**Professional execution and closure management final integrated**

**Task 1**

1. The project I am currently in at work is called Cash threshold transactional report and what we do we check on customers’ accounts when a transaction took place and the documents they have, an example of documents is passport, permit section 22/24 of refugee act, red identity, south African identity and proof of resident. If the document is outstanding or expired we request it.

The problem with the project is that some of the documents submitted by the clients are fraudulent documents and some are not picked up and some are captured.

**Causes or roots**

The roots or cause in the problem that we are facing is that the department of know your customer they do not actually double check the documents properly and the training given to the employees in the know your customer department is not enough. This is the roots cause because fraudulent documents are being received and captured.

**Symptoms**

The symptom shows up in my department whereby we come across a passport, identity or permit number for a specific customer is totally not on the system or has expired long time ago but a transaction of a large amount has taken place.

1. My scope document was not complete and for it to be completed I have included the following:

**Communication plan**

The communication plan entails a plan on how communication will take place within the project and this include communicating with the different stakeholders and using a proper channel to send a message.

**Risk management plan**

Risk management includes the risk that the project could face or go through and all the risk must be included including financial risk, project risk and the risk associated with the stakeholders. It also include how the risk can be solved which mean we anticipating for a risk that could happen. There are ways to solve a risk which include mitigating, transfer, avoid and accept. Mostly important the plan includes the impact the risk could have.

**Stakeholder management plan**

The focusing on all the stakeholders and the tactics that has to be taken on order to keep the stakeholders interested and positive in project.

**Project performance management plan**

This entails each team member and their performance indicator and as well the roles and responsibility allocated to them. The performance indicator entails how best a team member can execute the role and deliverables given t them

A complete is as follows:

**The integrated project plan**

1. **A scope document**.

**Name of the project**

Cash threshold transaction report.

**Project reason and description of the project**.

* We are keeping up with the South African government law by ensuring that every foreign individual who is banking with us has the correct and verified documents.
* We check documents such as a permit and if it is expired and the renewed permit are provided by the customer we update on the system.
* We call to request updated documents.
* We also email customers to request updated documents.
* The main reason is that we prevent fraud.

**Project initiator**

* Top management CEO
* Manager lower
* Team leader

**The relevant stakeholders**

* Customers
* Sponsors
* Financial manager
* Top management
* Shareholders
* Government
* Employees
* Suppliers

**Risk and threats**

* The risk is that we could be capturing and receiving fraudulent documents.

**Authority and responsibility of the project manager**

* The project manager coordinates the project organization and is responsible for reaching the main objectives of the project.

1. **A list of Stakeholder**

* Customers
* Sponsors
* Financial manager
* General manager
* Employees
* Shareholders
* Government
* Suppliers

1. **The risk.**

The risk is that we could be capturing and receiving fraudulent documents, which it has to do with operation and another area of risk is people of which we could be short stuffed.

The process of risk is as follows:

* Planning for risk management
* Identify risks
* Analyse risks
* Evaluate risks
* Resolve risks

1. **Gantt chart of Cash threshold transaction reporting**.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Task or activity** | **Responsibility** | **1st week**  **07/10/91**  **To 11/10/19** | **2nd week**  **14/10/19**  **To**  **18/10/19** | **3rd week**  **20/10/19**  **To**  **25/10/19** | **4th week**  **28/1019**  **To**  **01/11/19** | **5th week**  **3/11/19**  **To**  **8/11/19** |
| Checking on account and doing 1st call attempt requesting documents | Team members |  |  |  |  |  |
| 2nd attempt call is being done | Team members |  |  |  |  |  |
| 3rd attempt call is being done | Team members |  |  |  |  |  |
| Checking document received and update on system | Team members |  |  |  |  |  |
| Freezing account that has incomplete document. | Team members |  |  |  |  |  |

