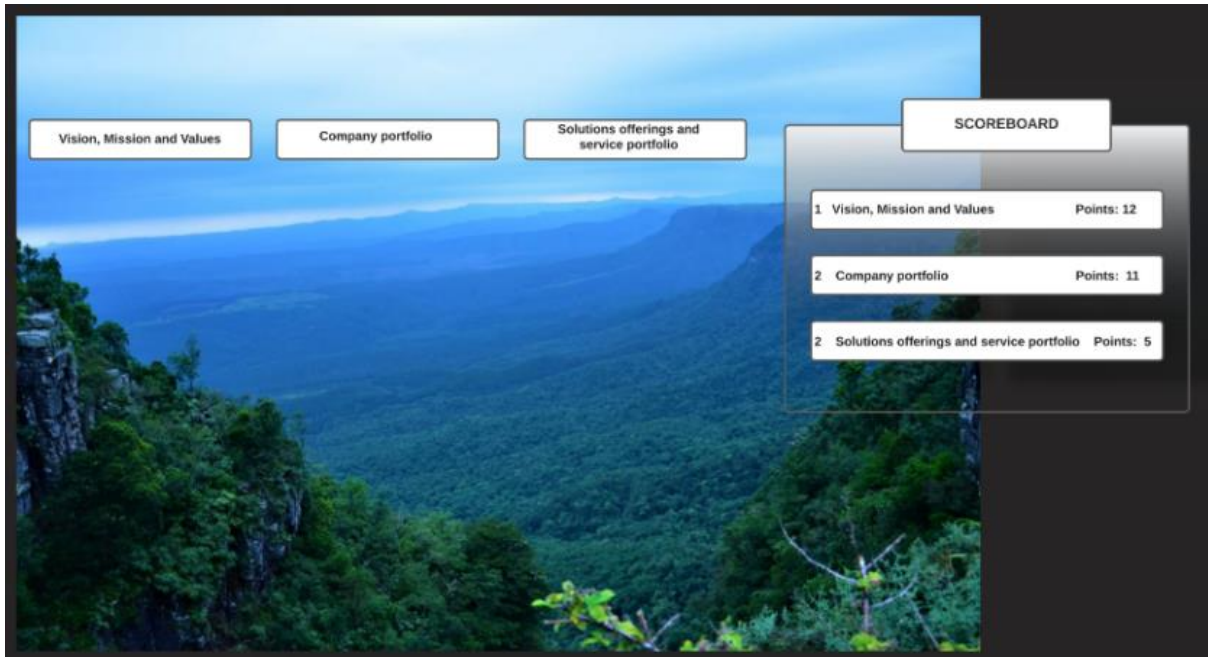|	
Conditions of service	5
Objectives	5
POPIA act	5

Challenge 4: Corporate Strategy

Certain tasks are done physically, and points allocated accordingly while other tasks should be done though a quiz like game to test and educate on the company direction

Scene Theme: Gods Window

We have three tasks for judgement, all are done through a quiz-based game to test knowledge about the company

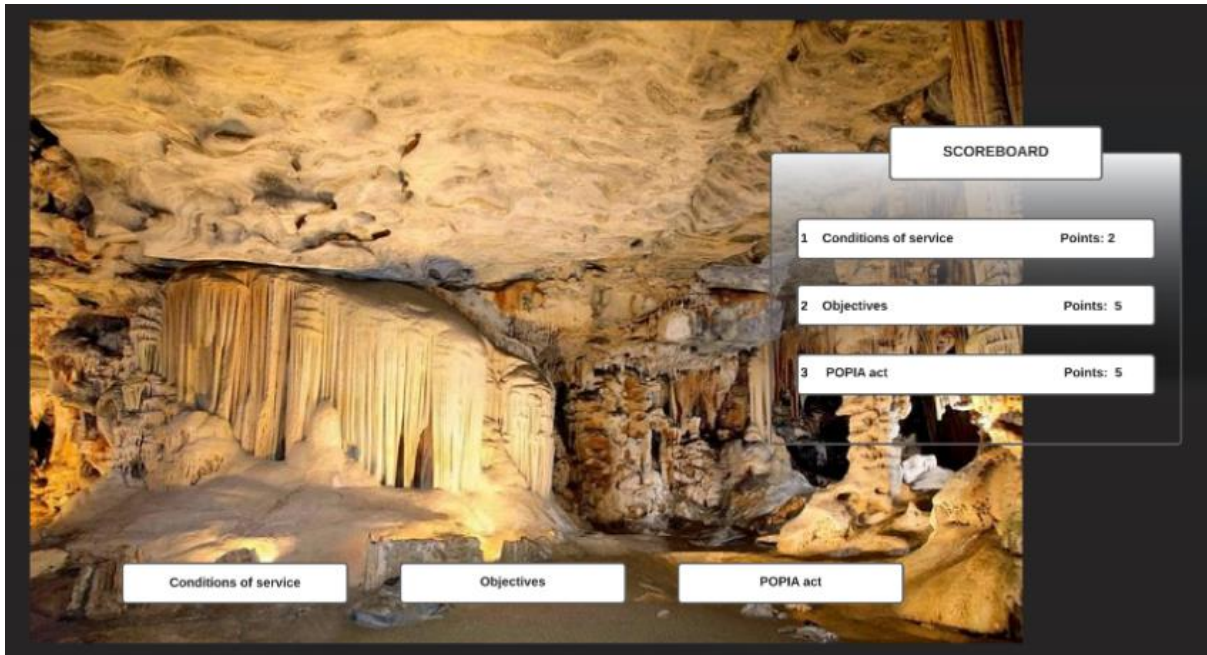|	
Vision, Mission, and Values (video quiz)	5
Company portfolio (video quiz)	5
Solutions offerings and service portfolio (video quiz)	5

