**Project Charter**

Design and Implement a

Center of Excellence in Information Technology (CEIT)

Prepared by:

**eGov Guyana**

For Submission To The:

**Minister of the Presidency**

**July 2015**

Table of Contents

[A. General Information 1](#_Toc428370635)

[B. Project Scope 2](#_Toc428370636)

[C. Project Objective and Benefits: 2](#_Toc428370637)

[D. Assumptions 4](#_Toc428370638)

[E. Processes and Activities 4](#_Toc428370639)

[F. Project Milestones 5](#_Toc428370640)

[G. Project Success Measurements 6](#_Toc428370641)

[H. Status and Progress Reporting 6](#_Toc428370642)

[I. Administrative Approach 7](#_Toc428370643)

[J. Project Cost Estimate (US$XM) United States Dollars 7](#_Toc428370644)

[K. Key Resources: Roles, Responsibilities & Contact Information 8](#_Toc428370645)

[L. Reporting Lines of Communication 8](#_Toc428370646)

[M. Project Risks 9](#_Toc428370647)

[N. Issue Escalation 10](#_Toc428370648)

[O. Sustainability Measures 10](#_Toc428370649)

[P. Approvals 10](#_Toc428370650)

[Q. Signatures 11](#_Toc428370651)

1. General Information

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| Project Title: | **Establishment of a Center of Excellence in Information**  **Technology (CEIT)** | | | | | | | | | |
| Project Management Team [Lead Engineer and Support] | **Name** | **Role** | | | **Email** | | **Phone** | | **Level** | |
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| Project Sponsor: | Government of India / Government of Guyana | | | | | | | | | |
| Brief Project Description: | The Government of Guyana (GOG) has received a grant from the Government of India (GOI) towards the establishment of a Center of Excellence in Information Technology (CEIT) to cultivate and meet the Public Sector ICT skills requirements. The CEIT forms the basis for the requisite intense education of ICT professionals and knowledge workers in the Public Sector and partner agencies. High quality training is essential to (1) optimising the continuous and secure operation, use and perfective maintenance of the GOG ICT investments and knowledge assets in the delivery of public services and (2) catalysing opportunities to expand employment and promote economic growth through local ICT entrepreneurship endeavours across Guyana, and (3) salvaging the chance of obtaining acceptable return on investments in existing infrastructure. Against the backdrop of Government’s extant One Laptop per Family initiative; US$XM investment in the eGovernment ICT data and communications network that connects all government agencies; and the current insufficiencies in specific ICT skills, capabilities and resources to operate, management and maintain the complex eGov network infrastructure; the CEIT project initiative is a timely indicator of the tremendous potential of the ongoing bilateral relations between the Government of India and the Government of Guyana. The CEIT represents a shared desire to translate the relationship into concrete measures, whereby the CEIT can provide advanced and specialised training in ICT skills; that acknowledge the broad potential for cooperation between the two countries. After an initial hand-holding period of X years under the auspices of the Government of India, the CEIT shall be integrated into the Government of Guyana public service infrastructure. | | | | | | | | | |
| Project Cost: |  | | | | | | | | | |
| Key Stakeholders | Individual/Company | | | Role | | | | | | |
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|  | | |  | | | | | | |
| Location: | National Data Management Authority, University of Guyana, Turkeyen | | | | | | | | | |
| Implementing Agency: | eGov Guyana | | | | | | | | | |
| Prepared By: | eGov Guyana | | Date: | | | July 31, 2015 | | Version: | | 1.0 |

1. Project Scope

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| The scope of this project is to design, implement, pilot the operation and hand over to … a training facility in the form of a Center of Excellence in Information Technology for the purpose of building capacity in ICT professionals within the public sector. The focus of the operations of the Center of Excellence shall be to foster the development of international ICT industry standard best practices and skills within the Public Sector enabling government to effectively exploit existing ICT investments and to efficiently secure, operate, manage, use and maintain its ICT infrastructure and assets to deliver high quality public services. |

