**Development of a World-Class Network Infrastructure for uThukela District Hospital**

**Project Charter**

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Table of Contents

[Executive Summary 3](#_Toc173930888)

[Project Purpose/Justification 3](#_Toc173930889)

[Business Need/Case 3](#_Toc173930890)

[Business Objectives 3](#_Toc173930891)

[Project Description 4](#_Toc173930892)

[Project Objectives and Success Criteria 4](#_Toc173930893)

[Requirements 4](#_Toc173930894)

[Constraints 5](#_Toc173930895)

[Assumptions 5](#_Toc173930896)

[Preliminary Scope Statement 5](#_Toc173930897)

[Risks 6](#_Toc173930898)

[Project Deliverables 6](#_Toc173930899)

[Summary Milestone Schedule 6](#_Toc173930900)

[Summary Budget 7](#_Toc173930901)

[Project Approval Requirements 7](#_Toc173930902)

[Roles and Responsibilities 8](#_Toc173930903)

# Executive Summary

The executive summary should be a high-level summary of what issues or problems the project was created to correct.

The uThukela District Hospital in KwaZulu-Natal is launching a project to upgrade its IT infrastructure. With a budget of R2 million and a one-year timeline, the project aims to improve internet connectivity, enhance data management and security, and provide training for ICT staff. Key upgrades include new hardware, software, and advanced security measures, all in partnership with Openserve. This initiative will significantly improve the hospital’s operational efficiency and healthcare delivery.

# Project Purpose/Justification

## Business Need/Case

This section includes the intended effects of the business case (i.e. cost savings, process improvement, new product development, etc).

The uThukela District Hospital requires a significant upgrade to its IT infrastructure to enhance its operational efficiency, data security, and overall patient care. Currently, the hospital faces challenges such as poor internet connectivity, frequent loss of patient files, inadequate data storage, and insufficient security measures. By upgrading its IT infrastructure, the hospital aims to address these issues, ensuring reliable and secure IT systems which are critical for modern healthcare delivery and management. This project will not only improve internal operations but also enhance the hospital's integration with suppliers and external partners, ultimately leading to better healthcare outcomes for the community.

## Business Objectives

This section is the list Business Objectives for the project which should support our organizational strategic plan.

* **Value to the Organization:** This project will significantly improve the hospital’s operational efficiency, data security, and overall patient care by upgrading its IT infrastructure.
* **Alignment with Strategic Priorities:** The project aligns with the hospital’s strategic priorities by ensuring reliable and secure IT systems, which are critical for modern healthcare delivery and management.
* **Expected Results:** Reliable internet connectivity, secure data storage, improved data management, and enhanced overall hospital operations.
* **Deliverables:** Upgraded hardware, new software packages, advanced security measures, and trained ICT staff.
* **Benefits Realized:** Improved patient care, increased efficiency, and enhanced data security.
* **Problems Resolved:** Poor connectivity, data loss, security vulnerabilities, and inefficient IT operations.

# Project Description

This section provides a high-level description of the project.

The uThukela District Hospital in KwaZulu-Natal is initiating a project to upgrade its IT infrastructure. The aim is to improve internet connectivity, enhance data management and security, and provide comprehensive training for ICT staff. The project involves installing new hardware, implementing advanced software solutions, and upgrading security measures to ensure a robust and efficient IT environment.

## Project Objectives and Success Criteria

Objectives should be determined if the project is on the path to success.

**Project Objectives:**

* Enhance internet connectivity for reliable and fast access.
* Improve data management and security to prevent data loss and ensure patient confidentiality.
* Train ICT staff to handle the new infrastructure efficiently.
* Integrate the hospital's IT systems with external partners and suppliers for seamless operations.

**Success Criteria:**

* Achieving reliable internet connectivity throughout the hospital.
* Ensuring secure and efficient data management systems.
* Successful training of ICT staff, leading to minimal downtime and efficient handling of IT issues.
* Meeting the project timeline and budget constraints.

## Requirements

The project team should develop a list of all high-level project requirements. These requirements are clear guidelines within our project and must conform with the results of the input from the project sponsor, customer, stakeholders, or the project team.

This project must meet the following list of requirements to achieve success.

* Reliable and fast internet connectivity.
* Secure data storage and management systems.
* Advanced security measures to protect against cyber threats.
* Comprehensive training programs for ICT staff.
* Seamless integration with external partners' systems.

## Constraints

Constraints are restrictions or limitations that the project manager must deal with pertaining to people, money, time, or equipment. It is the project manager’s role to balance these constraints with available resources in order to ensure project success.

