|  |  |
| --- | --- |
| A picture of a winding road and trees  Mzamomtsha Project Plan  Mzamomtsha Primary School Website | Summary  Tech Loyalties’ project plan to build the Mzamomtsha Primary School website to increase the school’s online presence.  Tech Loyalties  Introduction to HTML & CSS |

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# Scope

Mzamomtsha Primary School is a school in Drifts Sands, an informal settlement in Port Elizabeth, Eastern Cape. The school started with Grade 1-7, however, due to the increase in education demand, have implemented Grade 8-12.

Mzamomtsha Primary School needs assistance to improve the school and get more staff. The school has decided the best way to start solving the problem, is to establish an online presence, which our software development team has picked up. The project will take course over the period of 6 months, January – June 2023.

Tech Loyalties, a software development team, will be developing a website for the school to assist them with promoting themselves online. Our team consist of the project manager, quality assurance members, administration, and software developers.

# Stakeholder Analysis

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Stakeholders** | **Political** | **Economical** | **Social** | **Technological** | **Environmental** | **Lawful** |
| **School staff** |  |  | Being THE STAFF OF THE SCHOOL, they can influence the students and community | Provides the Dev team with information about the school and environment |  |  |
| **School students** |  |  |  | Provides the Dev team with information about the school and environment | Can affect the working environment of the Dev Team |  |
| **School parents** |  | Could provide funding | Could cause social unrest if they don’t like the website | Provides the Dev team with information about the school and environment | Rioting |  |
| **Website users** |  | More users use the website the more money the school can make from it |  | Could affect the website design and future iterations |  | Could use the website for other purposes than intended |
| **Project manager** |  | Manages how resources are spent | Has to interact with people on behalf of the dev team and build a relationship | Has to choose which technical feature to implement | In charge of the working environment and needs to maintain a good one | Need to make sure no laws are broken while building website |
| **Dev team** |  |  |  | Builds the website |  |  |
| **Funders** |  | Give the for money to build the project |  |  |  |  |
| **Drift Sands** |  | Could draw funds together to build website | Control how the website is seen as if they say it is a negative then its bad | Can decide what feature to implement | Riots | Riots |
| **Government** | Need to a certificate to conform that this is the school actual website |  |  |  |  | Could change law to remove the need for an official document to prove that the website belongs to the school |

# Stakeholders Management

## Stakeholder identification:

* School staff
* School students
* School parents
* Website users
* Project manager
* Dev teams
* Funders
* Drifts sands
* Government

## Stakeholders interest:

* School staff: increase media exposure as well as potential investors/funders. (Medium to large amount of influence over website)
* School students: increase media exposure (little to some influence)
* School parents: increase media exposure (little to some influence)
* Website users: could attract potential investors/funders or a school to attend too (increase students/teacher population).
* Project manager: the website being a success as well as, a profitable salary
* Dev teams: profitable salary and a success in project (website)
* Funders: grant an investment
* Drifts sands: improved education environment/provides a better education experience.
* Government: improved financial stability

## Communication Management Plan:

* School staff: staff meeting/discussion/email/written notice document
* School students: survey/questionnaire
* School parents: discussion/meeting/email
* Website users: Not Applicable/ via website/email
* Project manager: meeting/discussion
* Dev teams: meeting/discussion
* Funders: email/ potentially an interview (from funders to Dev team/school)/ discussion
* Drifts sands: send out notices/email/ not applicable.
* Government: inspection/meeting/email

## Influence and engage with the stakeholder:

Having regular meetings or discussions about the project will aid in engaging with stakeholders, which helps in creating a better website and or what the stakeholders expects.

Conducting surveys with stakeholders helps in solving issues based on the project.