1. Project Objective and Benefits:

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| The objective of the CEIT Project is to provide general and specialised ICT training and knowledge as the means to develop the requisite attitudes and competencies in Public Sector ICT professionals in order to now successfully operate, use and maintain the eGov data and communications network as the platform to support and enhance Government’s capacity to deliver public services to the citizenry.  **The specific objectives are:**   1. Within two years, train …      1. Provide consulting services to line ministries …      1. …   **Benefits**  The primary benefits of this project are:   1. The Government of Guyana has the assurance of the availability of appropriately and adequately trained ICT professionals who shall ensure government’s business continuity through offering security, high availability, proper management and optimal use of the eGovernment data and communications network and government’s ICT assets. 2. Enhanced ability of public sector agencies to manage their ICT infrastructure and to protect against data theft and related cyber security risks, as more and more government information systems are brought online to provide higher quality of public services. 3. Optimisation of the total cost of ownership of the eGovernment network as well as ICT assets in the public sector. 4. …. |

1. Assumptions

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| The Assumptions of this project are as follows:   1. The Government of Guyana is committed to optimising its investments in the eGovernment network and ICT assets. 2. Financial resourcing from the sponsors for moving the project forward is available in a timely manner. 3. Potential trainees have the required capacity to achieve the expected level of competence in the various areas. 4. Stakeholder buy-in is obtained from stakeholders in the Public Sector. |

1. Processes and Activities

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| **Activities (Phase):** | **Duration** |
| Develop plan for the CEIT project for a period of two year from inception. | 2 weeks |
|  | 4 weeks |
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|  | 1 year |
|  | 2 years |
| Planning and organization of Graduation | 8 weeks |

1. Project Milestones

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| **Deliverable** | **Timeline** | **Individual/Agency Responsible** |
| CEIT Agreement with GOI |  |  |
| Curriculum for initial set of courses |  |  |
| Course Material to support initial curriculum |  |  |
| Physical Building Space for CEIT |  |  |
| Outfitted offices, labs, classrooms and washroom (LAN, furnishing, fittings etc) |  |  |
| Established Agreements with XX local Professional ICT Trainers |  |  |
| Agreements with two sets of XX participants for the pilot Train-the-Trainers programme |  |  |
| Core CEIT Administrative Team |  |  |
| Commencement of Training |  |  |
| Graduation of Cohort I and Cohort II |  |  |
| Duly endorsed permits, licenses and approvals for building new CEIT facility |  |  |
| Construction of new CEIT |  |  |
| Commissioning of new CEIT |  | GoG & GOI |

1. Project Success Measurements

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| **Indicator** | **Baseline**  **(Approx.)** | **End of Project**  **(Approx.)** |
| Number of public sector ICT personnel trained to train ICT workers at the level of ICT Administrators | 0 | XX |
| Number of community workers already in the government employ who are trained at the level of knowledge works | 0 | XX |
| Number of Master Trainers retained within the CEIT | 0 | XX |
| Percent of ICT professionals within the Public Sector that are appropriately trained to provide requisite ICT services for line ministries (using secondary data) | YY% | XX% |
| Number of trainees involved in ICT startup careers/initiatives | 0 | XX |
| Number of ICT training agencies in the public sector | 0 | XX |

1. Status and Progress Reporting

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| Approach |
| All members of the project management team shall be required to submit reports to the Head of CEIT, in relation to any aspects of the project in which they have been assigned a direct responsibility, in the reporting formats outlined as follows:   * Weekly reports (52 reports per year) * Monthly reports (12 reports per year) * Semi-annual reports (6 reports per year) * Annual reports (1 report per year) |

1. Administrative Approach

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| The Administrative approach for the execution of the CEIT Project is grounded in three core principles.   1. **Human Capital Management**   The project shall be managed by a team of XX specialist staff members including the Head of CEIT, YY Trainers; plus XX supporting staff. Refer to Key Resources: Roles, Responsibilities & Contact Information. Human capital satisfaction and commitment shall be handled to reflect how essential they are to success.   1. **Progressive Elaboration**   This approach involves iterative planning technique that ensures continuous improvement and detailing of project activities as new insights, more specific information and more accurate estimates become available.   1. **Results-Oriented Project Management**   To this end, performance benchmarks and milestones will be established for every activity in the planning, implementation and operation of the CEIT. |

1. Project Cost Estimate xxxx (US$XM) United States Dollars

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| --- | --- | --- | --- |
| **Code** | **Category** | **Type**  **(Capital/Current)** | **Estimates (GYD)** |
| CW.00 | Civil Works and Installations |  |  |
| OF.00 | Office Furniture |  |  |
| VE.00 | Vehicles and Equipment |  |  |
| TT.00 | Technical Assistance and Tech Introduction |  |  |
| TD.00 | Training and Development |  |  |
| CM.00 | Communication Services |  |  |
| WS.00 | Wages and Salaries |  |  |
| AC.00 | Admin and Operating Costs |  |  |
| CP.00 | Contingency Plans |  |  |
| TOTAL |  |  |  |

1. Key Resources: Roles, Responsibilities & Contact Information

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| --- | --- | --- |
| Sponsor: eGov Guyana | | |
| **Name** | **Title** | **Email / Phone** |
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| Project Manager: | | |
| **Name** | **Title** | **Email / Phone** |
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| Service Provider: | | |
| **Name** | **Title** | **Email / Phone** |
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| Client: eGov Guyana | | |
| **Name** | **Title** | **Email / Phone** |
| Mr. Floyd Levi | CEO |  |
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1. Reporting Lines of Communication

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| Sponsor: eGov Guyana | | |
| **Name** | **Title** | **Email / Phone** |
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1. Project Risks

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| Risk | Risk Description | Impact | Prob. | Mitigation Strategy |
| Flooding | Force majeure | H | M | 1. Use Elevated Building 2. Improve Access 3. Online Platform for Online Courses |
| Fire | Sources: Technical (electrical),  Social (arson, carelessness, etc.)  Interrupt Classes  Increase Operational Costs | H | M | 1. House Servers off-site 2. Institute Fire drills 3. Fire Proof Safe 4. Fire insurance |
| Theft | Larceny, Break and enter  Interrupt Classes  Increased Operational Costs | M | L | 1. Install Surveillance Cameras 2. Contract with Security Services 3. Grill access Points 4. Provide Accredited ID 5. Provide Biometric access |
| Technical | Vulnerability to:   * System malfunction * Virus and intrusion, * Cyber-attacks & threats, * Hackers, Hacktivists, * Electricity and power failure,   Network and loss of data  Interrupt Operations | M | M | 1. Procure Antivirus Software 2. Employ, train & retain Cyber security engineers 3. Technical Team for ops and maintenance 4. Procure UPS 5. Offsite backup storage |
| Social | * Inexperienced employees * Disgruntled employees * Deliberate acts by employees * Hobby Hackers, Script Kiddies, * Industrial espionage, criminals, * Dumpster divers, * Contractors, etc.   Disclosure of confidential documents, loss of data | H | H | 1. Implement strict employment conditions 2. Staff must supply Police Clearance and references at time of employment 3. Training and Orientation for all staff 4. Retain trainees within the public sector 5. Include security policies in contracts 6. Acquire shredding machine 7. Nondisclosure of confidential information. |

1. Issue Escalation

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| Approach |
| Any issue arising from this project that cannot be resolved by the appointed Project Manager and Steering Committee representatives shall be referred to the Chief Executive Officer for the attention of the Sponsor. |

1. Sustainability Measures

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| The project’s sustainability measures are:   1. Maintain high quality leadership and management of the CEIT. 2. Purposefully maintained Train-The-Trainers programme. 3. … |

1. Approvals

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| --- | --- |
| The acceptance/approval of any | |
| Name | Title |
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1. Signatures

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| **Client:** | | |
| **Name** | **Signature** | **Date** |
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| **Project Sponsor: eGov Guyana** | | |
| **Name** | **Signature** | **Date** |
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|  |  |  |
| **Service Provider –** | | |
| **Name** | **Signature** | **Date** |
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