**Task 1:** The following table incoporates questions I, II, III

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder** | **Impact/ Influence** | **Support** | **Attitude** | **Tectic to increase support** |
| **Business analyst** | The business analyst must inteprete the businesses needs and policy and draw peremeters to which we will develop the application. Their findings will will have an influence on the project | They will help refine the information that can be included on the Process Log | They don’t have nuatral feelings towards the project. This is their daily function so nothing sets this project appart | I will elicite suggestions on how to improve the process the project seeks to help. I would than give them feedback on where and how their suggestions incorparated. I would refine the channels of communications between us during their actual development and invite them to meetings with the COO where they could get an opportunity to network at that level |
| **Compliance officer** | The compliance officer must inteprete the CRS Regulation and analyse wether the current process is within the Regualtion so that it can than be incorporated into the app. They would have to approve the | They will help refine the information that can be included on the Process Log | They don’t have nuatral feelings towards the project. This is their daily function so nothing sets this project appart | I will elicite suggestions on how to improve the process the project seeks to help. I would than give them feedback on where and how their suggestions incorparated. I would refine the channels of communications between us during their actual development and invite them to meetings with the COO where they could get an opportunity to network at that level |
| **Team leaders of segments** | Team leaders will be the go between between the business analyst, the training facilitator and the agents/users of the project | They will be involved in intepreting the Agents/Users information and the business requirements on an ongoing bases and will communicate any business process changes as development proceeds. | They are not as keen due to the amount of work that they do on a daily bases already. This project adds more responsibilty on them. However the product will eventaully assist relieve the pressure from taking agent’s inquiries. | We will emphesis the proposed benefit the project will have in the long run e.g. agent inquiries will be directed to the app relieving pressure on them. |
| **Developers**  UX, UI designer  Server Developer  Database Developer  Testers | They have the most impact on the project as they are the people who will be biulding the system. Their perfomance will be directly linked to success or fialure of the project. They however do not have a lot of influence on the direction the project takes as they only build the app | They will be building the app, writng specifications for any future maintance for other progremmers. They will be very important during the project | They are not as invested in the project as they will only be doing their job within the organization. The App is not one that will get them noticed or win them any prices within the organization given the size of our department | I will elicite suggestions on how to improve the process the project seeks to help. I would than give them feedback on where and how their suggestions incorparated. I would refine the channels of communications between us during their actual development and invite them to meetings with the COO where they could get an opportunity to network at that level |
| **Agents** | They will be users of the App at the end of the day.Their input will be very important. They will have little influence but a big impact: if this app is not friendly and effective to and for them it would have been a big waste of time | The App is for them so their participation will be needed they will not however offer much interms of support | They keen on the final product as it will consolidate the knowladge in their space and will reduce them having to go on scavenger hunts for process information | We will hold meetings with them to show them progress and elicit any suggestions from them |
| **Training facilitator**  (Additions from previous list ) | They will draw up a simplified document of the information that will be part of the app. They will inteprete complex ideas so their simplification will affect the ecctectiveness of the product | They will help structure the information which will feature in the project. | They have a nuatral feelings to the project as they doing their jobs | I will elicite suggestions on how to improve the process the project seeks to help. I would than give them feedback on where and how their suggestions incorparated. I would refine the channels of communications between us during their actual development and invite them to meetings with the COO where they could get an opportunity to network at that level |
| **SARS/govenement**  (Additions from previous list ) | They have a huge impact and influiance on the process and their amendements of their processes will have a direct inflluance on our process | They issue amanded regulations that will be on their website and passed to the organization’s compliance officers which informs the process | They do not even know this project exists so they have no feelings to this project | We do not need an increased interest on the project from them so nothing will be done in this regard |

iv.

|  |  |
| --- | --- |
| **Project Management** | **General management** |
| Producing unique outcome | Ongoing and repetitive |
| Ends when objective has been reached | Goes on working towards the objective (objectives are shifted) |
| e.g. Creates a product: BMW creating a new model | e.g. maintains that product: BMW offering maintenance services |

v. The above table shows how the project stakeholders will be involved in the project and how they will Complete

**Task 2**

1. Communication depends on to who the unit is communicating with:

* **Between employer and employees or employee to employee:** Email, meetings, presentations
* **Customers:** Email, telephone, the organization’s web/mobile application, SMS, various media methods

|  |  |
| --- | --- |
| **Project stakeholder** | **Communication frequency** |
| Business analyst | Initially everyday until they approve the project information. Thereafter 1 a week |
| Compliance officer | Initially everyday until they approve the project information. Thereafter 1 a week |
| Team leaders of segments | 2 times a week: 1st get input from them and again to show them what was done with it |
| Developers  UX, UI designer  Server Developer  Database Developer  Testers | Everyday once the development has started the development process upto when they finish |
| Agents | On completion of features of the app, to show them features and get their suggestions |
| Training facilitator  (Additions from previous list ) | Initially every day until they approve the project information. Thereafter On completion of features of the app, to show them features and get their suggestions |
| SARS/government  (Additions from previous list ) | Never |

Confidential information:

* Customers account details to external developers
* Process information to external people

I will be providing an example of a communication policy from a company I found on the internet and will taylor subsequent relevant answers to it, this policy will be included as an addendum.