Challenge 5: Corporate Policies

Certain tasks are done physically, and points allocated accordingly while other tasks should be done though a quiz like game to improve soft skills and teach new skills

Scene Theme: Cradle of Mankind

We have three tasks for judgement, all are done through a quiz-based game to test knowledge about the company

Conditions of service	
Objectives	
POPIA act	

Virtual Scene – Quiz Based Game

For the virtual scenes we would like an interactive quiz that matches theme for each challenge. The quiz questions will consist of multiple choice and will be around five questions per task, See below example for quiz questions and quiz game examples.

Quiz Questions

A BAU tickets shouldn't be older than?

A.   3 Days

B.   5 Days

C.   10 Days

D.   4 Hours

E.   8 Hours

Quiz Game Example Concepts

https://car-quizes.netlify.app/
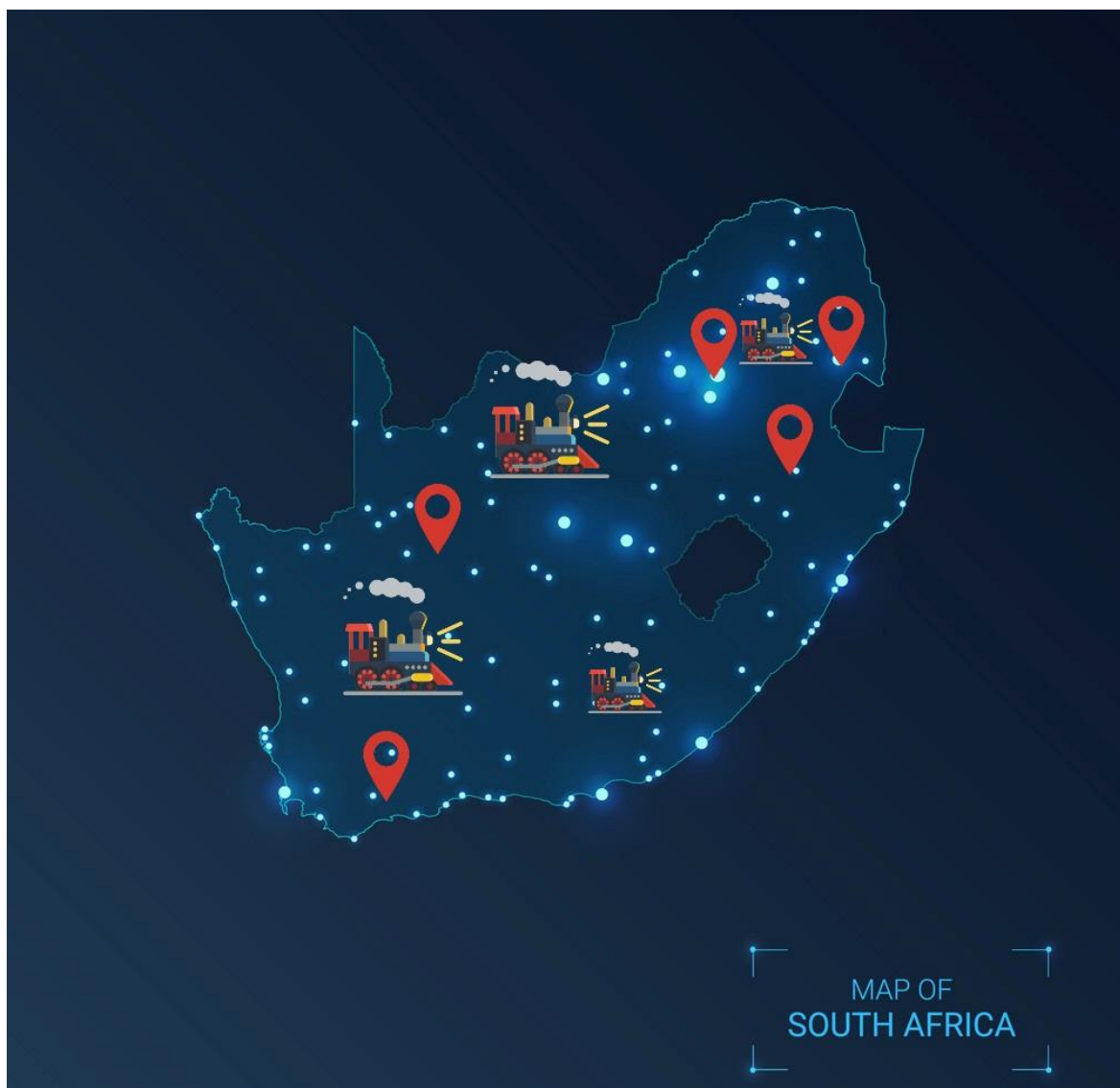
https://quize-fights.netlify.app/

