



ASSIGNMENT 2

PART A

Project Management IT6502
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Executive Summary

Talofa lava, in this report we have developed a project plan in reflection of a business proposal that meets the specified requirements and goals for our client Kiwi Health Care Insurance Inc. We have created formal documents that present avenues for the company to delve into that may effectively assist with improving staff health, uplifting company image and overall reducing business costs.

The formal documents as part of this project are a Project Charter, Gantt Chart and Network Diagram created in Microsoft Project. The undertaking of the project is explored by creating specific steps required to meet company objectives and constraints. A thorough in-depth detailing of Project Scope, Project Objectives, High Level Timeframe, Budget and Risk Assessment in our Project Charter.

The report is finalised with a data visualisation of these within a Microsoft Project file that has a captured baseline of the developing project enabling Kiwi Health Care Insurance Incorporation to see the results and analyse the scheduled task durations, resource name, cost allocation, dependencies, milestones to achieve the overall strategic plan.

Project Charter

Project Name: M&M Intranet Project

Project Sponsor: Keith Lange

Project Manager: Sara Mati

Date: 1-06-2024

Related Documents

Document Name	Purpose	Location
IT Asset Register 2024	IT Infrastructure	IT Department

Version	Date prepared:	Prepared by:	Approved by:
1.0	1.5.24	IT Development	Sara Mati, Keith Lange

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1. Project Scope

1.1 Scope Description

- KHCI are seeking to improve employee health standards to help reduce staff health costs thus providing the need for the Mind and Movement Project (M&M).

Key values

- Providing a product that creates an incentive for employees to use and better their health
- Application capabilities to register for programs, classes and health tracking.
- Reducing internal staff costs by exploiting web-based technologies
- Promoting company Health Care philosophies and products
- Promoting the Company image, products and services to customers, suppliers, and potential employees

Outcomes

- Developing a product that is informative, fast, user-friendly, and fun to use
- All required testing has been completed
- M&M project reflects KHCI key goals in its strategic plan
- Application is created within the time schedule of 6 months and within a budget of \$250,000

1.2 Deliverables IN Scope

The listed deliverables are IN scope. These deliverables will be undertaken by **M&M Project**.

Proposed Application with the below capabilities:

1. Registration – Develop a registration function that enables employees register for various programs (soccer, softball, walking, volleyball, swimming teams)
2. Tracking – Create a system that tracks employee recreational and health-management programs. Step counter, class visits, heart rate monitor and participation counts.
3. Rewards – Reward system for employees who achieve weight goals, win sports competitions etc. Occasional notification settings to encourage user engagement.
4. Health Management – Employees to manage and monitor weight, reduce stress, stop smoking and manage other health related issues. Updating current health measurements, GP visits, current conditions and daily update.

1.3 Deliverables OUT of Scope

The listed deliverables are Out scope. The deliverables will not be undertaken by **M&M Project**. OUT scope is for deliverables identified, but will not be undertaken by the project

1. Database integration – Existing employee database is excluded from the new project database
2. Marketing – External marketing to non-employees, customers etc. has not been outlined
3. Analytics – Collection of data analysis of employee health data regarding what is being collected
4. Device Application – Adaption for other electronic mediums for application to be accessible such as iPads, Apple Watch, etc.

1.4 Unresolved Issues (these may influence scope depending on the outcomes)

The listed issues are related to specific deliverables for **M&M Project**.

1. Security Testing – Clarifying Techno Geeks involvement in the process and the how much testing required. These may influence the delays or cost depending on the hours resourced for this testing.
2. Paternity Leave – Project timeline will need review regarding resource allocation of employee Yousef Brown. The availability of other programmers, and Lee James possibly assigned extra workload.
3. User Engagement – Addressing the projection of high levels of engagement and how this would impact the system. These are to check how the system would respond to above normal engagement and develop trouble shooting methods.
4. User Acceptance Testing – Availability of user representatives will need to be confirmed to test the application and how many are required for this operation. Also involving employees and scheduling their availability around rostered time to trial possible prototypes.

2. Project Objectives and Success Criteria

2.1 Project Objective & Success Criteria

1. “Reducing internal staff health costs by improving health through web-based technologies”. As specified in the reasoning for the M&M project proposal by the IT department. It is identified we can target these issues using technology by creating an easy-to-use application. The long-term resolution given engagement will resort to sustainably cost saving.
2. “Promoting Kiwi Health Care Insurance health care philosophies and products to employees”. The company operates in the health industry providing products for customers across the country, however, has identified an issue within the health of their own employees. KHCI is now delegating efforts to provide more emphasis on what it is promoting on a grand scale, internally. This is the time serving of healthier employees.
3. “Improving company image by making Kiwi Health Care Insurance more attractive to potential employees”. The appeal of a friendly user-interface application and design to be aimed at creating a product that reflects company ideology. The development and design team use visual eye-catching techniques that embody the promotion of companies targeted audiences and the simplicity of use.

Time: Completing the project with the six-month allocated time schedule

Cost: The project is within budget of \$250,000.00

Scope: Developing the web-based technology for M&M project

Quality: Ensuring the system is user-friendly, fast, easy to use encouraging employee usage

3. Key Project Stakeholders

Stakeholders name	Title	Interest
Sara Mati	Senior Project Manager	Team Management. Supervisor.
Keith Lange	Head of IT	Project Sponsor. IT Manager.
Yousef Brown	Programmer/Analyst/Assistant Project Manager	Development and implementation of the application
Trevor Paterson	Database Designer/Analyst	Database design and analysis
Mary Green	Business Analyst	Requirements gathering and analysis
Lee James	Programmer/Tester	Testing and coding of application
Alex Pepper	HR	Managing Employee contracts and conditions
Cassie Salt	Finance Representative	Budget advisor
Techno Greeks	IT Consulting Firm	Security Testing

3.1 Stakeholder and Project Team Decision Making Roles and Responsibility

Roles	Responsibility
Project Manager (PM)	Co-ordinating the elements of the project aiming for project completion on time, within project budget and overall meets project goals. Involving decision making and important management of the project.
IT Head	Ensuring the successful technological delivery of the project by verifying standards of work by approval and guidance. Checking the application creation and debugging has been performed.
Business Analyst	Requirement gathering and analysis, understanding needs of stakeholders and ensuring business efficiency. Closely working with employees and analysing feedback to identify a clear idea of what is required for the designers and developers to create the product.
Programmer/Tester	Co-ordinating and formulating the development and testing of the application. Strategies involved with iterative approaches on coding, thorough and adequate testing.

Database Designer	Responsible for the design, implementation, maintenance of the project database. Reflecting the requirements on an effective design and meeting quality.
HR Representative	Engagement and feedback of employees, managing staffing requirements
Finance Representative	Handling all financial aspects of the project. Project is within a given budget and making it clear to remain within during extra resource allocation.

4. Assumptions, Dependencies, Constraints

The project team has identified assumptions, constraints and dependencies by using experience and a diverse range of skills to plot key points of difference to navigate towards project completion. These are overcoming any potential roadblocks with a close eye by supporting Project Manager and availability of extra assistance.

4.1 Assumptions

The following assumptions have been made in relation to the project:

Assumption	Impact if not true
Employee participation in programs	Rising costs of employee health and ineffective project investment.
IT Infrastructure availability	Financial costs and possible project delays if discovering a need for extra infrastructure to support application requirements. IT head of department ascertain of no further equipment required.
Consultants (Techno Geek)	Extra assistance/resource allocation to any area not explored. Budgeting advisors on standby to seek assistance with Techno Geeks as with sign off by Project Manager.
Employee Availability	Plan projected around the informed unavailability of one employee for paternity leave. Additional staff leave would lead to delays. HR is working closely to ensure appropriate staffing.

4.2 Dependencies

The following dependencies have been identified for the project:

Dependency	Impact
Planning (Requirement Gathering)	Delay in requirements gathering if stakeholder meeting is not held to commence project initiations.

Execution (Design Phase)	Delay in design phase if risk management has not been completed as part of the finalizing the project planning process.
Monitoring (Performance Reporting)	Delay in reporting and quality reviews if user acceptance testing has not been completed.
Closing (Final Sign-off)	Delay in finalizing the overall project completion if monitoring report outcomes have not been assessed for risk.

4.3 Constraints

The following constraints have been identified for the project:

1. Budget of \$250,000
2. 6 month targeting project completion date
3. Remuneration rates currently 10% below industry standards
4. Chronic shortage and limited availability of programmers and business analysts in NZ

5. High Level Timeframe & Budget

A budget of \$250,000 for a time specified period of 6 months has been estimated amongst staff with (infrastructure and half a month testing salary relief). Operational expenses would be minimal but rainy-day costs are included. The actual time frame is within 6 months at 5 months allowing any scope creep.

5.1 High Level Timeframe

Project Milestone	Estimated Date
Project Kick-Off	1 June 2024
Requirement Gathering	20 June 2024
Design Phase	1 August 2024
Development Phase	21 August 2024
Testing	27 September 2024
User Acceptance Testing	10 October 2024
Project Completion Phase	31 October 2024

Operational Expenses	Amount \$
Salaries (Payroll)	\$195640.00
Marketing (Promotion)	\$5250.00
Insurance (6 months)	\$2200.00
Techno Geeks (Security Testing)	\$4990.00
HoIT(Keith), User Rep, HRU and A&F (Beverage)	\$2200.00
Capital Expenses	
Extra wiring/Modem	\$1020.00
IT Office Space (6 months)	\$5112.00
Total Expenses:	\$216,412.00
GST:	\$32,461.80
Total Project Expenses:	\$248,873.80

5.2 Project Budget Estimate

6. High Level Project Risk Assessment

6.1 Project Risk Matrix

Risk Description	Risk Rating	Impact and Management Strategy
Project Development Delays (Employee absentees/leave)	Medium	Ensure sufficient staff onboard to avoid understaffing or overstaffing during employee leave times. Measuring scheduling and daily task delivery.
Project Budget	Medium	Work closely with financial representatives ensuring the project aligns with budget and staff absentees.
Scope Creep	Medium	Project Manager to be clear on objectives and task completions are completed in a timely manner.
High Costs	High	Cost risk may go over budget, and revaluation of these will need to be addressed when allocating more resources.
Data Privacy	High	Implementing clear privacy measures of user data along with compliance checks and appropriate security measures.

7. Quality Considerations

Quality Planning: Project clear of the quality standards that are to be met in line with the best practices and internal guidelines of Kiwi Health Care Insurance. Thought out process of planning via adequate documentation methods such as WBS to create a formal Gantt Chart.

Quality Assurance: Regular reviews of project plan and audits, further testing by developers and finding ways to improve or better the application alongside the engagement of stakeholders. Processing and reflecting on feedback to underpin expectations.

Quality Control: Comprehensive testing strategy for product quality, these are unit testing, integration testing (registration, tracking and incentives), system testing and user acceptance testing. Techno Geeks aiding project with security testing.