Map stakeholders to measure the return over investments (ROI) of your stakeholders; creating a mapping of stakeholders in the beginning of the project and then tracking your engagement throughout the project, and then drawing up another mapping of stakeholders and realizing how effective the dev team at getting your stakeholders more engaged on the issues that the Dev team faces.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Medium** | **Communication** | **Frequency** | **Goal** | **Audience** |
| In person meeting | Meeting | Once, at the start of the project. | Introduce project, set goals, confirm objectives and deliverables needed | -Project manager  -Project sponsor  -Director of project management  -Development team  -Additional stakeholders |
| Microsoft Teams | Meeting | Every Monday at 08:00 | Review status of the project | Project team (Project manager and dev team) |
| Team stand-ups | Meeting | Daily | Discuss what each team member did yesterday, what they’ll focus on today, track any blockers. | -Project manager  -Development team |
| Team Gantt | Task progress updates | Daily | Share daily progress made on project tasks | -Project manager  -Development team |
| In person meeting (Email with design sent prior to meeting) | website design review | Once after initial website design complete | School staff to provide feedback on the system design | Development team and the school |
| Emails | Check-ins/meeting recap | Every Monday morning | Update main stakeholders on project status and give them opportunity to ask questions | Project manager and main stakeholders |
| In person meeting | Project review | At milestones | Present project deliverables, gather feedback and discuss next steps | Project manager  Development team and main stakeholders |
| In person meeting | Post-mortem meeting | At the end of the project | Assess what worked and what did not work and discuss what actions to take | Project team |

# Change Management

## What is a projectchange management plan?

The Project Change Management Plan documents the process for requesting, logging, evaluating, and approving (or denying) scope/schedule/budget changes requested during a project. Changes during a project are likely. By implementing a disciplined, systematic change management process, changes can be effectively managed. The impacts can be fully understood, and informed decisions can be made without endangering the project objectives, timelines or customer expectations.

**Why create a project change management plan?**

A project change management plan establishes and communicates the process to manage the change that is likely to occur during a project by assessing its impact on budget, schedule, scope, resources and stakeholders.

**How to use this template**

This template provides a guide for project managers to develop a project change management plan for technology and/or business system projects. Additional sections may be added or removed according to the specific business circumstance and need.

## Change management:

* Benefit-realization tool
* Way to ensure achievement of results and outcomes.
* Approach for driving greater ROI.
* Vehicle for optimizing adoption and usage.
* Tool for avoiding excessive project cost.
* Approach for mitigating project risk.

## Types of change management:

* Anticipatory: This involves planning changes in advance of an expected situation. Once the project manager affirms the likelihood or even inevitability of such an occurrence, they can set plans in place for when it arises. An example could be a change management plan for when a senior employee hands in their notice.
* Reactive: A reactive approach is used when an unforeseen event occurs. This type of change management is often employed in crisis situations, where there is little time to plan, and the project manager must think on their feet. Reactive change management is not ideal but often necessary.
* Incremental: This refers to introducing gradual changes over a prolonged period, such as the ongoing addition of new features to an existing app. As these alterations are small, they are unlikely to cause any upheaval in the overall project. Incremental changes are closely linked to scope creep in project management.
* Strategic: These changes are much larger and can affect the overall direction of an organization. A strategic shift in project management could involve implementing brand-new technology, requiring a rewrite of the original project plan.

## Purpose

The Project Change Management Plan documents the process for requesting, logging, assessing, and approving (or denying) various types of changes requested during an active project. A change management plan helps manage the project change process, and ensures the effective control of budget, schedule, scope, communication, and resources. The change management plan will minimize the impact a change can have on the business, employees, customers, and other important stakeholders.