**Work breakdown structure**.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Task or activity | Duration | Responsibility | Resources | Success indicator | Comments |
| Checking on account and doing 1st call attempt requesting documents | 1 week | Team members | Computer,  Headphones,  Communix,  And stationary | yes | Some customers do not pick up and some they not available at that time. |
| 2nd attempt call is being done | 1 week | Team members | Computer,  Headphones,  Communix,  And stationary | yes | No comment |
| 3rd attempt call is being done | 1 week | Team members | Computer,  Headphones,  Communix,  And stationary | yes | Customers being told that their account will be frozen. |
| Checking document received and update on system | 1 week | Team members | Computer,  Headphones,  Communix,  And stationary | yes | No comment |
| Freezing account that has incomplete document. | 1 week | Team members | Computer,  Headphones,  Communix,  And stationary | yes | No comment |

**Stakeholder management**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholders** | **Impact and influence** | **Support or lack thereof** | **Current status** |
| Suppliers | Our suppliers have to deliver on time as it will impact on completing project on time as no time delayed | The support will be through giving feedback as to ensure that quality is being obtained from supplier | Positive attitude |
| Customers | Serving bad service to customers will impact on losing them, so we will need to maintain good and quality service | This will actually take place in a form of allowing customers to ate our service as to ensure that we support them with what they expect | Positive attitude |
| Sponsors | Good communication will increase on keeping the positive interest with sponsors | Obtaining good support from sponsors will lead to the success of the project | Positive attitude |
| Government | Not complying with paying tax and project registrations will impact on project being closed | Will actually support the government by increasing employment and influence other projects to do so. | Positive attitude |
| Shareholders | Shareholders will impact positively on the project as they invest on the project | The support will take place by creating goo communication with shareholders | Positive attitude |

**Communication plan**

|  |  |  |
| --- | --- | --- |
| Stakeholders | Communication method | How often |
| Sponsors | Verbal communication | Daily |
| Suppliers | Written communication | Weekly |
| Customers | Written communication | Monthly |
| Government | Written communication | once in two months |
| Management | Verbal communication | Daily |
| Shareholders | Verbal communication | Daily |
| Community | Visual communication | Monthly |

**Change control log**

|  |  |
| --- | --- |
| Project number | 72634726197564876 |
| PCR ID | Sigma uploade |
| Short description | Hogan changed |
| Raised by | Clint Fynn |
| Priority | High |
| Date raised | 01-01-2019 |
| Owner | Bridget |
| Target date | 08-01-2020 |
| Status | Completed |
| Status date | 08-01-2020 |

**Developing project control mechanisms**

1. Project control

A project control are data gathering, data management and analytical processes used to predict, understand and constructively influence the time and cost outcomes of a project. An example is promoting expert judging so that when the project is not in line, changes can be made and progress can positively increase.

1. Two examples of quality elements

* Corrective action for roots cause
* Training.

1. The quality above can be measured by scoring ratings in each element after it has been implemented.

**Risk management plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **All the Risks** | **Mitigate** | **Transfer** | **Avoidance** | **Impact** |
| **Financial risks** | | | |  |
| Defaulting on loans |  |  |  | Negative |
| Debts load |  |  |  | Negative |
| Delay in delivery of goods |  |  |  | Negative |
| Over estimate budget |  |  |  | Negative |
| **Project risks** |  |  |  |  |
| Load shedding |  |  |  | Negative |
| Natural disaster |  |  |  | Negative |
| Absenteeism |  |  |  | Negative |
| Disease breakdown leading to employee health issues |  |  |  | Negative |
| **Risks associated with stake holders** |  |  |  |  |
| Inferior product from suppliers |  |  |  | Negative |
| Disputes between executives  Disrupt project |  |  |  | Negative |
| Executives become disengaged with the project, executive management disregards project communications and meetings |  |  |  | Negative |