1. Project communication strategy

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Massage** | **Stakeholder** | **Frequency** | **Objective** | **Contents of massage** | **Who** |  |
| Project objectives | All stakeholders | Remind them at ever meeting | So they do not loss sight of the objective | The objectives are to develop a platform that will provide one central repository of information to ensure everyone is consistent | Project manager |  |
| Duties and responsibilities | All developers | Once during the project they will receive a concise document outlining this and they act outside of this it will be mentioned to remind them | To communicate their duties without running the risk of making them feel undermined | Various duties and responsibilities of the various project actors that will concisely outline this | Project manager |  |
| Schedules | All developers | Once a week during progress meeting | A reminder of the various schedules that exist within the project reminding them that their work linked to others people’s work | This will be in the form of a project Gantt chart | Project manager |  |
| Progress reports | All stakeholders | Once a feature is finished | This sill communicate where the project is and elicit suggestions to refine the project and the final product. It will also make same project actors feel part of the project |  | Project manager |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Communication** | **Description** | **Stakeholders (sent to)** |  |
|  | I have various WhatsApp groups where we new information is distributed | * Developers working together on a feature * Project manager and project team |  |
|  | I will send the various presentations I use when we have meetings | * Project team * Developers from business analyst * Compliance officer showing the proposed product |  |
|  | This is the main form of communication in the organization and in the project it will be no exception | * All communication will through email including sending the presentations |  |

**Task 3**

**Risk management plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risks** | **Category** | **Reason** | **Contingency** |
| **Human resources** |  |  |  |
| Absenteeism | Mitigate | If not the project will delay and increase cost | Developerswillbe given the opportunity to work from home and will be requested to not take annual leave for during the project. The senior java developer is an integral part of the project so a 6-day reserve (R 13 920) will be for their cost will be placed on the budget, this will be in case of the project losing them. I estimate 6 days will be enough for another developer to study the code and documentation and restructure the code if necessary, before continuing the development process. These 6 days will also come in where there are any delays in the development process. A 2-day reserve will be placed for the database developer (R 3680) and the UI/UX developer (R 4160), I don’t foresee these 2 developers delaying the completion date due to them doing the work during the same time as the server development which takes a longer time. But the 2 days will come in where there are delivery delays for their work |
| Incapable developers | Mitigate | This will affect the quality of work produced and bring in bugs that will have to be sorted which will increase project time | We will keep constant communication with the IT team leader for them to vat the quality and speed of work. Those developers who are proving to be incapable and/or slow we will monitor closely and at take action regularly including but not limited to removing them from the project. The 6 days for the java developer and 2 days for the database and UI/UX developer reserves mentioned above will act as a cushion if we had to replace a developer. This will give them time to get up to speed |
| Resignation | Mitigate | If not the project will delay and increase cost | Developers that are selected must have a notice period in case of resignation. This will give use the opportunity to get a replacement developer and get them up to speed with what and how they will be developing. The above-mentioned reserves will come in if the notice period is avoided |
| **Stakeholders** |  |  |  |
| Channel manger or COO resigning | Avoid | I do not have the power to influence this action. The new person will continue the project once they are up to speed | We will document our interactions to insure that if they are ever unavailable whoever will take their place will have a good idea of what the project is about and where it is |
| **Materials** |  |  |  |
| System crashes | Mitigate | If not the project will delay and increase cost | We will incorporate the regular use a version control tool e.g. Git, Mercurial, Azure Devops where on each milestone of the development timeline a copy of the app (all the files making up the app so far) is saved on the cloud and in the case of any crashes or corruption of files we can go back to the latest working version**.** |
| **Financial** |  |  |  |
| Incompatible technologies | Mitigate | If not the project will delay and increase cost | The development process will stick to tried and tested best practices. In case of any serious misalignments a reserve of R 5604.32 is added to the budget for tools, plugins, advise portals and incidentals. |
| **Activities** |  |  |  |
| Process change | Avoid | The development does not depend on the content. It depends on the functionality | No action will be taken, this function will be done by the team leaders once the functionality to add process is built. |
| **Financial risk** |  |  |  |
| Delays in the project | Mitigate | This will result in more costs | Answer needed |