## Change Management Process

The Change Control Process outlines the methods of identifying, planning and implementing changes to the project.

| **Responsible** | **Process Step** | **Description** |
| --- | --- | --- |
| **Requestor** | 1. Identify the need for a change. | Submit a complete change request form to the project manager. |
| **Project Manager** | 1. Log change in the change request log. | Maintain a log of all submitted change requests throughout the project’s lifecycle. |
| **Project Manager, Team, Requestor** | 1. Evaluate the change. | Conduct a preliminary analysis of the potential impact of each change to risk, scope, schedule and cost and seek clarification as needed from team members and the change requestor. |
| **Project Manager** | 1. Submit change request to Change Control Board (CCB). | Submit the change request and preliminary analysis to the CCB for review. |
| **Change Control Board (CCB)** | 1. Make final decision to approve or deny change request. | Discuss the proposed change and decide whether it will be approved based on all submitted information. |
| **Project Manager** | 1. Communicate the decision. | Communicate decision to requestor, team members and stakeholders. |
| **Project Manager** | 1. Implement the change. | If a change is approved by the CCB, update and re-baseline project documentation as necessary. |

## Change Control Board

The Change Control Board (CCB) is the approval authority for all proposed change requests pertaining to the project. The purpose of the CCB is to decide whether to approve, deny or defer change requests based on their impact to project risk, schedule, scope, and/or cost. The following chart provides a list of the CCB members for the project:

| **Name** | **Project Role** | **CCB Role** |
| --- | --- | --- |
|  | Project Sponsor | CCB Chair |
|  | Project Manager | CCB Member |
|  | Project Technical Lead | CCB Co-Chair |
|  | Project Operations Lead | CCB Member |

As change requests are submitted to the project manager by the project team/stakeholders, the project manager will log the requests in the change log, and work with the team to assess the impact. The CCB will convene every other Friday to review all change requests. For a change request to be approved, all CCB members must vote in favor. In the event more information is needed for a change request, the request will be deferred and sent back to the requestor for more information or clarification. If a change is deemed critical, an ad hoc CCB meeting can be called to review the change prior to the next scheduled CCB meeting.

# Roles and Responsibilities

The following are the roles and responsibilities for all change management efforts related to the project.

## Project sponsor

* Approve all changes to budget/funding allocations.
* Approve all changes to schedule baseline.
* Approve any changes in project scope.
* Chair the CCB.

## Project manager

* Receive and log all change requests from project stakeholders.
* Conduct preliminary risk, cost, schedule, scope analysis of change prior to CCB.
* Seek clarification from change requestors on any open issues or concerns.
* Ensure all documentation revisions/edits are completed as necessary for all approved changes.
* Facilitate the CCB meetings.

## Project team/stakeholders

* Submit all change requests on change request forms.
* Provide all applicable information and detail on change request forms.
* Be prepared to address questions regarding any submitted change requests.
* Provide feedback as necessary on impact of proposed changes.

**Apply Change Management to Organizational Projects and Initiatives**

At the project level, change management is a benefit-realization and value-creation measure applied on initiatives. It is a structured approach to create customized and scaled strategies and plans to drive employee adoption and usage (prosci, 2023). It is a way to ensure that a project achieves intended benefits and outcomes, realizes ROI, mitigates costs, and risks, and creates value. It is a way to ensure that projects and initiatives are more success.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Matrix** | | | | | | | |
| **Risk** | **What Can Go Wrong?** | **Effect** | **Consequence Score (/5)** | **Frequency Score (/5)** | **Risk Grade (/25)** | **Mitigation Plan** | **Risk Grade after Mitigation (/25)** |
| Pages load | Long loading period or pages could not load. | Users will leave the site before viewing it or visit the site less often. | 3 | 3 | 9 | Evaluate the servers for the best option; or have a fun/ aesthetically pleasing loading page. | 2 |
| Page elements' device screen size adjustment | Page content and images may move to awkward or user hindering positions. | Content may become unviewable, or users may be unable to navigate the website. | 4 | 5 | 20 | Automated built in functionality to adjust according to screen. | 2 |
| Page elements' window size adjustment | Page content and images may move to awkward or user hindering positions. | Content may become unviewable, or users may be unable to navigate the website. | 4 | 5 | 20 | Automated built in functionality to adjust according to screen. | 2 |
| Content change | Client may not know how or may be unable to correctly change website's content. | Website visitors will receive outdated information. | 4 | 4 | 16 | The school will need to consider hiring an external website developer or training a staff in website development to be able to regularly update the website. | 10 |
| User friendly UI | Website may be difficult to navigate and understand. | Users will leave unappealing or hard to navigate websites. | 2 | 1 | 2 | UI will be tested for favourability among users and the website has flexibility for it to be improved at a later date. | 1 |
| Platform repairs | Website platform may have to be shut down for more complex repairs or updates. | Long periods of website being down can rapidly decrease its online exposure | 5 | 2 | 10 | Updates to be done in small packages so that the whole website won't need to be shut down and repairs will be quick; one page can be shut down at a time so the whole website won't need to be unavailable | 2 |