The idea is participants would open a challenge; select virtual task which loads up the game quiz; Read the content, process, and instructions; answer quiz questions; after completing quiz points earned are allocated accordingly.

Once quiz game is complete, answers should be shown to player so they can learn

Look and Feel

Since game is based around the Amazing Race in South Africa, we want the platform to feel like players are racing around the country through the various landmarks (challenges) by train in order the achieve the grand prize and spot prizes along the way

MAP OF
SOUTH AFRICA

Game flow, Pages, Interfaces, Menus

Login screen to access the application (Registration can be done by admin)

Register domain www.nkgweterumble.co.za

Home page should have an animated background of our Amazing Race, showing a map of country with train moving through landmarks which are highlighted. Menu contains access to:

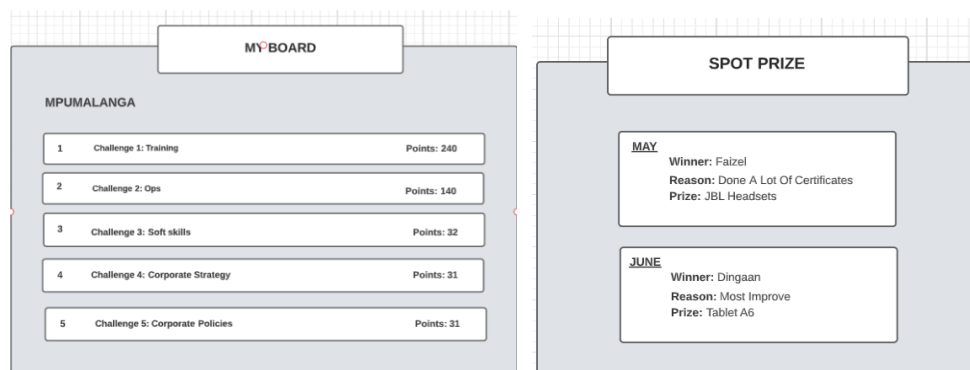Game Progress; My Board; Challenges 1 to 5.

Profile Page:-> Employee Number; Name and Surname; Team (Read Only, Admin can update)

Game Progress Page: Task Completed; Total Points; Upcoming task

My board: Show points per challenge.

Challenge 1 to 5 – Button to go into challenge

Admin Panel: For one user who can assign points for physical tasks, Overall moderator. And can get report on winning team and members

MY BOARD

MPUMALANGA

1	Challenge 1: Training	Points: 240
2	Challenge 2: Ops	Points: 140
3	Challenge 3: Soft skills	Points: 32
4	Challenge 4: Corporate Strategy	Points: 31
5	Challenge 5: Corporate Policies	Points: 31

SPOT PRIZE

MAY
Winner: Faizel
Reason: Done A Lot Of Certificates
Prize: JBL Headsets

JUNE
Winner: Dingaan
Reason: Most Improve
Prize: Tablet A6

Challenges Breakdown / Challenges Structure / Points System

Break down of all challenges information to be provided on placing of order

Timeline

Overall timeline is 6 months, from June to November

Challenge 1: Training

Start: June | End: November

Duration: 6 months

Challenge 2: Operations

Start: June | End: August

Duration: 4 months

Challenge 3: Soft skills

Start: September | End: September

Duration: 1 month

Challenge 4: Corporate Strategy

Start: October | End: October

Duration: 1 month

Challenge 5: Corporate Policies

Start: November | End: November

Duration: 1 month

Game Rules

All physical tasks points will be assigned by reporting managers and points will be audited and allocated by the game moderator

For virtual tasks, done on the platform. Points should be added automatically; There should only be one attempt per challenge task; All challenges should have a duration of 45 minutes max after which task will be closed

Once a challenge goes live or is open, Participants can complete the any of the tasks within that time span. For example, any soft skill tasks can only be done in September