

OPENCHS

A system for Violence Against Children and Gender Based
Violence

Annual Maintenance Plan



Project Closure Report

Project Name: Child Helpline System Upgrade

Project Duration:

Project Manager:

Date:

Executive Summary:

This project aimed to upgrade the existing Child Helpline System to improve its functionality, integration with a Mental Health Chatbot system, and overall performance. The project successfully achieved its objectives within the allocated time frame. This closure report provides an overview of the completed project scope items and summarizes the key accomplishments, challenges faced, and recommendations for future enhancements.

Project Scope Items:

1. Inception report: Complete

- Developed an inception report after reviewing system requirements with stakeholders.
- Prioritized a robust and sustainable hosting model for local helplines provided by the helplines.
- Validated hosting infrastructure with stakeholders and where necessary gave the needed recommendations.
- Created a comprehensive data migration plan with no downtime or loss of data for master data.
- Set up new hosting infrastructure components based on agreed requirements.

2. Develop API for Mental Health Chatbot: Complete

- Developed, tested, and implemented integration between the child helpline system and the new MHPSS chatbot system.

- Configured and optimized APIs for seamless data exchange between the systems.
- Met end-user requirements for integration.

3. Technical update, deployment, training, and handover: Complete

- Performed an update of data, software, messages, and files from the old legacy child helpline system.
- Installed the new child helpline software based on the upgraded code base.
- Configured the new system to match local operational realities, procedures, and workflows.
- Executed data migration as per the validated plan.
- Developed and executed a test deployment and change management plan with minimal downtime.
- Created comprehensive system documentation, including end-user manuals, admin documentation, and upgrade procedures.

4. Design appropriate Knowledge transfer mechanism through training: Complete

- Conducted training sessions for call center agents, supervisors, counselors, managers, and ICT staff.
- Transferred knowledge on operating, maintaining, and upgrading the new child helpline system.
- Performed user acceptance tests to ensure system functionality and user satisfaction.

5. Sign off from CHIL KE/TZ: Complete

- Obtained sign-off from CHL KE/TZ, confirming the conclusion of project works.

6. Support and Maintenance: Complete

- Developed a comprehensive support plan with different support levels.
- We are now Providing support and maintenance services with a minimum uptime service level agreement of 99.9% for 12 months.

Key Accomplishments:

- Successfully developed and implemented the integration between the Child Helpline System and the Mental Health Chatbot system.
- Upgraded the legacy system and migrated data seamlessly without any downtime or loss of information.
- Customized the new system to match local operational realities and user needs.
- Conducted comprehensive training sessions for end-users, ensuring a smooth transition to the new system.
- Obtained sign-off from CHIL KE/TZ, indicating the successful completion of the project works.
- Implemented a robust support and maintenance plan, guaranteeing high system availability and reliability.

Challenges Faced:

- The complexity of data migration posed challenges, but through careful planning and execution, data was successfully migrated without disruptions.
- Ensuring a seamless integration between the Child Helpline System and the Mental Health Chatbot system required thorough testing, coordination and optimization That eventually resulted into delays.
- Training a diverse group of end-users with varying technical skills and backgrounds required tailored approaches and extensive coordination.

Recommendations:

- Continue monitoring the performance and usage of the upgraded Child Helpline System to identify areas for further enhancements and improvements.
- Regularly update and maintain the system to ensure it remains secure, efficient, and aligned with evolving needs.
- Consider conducting periodic refresher training sessions to keep end-users up-to-date with system functionalities and best practices.
- Establish a feedback mechanism to collect user feedback and suggestions for continuous system enhancement.

Conclusion:

The successful completion of the Child Helpline System Upgrade project marks a significant milestone in improving the support services provided to children in need. The

project accomplished all the defined scope items, including the integration with the Mental Health Chatbot system, system upgrade, training, and support and maintenance planning. The new system is expected to enhance the efficiency and effectiveness of child helpline operations, ultimately benefiting the children and communities served.

This project closure report serves as a comprehensive summary of the project's achievements, challenges, and recommendations for future improvements. The stakeholders and project team are commended for their dedication, collaboration, and commitment throughout the project.