The following constraints pertain to the project:

| **Resource** | **Constraints** |
| --- | --- |
| Initial Funding | R2 million allocated by the uThukela District Municipality |
| Personnel | Limited to Lehlogonolo Tshehla, Rofhiwa Montjane, Fahima Patel, and five existing ICT support staff |
| Hardware Procurement | 20 new desktop computers, 5 laptops, 5 printers, and necessary network equipment |
| Software Licenses | Purchase of operating systems, antivirus software, and data management applications |
| Training Materials | Development and provision of training manuals and hands-on training sessions for ICT support staff |
| External Services | Contract with external service providers for network setup, security configuration, and support |

## Assumptions

The project team must identify the assumptions they will be working under as the project goes forward. These assumptions are what the project manager/team expect to have or be made available without anyone specifically stating so.

The following are a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

* Availability of required funding throughout the project lifecycle.
* Access to necessary hardware and software resources.
* Cooperation from hospital staff and external partners.
* Timely procurement of equipment and software.
* No major changes in hospital policies or external regulations affecting IT infrastructure.

## Preliminary Scope Statement

The preliminary scope statement is a general paragraph which highlights what the project will include, any high-level resource or requirement descriptions, and what will constitute completion of the project.

The project will include upgrading the hospital's IT infrastructure by installing new hardware, implementing advanced software solutions, and enhancing security measures. Key resources include a budget of R2 million, a team of ICT specialists, and support from Openserve. The project will be considered complete when the new IT infrastructure is fully operational, all staff are trained, and the system is integrated with external partners.

# Risks

This section provide a list of high-level risks that the project team has determined applying to this project.

The following risks for the project have been identified. The project manager will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

* **Budget Overrun:** Mitigation by strict budget monitoring and contingency planning.
* **Schedule Delays:** Mitigation by detailed project planning and timeline tracking.
* **Technical Failures:** Mitigation by thorough testing and backup solutions

# Project Deliverables

This section should list all of the deliverables that the customer, project sponsor, or stakeholders require upon the successful completion of the project.

The following deliverables must be met upon the successful completion of the ISA project. Any changes to these deliverables must be approved by the project sponsor.

* Comprehensive project plan and timeline.
* Procured and installed hardware and software.
* Fully operational upgraded IT infrastructure.
* Trained ICT staff and documentation for ongoing support.
* Integration with external systems and partners.

# Summary Milestone Schedule

This section provides an estimated schedule of all high-level project milestones. It is understood that this is an estimate and will surely change as the project moves forward and the tasks and milestones and their associated requirements are more clearly defined.

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

|  |  |
| --- | --- |
| **Summary Milestone Schedule – List key project milestones relative to project start.** | |
| **Project Milestone** | **Target Date (dd/mm/yyyy)** |
| 1. Project Planning | /08/2024 |
| * Hardware and Software Procurement | /09/2024 |
| 1. Network Installation and Configuration | /11/2024 |
| 1. Security Implementation | /01/2025 |
| 1. Staff Training | /0/2025 |
| 1. Project Review and Final Adjustment | /02/2025 |
| 1. Project Completion | /03/2025 |

# Summary Budget

The following table contains a summary budget based on the planned cost and estimated costs required for successful completion of the project.

|  |  |
| --- | --- |
| **Summary Budget – List component project costs** | |
| **Description** | **Cost** |
| 1. Hardware procurement | R800,000 |
| * Software licensing and implementation | R500,000 |
| 1. Training programs | R200,000 |
| 1. Security measures | R300,000 |
| * Contingency fund | R200,000 |
| **Total** | **R2,000,000** |

# Project Approval Requirements

The organization must understand when the project has reached a successful completion.

Success for the IT Infrastructure Upgrade project will be achieved when a fully tested and operational IT system, including all necessary hardware, software, and security measures, is fully deployed throughout the uThukela District Hospital within the time and budget constraints outlined in this charter. Additionally, success includes the comprehensive training of the ICT staff and the seamless integration with external partners' systems. This measure of success must also encompass a recommendation list for future IT infrastructure improvements to ensure continued operational efficiency and security. Success will be determined by the Project Sponsor, Openserve, who will also authorize the completion of the project.

# Roles and Responsibilities

This section explicitly states the roles, responsibility, and authority level. Depending on the organization and scope of the project.

**Roles and Responsibilities:**

* **Sponsor:** Openserve
  + **Role:** Provides overall direction on the project.
  + **Responsibilities:**
    - Approve the project charter and plan
    - Secure resources for the project
    - Confirm the project’s goals and objectives
    - Keep abreast of major project activities
    - Make decisions on escalated issues
    - Assist in the resolution of roadblocks
* **Lehlogonolo Tshehla:**
  + **Role:** Project Manager
  + **Responsibilities:**
    - Overall project coordination
    - Timeline management
    - Stakeholder communication
* **Rofhiwa Montjane:**
  + **Role:** IT Infrastructure Specialist
  + **Responsibilities:**
    - Overseeing the installation and configuration of the network and hardware components
* **Fahima Patel:**
  + **Role:** Network Security Expert
  + **Responsibilities:**
    - Implementing advanced security measures
    - Ensuring data protection