**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 complaince 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 depands on to who the unit is communicating with:

* **Between employor and emplyees 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 untill they approve the project information. Thereafter 1 a week |
| Compliance officer | Initially everyday untill 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 everyday untill they approve the project information. Thereafter On completion of features of the app, to show them features and get their suggestions |
| SARS/govenement  (Additions from previous list ) | Never |

Confidencial information:

* Customers account detials to extenal 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 my subsiquent answers to it this policy will be included as an addendum.

1. Project communication strategy

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Massage** | **Stakeholder** | **Frequancy** | **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 reposetory of information to ensure everyone is consistant | Project manager |  |
| Duties and responsibilities | All developers | Once during the project they will receive a consis document outlining this and they act outside of this it will be mantioned to remind them | To communicate their duties without running the risk of making them feel undermined | Various duties and responsibilies of the various project actors that will consisly outline this | Project manager |  |
| Schedules | All developers | Once a week during progress meeting | A reminder of the verious 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 stakholders | 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** | **Discription** | **Stakeholders (sent to)** |  |
|  | I have various whatapp groups where we new information is discributed | * Developers working together on a feature * Project manager and project team |  |
|  | I will send the verious presentations I use when we have meetings | * Project team * Developers from business analyst * Complaince officer showing the proposed product |  |
|  | This is the main form of communcation in the organization and in the project it will be no eception | * All communication will through email including sending the presentations |  |

**Task 3**

**Risk management plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risks** | **Category** | **Reason** | **Contengancy** |
| **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 upto speed | Answer needed |
| **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 depand on the content. It depands 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 willl result in more costs | Answer needed |

**Task 4**

|  |  |  |
| --- | --- | --- |
| **Team member** | **Role & respnsibility** | **Perfomance indicator** |
| **Compliance officer** | * Inteprete the CRS regulation * Asses information to be incoporated into the product and amend where neccesary | Sign off on all the processees that will feature on the App initially (so a look at current regulation) |
| **Business anylist** | * Business impact study * Sign off on plan | A business impact study showing all the peremeters we must look at as we plan the app. |
| **Team leaders** | * To gether process information * Facilitate meetings with agents on processes | A refined process list |
| **Training facilitator** | * Simplefy 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 teamleaders and agents.  A front end that conforms with th 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 authentification system, system to accept new processes, levels of previlage 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 wether they work and how efficiately |

1. Meeting with team members to discuss the work schedule

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Member** | **Role** | **Expectation** | **When** | **Signiture** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |