



SADC - ICT Thematic Group Digital Platform

Project Plan

This project is for the development of the digital platform and knowledge repository, for supporting activities under “SADC – ICT Thematic Group” component of the SADC’s Partnership and Collaboration, with International Co-operating Partners (ICPs).

Version 1.3
2, September 2020

Version History

Version	Date	Summary of Changes
1.0	17 May 2020	Project Plan created from PID
1.2	10 August 2020	PP updated from Team inputs
1.3	2 September 2020	Updated Communication Plan

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1 Objectives and Scope

This Project Plan (PP) adapted from the PID defines the SADC - ICT Thematic Group digital platform development project in detail including objectives, scope, approach, deliverables, timescale and structure of the project so that it can be understood and agreed by all stakeholders.

1.1 Background to the Project

There is no existing website and information architecture in place for approximately four years since the group was established on the 18th of March 2016 and the ICT Thematic Group agreed that there is a need to collaborate and share information online taking into account new methods of information delivery.

1.2 Project Objectives

To provide the group, Member States and the public with the information they need in an intuitive manner, on a range of device types, allowing them to make the most of the services offered by the group. Specifically that would include to:

- (i). Clearly identify the services to be provided;
- (ii). Make it easy for the users to find the information they are looking for;
- (iii). Offer advice on the best use of the services;
- (iv). Offer support and solutions for ICT related queries;
- (v). Establish a clear identity for ICT Services as a progressive and professional group;
- (vi). Drive engagement and conversation with ICT Services through the integration of social media tools, forum applications etc.; and
- (vii). Build a showcase digital platform exemplifying best practice in design.

1.3 Expected Benefits

When complete the new digital platform will provide users with relevant and actionable information at their fingertips, regardless of their location. Users should be more self-sufficient and so may not have to refer to the ICT Thematic Group for information.

1.4 Project Scope

The project will involve a new design of the ICT Thematic Group digital platform including the overall look of the site and the navigation. The user experience will be at the heart of this design and the platform in that it will be based around services on offer together with quick links to regular tasks users may wish to do. The platform will work equally well on mobile devices and desktop systems.

An assessment of other SADC Thematic Groups current content and the repositioning of same is an important aspect of this project. Compliance with Accessibility Standards will be designed-in from the outset.

The scope will include the following components:

- (i). Exploratory stage (how are people going to use the site, what are they looking for);
- (ii). Development of Site architecture, navigation and flow;
- (iii). Content Review – consider how content is presented and language used;
- (iv). Design of the platform including look and feel, potential social media fora and creation of templates ensuring responsive technology, accessibility; and
- (v). Coding and integration.

1.5 Change Control

The Project Plan will be approved on commencement of the project by the relevant project members. Following this, an ongoing Project Plan will be maintained and updated to accommodate any minor changes occur. Once the scope is agreed herein, any further changes to scope or major deviation from the proposed timeframes will be the subject of the change control.

2 Project Approach and Implementation Plan

2.1 Project Approach

The ICT Thematic Group is working with the implementation experts who are members of the group to deliver the new platform. The approach is iterative in that the experts will build the platform in parallel, refining the navigation and architecture and adding content.

2.2 Implementation Plan

The following milestones, deliverables and target delivery dates have been defined for the project:

#	Deliverable	KPI (Key Performance Indicator) Deliverable	Responsible Party	Reviewers	Timeline (Due Date)
1	Terms of Reference (ToR) completed	Terms of Reference	ICT Thematic Team	Main Project Team chaired by GSMA	05/06/2020
2	Project Initiation Document (PID) completed (converted to PP)	Project Initiation Document	ICT Thematic Team	Main Project Team chaired by GSMA	18/06/2020
3	Project Plan (PP) completed	Project Plan	ICT Thematic Team	Main Project Team chaired by GSMA	21/08/2020
4	Fully Functional Platform completed:	Live Digital Platform	ICT Thematic Team	Main Project Team chaired by GSMA	30/09/2020

The individual(s) listed in the “Responsibility” column above are responsible for the relevant deliverables. Typically each deliverable will have one or team reviewers and a final approval by the team. Acceptance and sign-off of a deliverable is required by the “Approval” person who chairs the team.

2.3 Project Plan

The deliverables and estimated time frames are shown below.

#	Deliverables	Estimated Time Frame
1	static portal showcasing primarily the design of the platform, navigation (UX) and UI. (same for mobile version)	3 weeks
2	Dynamic features 1 – Here we can concentrate on delivering the content management workflow – creating an enabling environment to allow non-technical content authors to upload content.	4 weeks
3	Dynamic features 3 – developing views that allows the public to interact with content uploaded by the group in 2 above.	2 weeks
4	Other Features to be identified.	6 weeks
5	User Training - Training content authors on how to upload content.	2 day
6	Testing – User testing	5 days
7	Deployment – go Live activities	2 day

3. Project Structure

The project comprises a Project Team and a Steering Group. The Steering Group will agree project schedules, approve major deliverables and resolve any critical issues that arise during the lifetime of the project. The Project Team will manage the project on a daily basis and will report regularly to the Steering Group.

3.1 Roles & Responsibilities

The following are the responsibilities for each group and role within the project.