**Project budget and cost management plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Costs** | **Budgeted amounts** | **Actual budget** | **Variance** |
| Furniture | R28 000 | R26 000 | R2000 |
| Telephone | R45 000 | R40 000 | R5000 |
| Insurance | R2500 | R2500 | None |
| Stationary | R4300 | R4000 | R300 |
| Salary | R35 000 | R30 000 | R5000 |
| Rent expense | R12 000 | R9000 | R3000 |
| Water and electricity | R6500 | R6000 | R500 |
| Total expenses | R133 300 | R117 500 | R15 800 |

**Team performance management**

|  |  |  |
| --- | --- | --- |
| **Team members** | **Roles and responsibility** | **Performance indicator** |
| Heritage ngwenya | Do inbound calls and requesting self certification form, and 1st and 2nd call attempt | He is good in communication and he is doing very well in telephone etiquette |
| Katlego morrit | Freezing account that has incomplete document. | He is good in working in proper speed and he type 45 per minute |
| Ditaba Mbuli | Does 3rd call attempt | He well as well good in communication |
| Zimisle Mkhwanazi | Check documents received and populate on the system | He is observant and so focused. |

1. My stakeholder’s management plan is on the line and I wouldn’t change anything because all the stakeholders that are affected by the project are on the list and the plan includes all of them.
2. The process include the phases of the project which is as follows:

**Project phases and processes**

1. The phases in life cycle of a project are as follows:

* Concept and initiation phase: this has a lot to do in the beginning of the project where by the common goal is stated, start and end date is stated, what needs to be done and how it has to be done is stated. The risk that could be incurred for example resource risk, the inability to secure sufficient resources such as skilled workers and budget.
* Definition and planning phase: In planning we actually put in detail what has to be done by stating the whole process in clear. An example is that in a project of building public toilet, skilled brick layers and plumbers are needed, actually stating who is needed and to do what.
* Implementing: when the planning phases is complete the implementation takes place and implementing is action time and the project management triangle is considered.
* Project closure: this is the ending time of the project and the project is then being evaluated and assessed. The tasks that are being done here is final delivery to the client, signing off of document and training and hand shaking.

1. Nine project management processes

* Scope management: this entails developing work breakdown structure.
* Time management: it entails stating detailed time planning.
* Cost management: this entails developing detailed budgets.
* Quality management: this entails developing quality control plan.
* Human resource management: this process entails buying or making strategy.
* Communication management: this process entails developing communication channels.
* Risk management: this process entails developing a plan and preparing for project risk should it happen.
* Procurement management: this process entails identifying supplies and stakeholders.

Project integration: this process entails developing interface handover protocols

1. **Gantt chart of Cash threshold transaction reporting**.

|  |  |  |  |  |  |  |
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**Task 2**

Provide evidence on how the project plan was implemented according to the following five indicators

I.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task | Plan date | Completed date | Variance | Responsible person |
| Planning the project | 02-02-2019 | 02-02-2019 | None | Ditaba |
| 1st calling | 04-02-2019 | 04-02-2019 | None | Heritage |
| 2nd calling | 28-02-2019 | 26-02-2019 | Completed early | Elisa |
| Freezing account | 05-03-2019 | 03-03-2019 | Completed early | Katlego |

II The evaluation of my communication strategy is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Key message** | **Stakeholder** | **Responsible** | **Channel** | **Communication**  **Objectives** |
| Financial  Statements  Report | sponsors  and  steering  committee | Accountants  And  Bookkeepers | Meeting  And  PowerPoint  Slides.  Face to face | To report on financial progress and ensuring that proper financial decision are taken. |
| Changes in  a process | Management  And project team members | Steering committee  and executives | Meetings and face to face | it is ensure that  changes are considered so that project can be on the line |
| Inform about the  Product | Community | Marketing  Manager | Newspaper,  Social media, local  Radio station | To increase the  Support and  Interest of the  Community. |
| team  member  progress | Team  Members | Management | Face to face | To motivate team members  and open doors for improving |
| Dividends  Rates and | Shareholders | Financial  Management | Face to face | To inform shareholders about dividends  Pay out. |

What I would do differently is that I would actually give feedback for the communication that will take place and for every communication that will take place I will ensure that it is in the professional manner.