# Risk Management

# Schedule Management

Figure : Project Plan Schedule Part 1

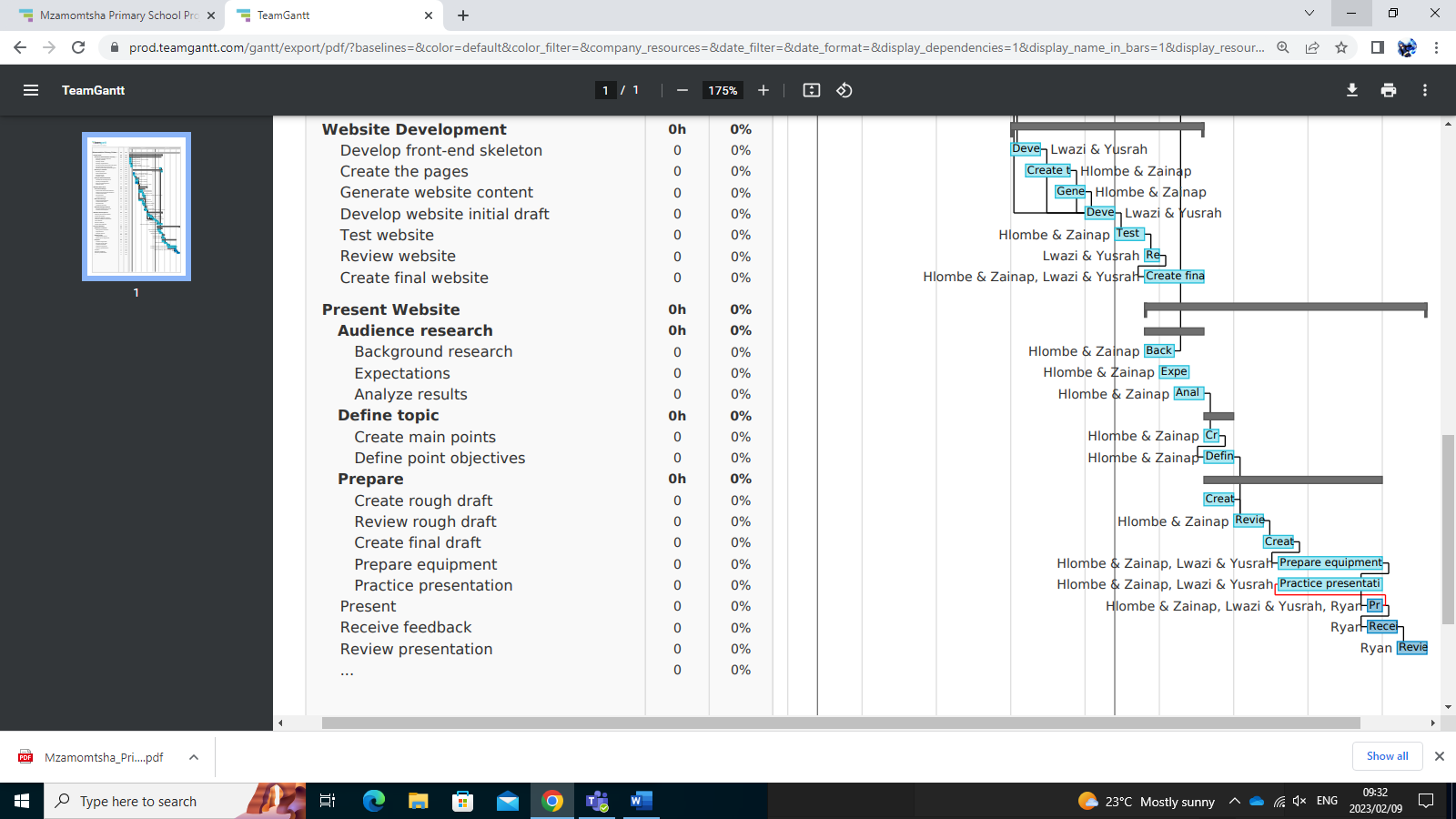


Figure : Project Plan Schedule Part 2

# Website Requirements

## Functional requirements

* **Home page**
* This is the opening page of the website; it provides content that the user will see when accessing the website.
* This page allows the user to navigate to other website pages by making use of links and buttons provided to them in this page.
* **About us Page**
* This page provides important details about the school, who they are, where they are located and a reflection of the purpose and personality of the school and its owners or top employees.
* **Events Information Page**
* This page gives details about the current school events taking place.
* Provides details of previous school events including pictures from that event.
* Provides all details of any future school events that will take place.

## Non-Functional requirements

* **Reliability**
* The website is expected to be completely functional at least 98% of the time.
* Down times after failure shall not exceed 24 Hours.
* **Usability**
* Users who know what they want from the website should be able to locate and view that page in less than 20 seconds.
* **Performance**
* Multiple users will be able to access the website without any problem.
* **Security**
* Sensitive information like passwords and user ID numbers are to be protected and can only be viewed by the owners only.
* **Supportability**
* The website will accept any updates or additions without too much work of reengineering or developing.
* Any search engine should allow users to view the website.
* **Online user Documentation and help**
* The website should have a help page that is accessible from all other pages, this help page should give clear instructions to users as to how to navigate through the website.

# Quality Management

## What is Quality Management?

Quality management is known to be the act of overseeing different activities and tasks within an organization to ensure that products and services offered, as well as the means used to provide them, are consistent (Team, 2022). It helps to achieve and maintain a desired level of quality within the organization.