Roles and responsibilities

1 Project Steering Committee

The Project Steering Committee’s main role is to provide a high-level oversight and direction of the project. It other responsibilities include: monitoring and reviewing the project progress, to encourage acceptance of the project & its goals, deal with policy issues, approve funding for the project, approve changes to the scope of the project and manage conflict should it arise.

2 Project Team

1. Steering committee - With chair, secretariat and members
2. Project Team - With Project Manager, Lead Developer, Front end developer , back-end developer, UIX and UI specialist, and Mobile app developer.
3. Our team will meet on Friday to assign initial tasks so we deliver some prototypes (working initial portal) over the weekend.

The main role is to design, develop, test, train, deploy the digital platform within budget, on time and meeting both functional and non-functional requirements as specified in the requirements. This team takes responsibility for the success of the project and the achievement of its objectives. Other roles include:

- Serve as a bridge between the Project steering committee and developers.
- Requirements collection and validation
- Content providers and validators
- Document preparation and distributions

3 Developers

Developers will be responsible for the following:

- Development and delivery of all System Specific development deliverables.
- Project progress status reports.
- Assigning and scheduling resources.
- Ensuring strict adherence to quality procedures.
- Presentations to the relevant parties.

Roles	Responsibilities	Names
Steering Group	<ul style="list-style-type: none"> • Ensure that the project direction is appropriate to the achievement of the ultimate objectives. • Review progress reports from the Project Manager and determine actions needed to address deviations. • Provide guidance to the Project Team on high level principles to be complied with. • Review and approve deliverables. • Monitor and proactively manage risks as they arise. 	All members GSMA (Chair)
Project Sponsor	<ul style="list-style-type: none"> • Ensure that resources are provided as required for the project • Take action on any issues escalated by the Project Team 	Kamal Tamawa, GSMA
Project Manager	<ul style="list-style-type: none"> • Prepare the Project Plan • Determine resource requirements and ensure that appropriate resources are allocated • Manage the project to ensure that the desired results are achieved within agree time-scales • Monitor progress and report on a regular basis to the Steering Group • Prepare project deliverables and their presentation for approval 	Dr George Ah-Thew, SADC
Project Teams	<ul style="list-style-type: none"> • Conduct the tasks and activities of the project in accordance with the Project Plan • Prepare the project deliverables by the agreed due dates • Report progress to the Project Manager • [define roles for the teams] 	Jacob Munodawafa, SATA Nhlanhla Dlamini, SATADr. Tshiamo, UB Mr. Peace, UB Bridget Linzie,

		CRASA Brian Mwansa, CRASA Dr. Musa Musa, Huawei
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3.2 Project Team Meetings

The following are the scheduled project governance meetings:

Team	Attendees	Frequency
Steering Group	Members	Approximately monthly basis
Various Project Teams	Members	As and when required

4. Risks & Issues

4.1 Initial Risk & Issue Log

The following project risks or issues have been identified on commencement of the project. These initial tasks to address these risks or issues are outlined.

Risk /Issue	Probability			Impact			Actions to Mitigate	Responsibility
	H	M	L	H	M	L		
Project Delays							Make sure that the project is on track	Chair
Populating the platform with data and information							Make sure that populating information and data on the platform is very easy and non-technical	Chair
Access and use by Member States							Advertise the platform in the Member States	Chair

4.2 Ongoing Management of Risks and Issues

Any additional risks and issues identified will be maintained on an ongoing basis by the Project Manager in separate Risks and Issues logs.

5 Communications Plan

The Stakeholders are individuals and groups who will be capable of influencing the success of this project, directly impacted by the project as users or involved in approving or implementing project deliverables.

The following table highlights the communication and interaction activities planned for each stakeholder group:

Stakeholder	Actions	Responsibility
ICT Thematic Group	Provide updates to the group	Dr George Ah-Thew, SADC
Member States	Advise and update the Member States	Dr George Ah-Thew, SADC

The Stakeholders are individuals and groups who may be capable of influencing the success of this project, directly impacted by the project as users or involved in approving or implementing project deliverables. The main stakeholders are the members of the ICT Thematic Group and SADC Member States. At the development stage communications will only be for the Steering Group. Once a fully operational system is in place and ready for soft launch then it would be necessary to initiate a communication plan to obtain comprehensive content such as Biographies, COVID-19 initiatives, project listing etc from the main stakeholders.

6 Project Costs

6.1 Initial Project Budget

The proposed initial project budget estimates including documentation work comprising of consultancy resource costs, product/vendor & licence costs, training, any specific hardware costs and contingency is tabulated below.

Item	Description	Supported by Expertise
Preparation of draft Terms of Reference (TOR)	Provide a statement of the background, objectives, and purpose of a proposed project	ICT Thematic Group
Preparation of draft Project Initiation Document (PID)	Defines the project scope, management and overall success criteria that the team can go back to during the project and the context, scope, team, and collaboration.	ICT Thematic Group
Preparation of draft Project Plan	Defines the system requirements, System Design, scope, budget, timelines	ICT Thematic Group
System Development and Test and deployment plan	Conducting the tasks and activities of the project in accordance with the Project Plan	ICT Thematic Group

6.2 Operating Costs

The estimated budget for any ongoing costs such as recurring licence fees, maintenance charges, etc is tabulated below.

Item	Description	Supported by Expertise
Platform updates (OS, IT support, etc)	Update the platform and upload content	ICT Thematic Group
Licenses, software and maintenance	Update the licenses and maintain the platform	ICT Thematic Group