To add on the communication strategy I would actually ensure that the information being communicated is kept privately. My communication strategy is in line with project.

1. My budget is as follows:

**Project budget and cost management plan**

|  |  |  |  |
| --- | --- | --- | --- |
| Costs | Budgeted amounts | Actual budget | Variance |
| Furniture | R28 000 | R26 000 | R2000 |
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| Total expenses | R133 300 | R117 500 | R15 800 |

**The summary of my budget**

My estimation were not over and that helped me to keep more money for contingency should any expense increase, I spent less than what I budgeted and this also helped on the project to successful.

1. **Team performance feedback**

|  |  |  |
| --- | --- | --- |
| Team members | Roles and responsibility | Performance feedback |
| Heritage ngwenya | Do inbound calls and requesting self-certification form, and 1st and 2nd call attempt | He is good in communication and he is doing very well in telephone etiquette |
| Katlego morrit | Freezing account that has incomplete document. | He is good in working in proper speed and he type 45 per minute |
| Ditaba Mbuli | Does 3rd call attempt | He is doing well at solving problems and he understands the system very well. |
| Zimisle Mkhwanazi | Check documents received and populate on the system | He is observant and so focused. |

1. My project risk management is as follows:

**Risk management plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **All the Risks** | **Mitigate** | **Transfer** | **Avoidance** |
| Financial risks | | | |
| Defaulting on loans |  |  |  |
| Debts load |  |  |  |
| Delay in delivery of goods |  |  |  |
| Overestimate budget |  |  |  |
| Project risks |  |  |  |
| Load shedding |  |  |  |
| Natural disaster |  |  |  |
| Absenteeism |  |  |  |
| Disease breakdown leading to employee health issues |  |  |  |
| Risks associated with stake holders |  |  |  |
| Inferior product from suppliers |  |  |  |
| Disputes between executives  Disrupt project |  |  |  |
| Executives become disengaged with the project, executive management disregards project communications and meetings |  |  |  |

**Contingency plan**

* Keep R289 000 for financial risk and ensuring that all cost are paid on time.
* Having mediator and arbitrator for disputes that could occur and be hard to be handled.

My contingency did work and it work worked on the following:

* The load shedding occurred several times and so with the money I kept as contingency I had to buy petrol to run the generators and to keep work going. I spent R80 000 on petrol.
* A dispute occurred on between my team members and the issue was work related and the mediator had to solve the problem by not choosing sides.

**Task 3**

|  |  |
| --- | --- |
| Planned objectives | Outcomes |
| To prevent tax evading | All the clients have provided all their tax information and their tax foreign tax status |
| To prevent money laundering | All the suspicious transaction have been considered and the flow of cash is in good condition |
| To obtain required documentation | Client have submitted all the required documentation e.g asylum seeker, red ID and refugee documentation. |
| To keep our clients | Our existing clients are with us and we have even obtained more. |

II. **Handover of function**.

**Project handover report**

|  |  |
| --- | --- |
| Project name : | Cash transaction report |
| Handed over by : | Zimisele Mkhwanazi |
| Taken by : | Mr Fynn Clint |
| Hand over | |
| Subject of handover: | The closure of the project. |
| Hand over report : | The project has come into an end and the following will be handed over: furniture, vehicles and lastly asset display.  The meeting has been made and the performance of the project has been successful. |
| Place : | Selby FNB and RMB foreign tax reporting centre |
| Date : | 15 June 2020 |

III. **The evaluation of the project performance**

**The project performance monitoring and analyses report**

**Contents**

Project performance and monitoring.

**Execution summary**

To make calls and request the valid documentation such as asylum seeker and red ID from a client and once the document has been provided we populate the information on the system and after then the client will be compliant.

**Body of the report**

|  |  |  |
| --- | --- | --- |
| **Team members** | **Roles and responsibility** | **Performance indicator** |
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**Conclusion**

The project has been undertaken and it has successful. All the risks has mitigated.