## Quality Control Planning

The first step of quality management is planning. You need to take the time to identify your goals and what you want your baseline to be. You should determine what your quality standards are, the requirements necessary to meet these standards, and what procedures will be used to check that these criteria are being met. In this planning stage, you will want to consider:

* What your stakeholder’s expectations and priorities are, if applicable
* What your company’s definition of success is
* What legal standards or requirements are in place that must be abided by
* Who will handle each role in the quality management process (supervision, testing, etc.)
* How often processes will be evaluated for improvement?

## Quality Control

Once you have a plan in place, quality control comes into play. This is the process of physically inspecting and testing what you laid out in the planning stage to make sure it is obtainable. You need to confirm that all the standards you have put into place are met, and you need to identify any mishaps or errors that need to be corrected. The sooner you can catch these errors, the better. As such, you should be paying attention to all aspects of the product, including both the materials used and the process of putting them together.

Once the inspection data has been collected, it should be displayed in a way that makes it easy to analyze. You can create histograms, run charts, or cause and effect display, and then easily share them through your document management software to make sure everyone has access to them.

## Quality Assurance

While quality control involves inspecting the actual products or services in the field, quality assurance is reviewing the delivery process of services or the quality management manufacturing of goods. By inspecting your goods or services at the source, you can catch mistakes before they reach the customer. You can also fine tune your processes to prevent errors in the future. When reviewing your product or service during this stage of quality control management, you will want to follow these steps:

* Confirm that everything is operating as it was agreed upon during the quality planning stage
* Measure how effective your pre-determined processes are and confirm that all compliance needs are being met
* Take note of any lessons learned.
* Identify areas where there is an opportunity for a smoother process.