**Task 4**

|  |  |  |
| --- | --- | --- |
| **Team member** | **Role & responsibility** | **Performance indicator** |
| **Compliance officer** | * Interpret the CRS regulation * Asses information to be incorporated into the product and amend where necessary | Sign off on all the processes that will feature on the App initially (so a look at current regulation) |
| **Business analyst** | * Business impact study * Sign off on plan | A business impact study showing all the parameters we must look at as we plan the app. |
| **Team leaders** | * To gather process information * Facilitate meetings with agents on processes | A refined process list |
| **Training facilitator** | * Simplify the material | Have a simplified and mapped process list |
| **UX/UI developer** | * To design the user experience of the app (the flow) * To develop the front end | They must have a user experience (UX) and user interface (UI) signed off by team leaders and agents.  A front end that conforms with the organization’s standards and brand which is ready to plug into the server |
| **Server Developer** | * Develop the business logic of the app e.g. user authentication system, system to accept new processes, levels of privilege for different users | A working App that has been signed off by all stakeholders (excluding the COO and channel manager) |
| **Database Developer** | * Design and Produce database | Have a database structure that has been signed off by server developer and business analyst |
| **Testers** | * Test the app’s functionality | Have a report on all the functions of the app indicate whether they work and how efficiently |

1. Meeting with team members to discuss the work schedule

* **Meeting time:** 11 June 2020
* **Meeting location:** 7th floor Bughatti confrence room
* **Meeting attendees:** Sipho ngwenya, Nelisiwe Gama, Clint Fynn, Phemelo Masilo, Precious Mbatha, Karabo Hlongwane, Nonhlanhla Heshu, Siyabonga Cele
* **Meeting agenda:** This meeting is setup to discuss the roles and what is expected of them the following is the brake-down of the roles and expectations each member will be required to sign as a way to indicate their understanding of what is expected.

|  |  |  |  |
| --- | --- | --- | --- |
| **Member** | **Role** | **Delegated Tasks** | **Expectation** |
| Sipho ngwenya (Compliance officer)  Signature:\_\_\_\_\_\_\_\_\_\_\_ | * Interpret the CRS regulation * Asses information to be incorporated into the product and amend where necessary | * Source All relevant CRS Regulations * Interpret the Regulations * Assess proposed plan and ensure information is aligned to the regulation * Sign off on the final plan from a Regulation’s perspective | Fully interpreted the CRS regulations and to ensure the process included in the App complies with the Regulation |
| Nelisiwe Gama  (Business analyst)  Signature:\_\_\_\_\_\_\_\_\_\_\_ | * Business impact study * Sign off on plan | * Source all relevant business policies * Interpret them * Carry out a business impact study * Assess proposed plan and ensure it is aligned to the business policies * Sign off on the final plan from a business perspective | A business impact study showing all the parameters we must look at as we plan the app. |
| Clint Fynn  (Team leaders)  Signature:\_\_\_\_\_\_\_\_\_\_\_ | * To gather process information * Facilitate meetings with agents on processes | * Gather all documentation which has been issued that relate to process. * Gather concerns on the process from agents * Setup meetings with various agents to allow them to elaborate on their concerns * Report any process changes | From the team leader it is expected that he can offer as much information to help refine the process. We expect them to offer opinions on how to improve the App and facilitate access to the agents/ users |
| Phemelo Masilo  (Training facilitator)  Signature:\_\_\_\_\_\_\_\_\_\_\_ | * Interpret the information signed off by the compliance officer and business analyst. * Than simplify it to aid quick consumption of the knowledge | * Interpret the process against what the compliance officer and business analyst approved * Break information into simplified chunks of process flows. * Create a document with all processes | A document that shows the process in a simplified way that showcases all relevant processes |
| Precious Mbatha  (UX/UI developer)  Signature:\_\_\_\_\_\_\_\_\_\_\_ | * Create a user interface (UI) that adheres to best practices in the user experience (UX) industry * Test the UX with agents | * Create a UI/UX prototype * Test the prototype with agents/users * Develop the web ready UI * Write a specification document of all the points of connection and information flow * Debug after the app is finalizes | A UI that conforms to UX best practices that is easy to navigate |
| Karabo Hlongwane  (Server Developer)  Signature:\_\_\_\_\_\_\_\_\_\_\_ |  | * Debug after the app is finalizes |  |
| Nonhlanhla Heshu  (Database Developer)  Signature:\_\_\_\_\_\_\_\_\_\_\_ | Create a database | * Design a database based on the information from the training facilitator * Meet with the server developer to refine database where necessary * Apply for space on the organization’s servers * Create the production database * Write a specification document of all the points of connection and information flow * Debug after the app is finalizes | A database that is approved by the server developer and will hold information from the training facilitator. Finally documentation to help other developers use it |
| Siyabonga Cele  (Testers)  Signature:\_\_\_\_\_\_\_\_\_\_\_ | * Test all the app’s functions and report any error * Write a testing report | * Test all functions that the app is meant to do * Notify relevant developers of any errors * Write a testing report | A bug free application that is production ready |

**Delegated task list**

The delegated task list will be made up of the same information as those found on the immediately above table (roles and expectations). It will however only have the ‘Members’ column and the ‘delegated tasks’ column and will have check boxes for each task. It will retain the categorising of task based on a member

1. -

UI/UX developer

* + **Evidence of Instruction**

|  |
| --- |
| Task delegation form |
| **Delegate information**   * + **Delegate**: Precious Mbatha   + **Employee** **number**: 12344   + **Designation**: UI/UX developer   **Project information**   * **Project** **name**: Process Log * **Department**: CRS (R & C fulfilment) * **Project brief description**: Process log is a web based application that is an encyclopedia of information and processes that are carried out in the CRS department. * **Task issued by**: Mpumelelo Hlongwane (Project manager)   **Task information:**   * **Work start and end date:** 11 June 2020 to 14 June 2020 * **Task description:** Write a specification document of all the points of connection and information flow for the Process log UI/UX design you have developed. * **Purpose of task:** This task will aid other developers understand how to interact and interface with what you previously developed |

* + **Evidence of performance**: Evidence of this task would be a specification document emailed to the project manager and server developer
  + **Feedback**: The task was performed very well Precious broke down her design in simple to follow words and provided graphical information aiding in the ease of use of this documentation. She did a great job

Database developer

* + **Evidence of Instruction**:
* Email to Nonhlanhla Heshu:

**Subject:** Process Log Task

**Message:**

Good day Ms Nonhlanhla Heshu.

This email serves as confirmation that a task has been issued to you by me Mpumelelo Hlongwane in my capacity as Project Manager of the building of the Process Log web Application for the CRS(R & C fulfillment) department

The task:

Apply for database space on the organization’s servers to host the application’s database when the application goes live

Regards

Mpumelelo Hlongwane

Project Manager

073 441 0007

* + **Evidence of performance**: evidence of the completion of this task would be an email confirming that the application for space was received and being processed
  + **Feedback**: Nonhlanhla performed well in this task she found out what is needed for the application and provided all the information without any need to resubmit any lagging documents or information
* Tester
  + **Evidence of Instruction:**

**Email to** Siyabonga Cele:

This email serves as confirmation that a task has been issued to you by me Mpumelelo Hlongwane in my capacity as Project Manager of the building of the Process Log web Application for the CRS(R & C fulfillment) department

The task:

Please write a testing report for the process log testing you have performed

Regards

Mpumelelo Hlongwane

Project Manager

073 441 0007

* + **Evidence of performance:** A written testing report must be emailed to the project manager and all the developers who were involved in the project.
  + **Feedback:** Siyabonga Cele wrote a concise and clear report and outlined areas of concern.

**Task 5**

### Project description

The project will involve the creation of a web application that catalogues processes called, ‘the Process Log’, it will visually convey department processes and allow for easy and quick customization of the process. The Process Log will be accessed by all employees, and will be accessed through their working computer via a link that will be provided. It will have an elaborate search function, which allows agents to search for their departments within the organization and have access to all that department’s processes. Processes can be bookmarked and referred to easily. Process log can be customized by team leaders using its easy interface and any changes will be forwarded automatically to the manager immediately above them.

### Deliverables

* The Project’s aim is to deliver a working, easy to use browser-based web application.
* The project will produce process documents for the various departments

### Stakeholders

* COO of the division
* Channel manager
* Team leaders
* Compliance
* Business Analyst
* Developers
* Users (Agents)

### Resources Required

* Human resources required:
  + Business analyst
  + Compliance officer
  + Team leaders of segments
  + UX, UI Developer
  + Server Developer
  + Database Developer
  + Testers
  + Agents
* General resources
  + Computers (Internet, server, Database)
  + Depending on technology used: Third party libraries

### Acceptance criteria

* Person to sign off on project: Ethan Shirto (Channel Manager)
* Team leaders of the various segment

The project will be accepted as successful when

* An easy to use Application and content that is easy to understand
* IT quality assurance signed off on the technical integrity of the application
* Deployment of the application on internal server
* After the Team leaders of the various segment Vets their respective sections on the application
* 5 agents testing the application for 1 day

### Limitations & Risk

The IT department has other projects in its roster, and we will have to be placed in a queue.

Please refer to Question iv of task 4 for identified risks and how they will be mitigated

### Assumption and exclusions

The IT department has enough expertise to develop and deploy the application. They will not be met with major technical heddles that will drastically increase the project time. The project will not involve refinement of the business processes that is the job of management, the project will only interpret their wishes in an easy to understand manner.