To be effective, quality assurance must be completed regularly through independent audits. For the best results, have the audit completed by a third-party that is not financially or emotionally invested in the outcome.

## Quality Improvement

Finally, after completing the quality control process, you need to thoroughly review your findings and come up with a way to improve your methods going forward. Quality control management is fruitless if you are not willing to make changes when they are necessary. The desire for continual improvement is the goal for every successful company. So, gather all your data, re-evaluate both the processes and the product—always keeping compliance in mind—and then begin the quality control management process again. With each cycle, you will end up with a better product, happier customers, and more profit in your pocket.

# Resource Management

## RACI Matrix

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **Lwazi** | **Hlombe** | **Zainap** | **Yusrah** | **Ryan** |  |  |  |
| Information Gathering | R/A | R/A | R/A | R/A | R/A |  |  |  |
| Web design | I | I | R | A | I |  | R | Responsible |
| Framework Builder | R | R | I | I | A |  | A | Accountable |
| Colouring | I | I | A | R | I |  | C | Consulted |
| Substance | I | I | I | A | R |  | I | Informed |
| Features | R | A | I | I | I |  |  |  |

## Project Organization Chart

Project Sponsor (Drift Sands)

Project Manager (CapaCiTi)

IT Team (The Development Team)

## The Project Management Team and Project Team

**Recruitment –** Team Member will be recruited from the CapaCiTi campus. Specifically, from the system development department as they will have all the skill needed.

**Project Management –** Will be CapaCiTi itself as they are overseeing the entire venture. This is their practical training. They will also function as the main way for communication for the project team.

**The Project Team –** Will be the members recruited from CapaCiTi.

## Training and Development

No training nor development will be need as CapaCiTi trains its students in all the work necessary for the development of the project. Should the project team run into issue they are free to consult outside resources as well there will be a project overseer provided to check the team’s work. They are free to as help from their overseer.

## Rewards and Recognition

### **Recognition**

Work done quick and well will be upholder as an example to the rest of the team. The overseer will personally thank them for their good work.

### **Rewards**

Depending on the quality and timing of the work, an extra day off could be given or a small monetary bonus. The bonus also functions as an incentive for good work.

# Financial Management

## Budget

### Income Sources

* Funders
* Donations
* Ads on websites

### Expenditures

* Financial Incentives
* Website Hosting

## Management of finances

The main objective is to get a website up and running and keeping it running. To that end the main funds will be coming from the funder Drift Sands (The communities’ government).

There are financial incentives for the dev team to supersede the goals of the project manager. It is not guaranteed that the dev team will meet the requirements for the incentive so the budget will need to be flexible to that end.

## The Numbers

The amount of funding expected from funders is around R50 000. This magical amount will be drawn from the local community businesses as it is estimated that they should be earning around R500 a day. The funders will be enticed by the opportunity to increase the consumer base as well as with an increase in revenue.

As this is a local project, the local will feel more inclined to donate as they are directly affected. Population of Mfuleni is around 50 000 and Keyalitha 400 000 and well with 800 students we can assume a minimum of 3000 people in Drift Sands giving us access to 140 000 possible people to donate to our cause. Since most of the earn between R1 – R1600 that leaves us with small bills or large bank transactions. As those with money would use a transaction since transaction fees are a thing, while the majority would probably give cash be it R100 or R5. If we look at the minimum amount, we could possibly get its around R20 000. Even if there is such a large population not everyone would want to donate to the project.

Government funding should never be relied on. If we are to speculate since this is a miniscule project, we could rely on around R30 000. Since there is no example of the government sponsoring a school website before.

Which gives us a capital pool of R110 000 with R30 000 unreliable, so just R80 000. Possible funding from ads is not included in this estimate.

The once of expenditures are dev team performance bonuses which will add up to a maximum of R8000 over the duration of the project.

The possible expenditure for the year is around R378.00

* Website domain name is R100 a year.
* Website protection services is R128 a year.
* Website hosting is R150 a year.