





Project Chatter

Designing, Development, Maintenance and Support SEDA BUSINESS TOOLS

Project number	L2022/2606
Project description	Development and Deployment of the Automated Business Diagnostic and Assessment Tools & Maintenance of Existing Tools
Project Owner	Small Enterprise Development Agency (SEDA)
Document name	Project Chatter
Version number	01
Purpose	Initial project plan as for the indicated, document date
Document date	28 March 2022
Source	Norbaz Data Solutions cc

Approvals:

The signatories below are duly authorized to confirm their acceptance of the contents of this document and authorize the implementation/adoption on behalf of the parties represented by them.

Organization	Name/Surname	Project Role	Signature	Date
SEDA	Thenjiwe Dlamini	Project Sponsor		29 April 2022
SEDA	Buntu Jobodwana	Project Manager		29/04/2022
SEDA	Mapheello Kele	Project Lead		25/04/2022
NDS	Zabron Muyambo	Project Manager		29/04/2022

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1 EXECUTIVE SUMMARY

The purpose of this document is to provide information regarding the project: Development, Maintenance & Support of new Automated tools, Maintain Existing tools; a contract between SEDA and Norbaz Data Solutions (NDS) that came into effect on the 23rd March 2022.

2 PURPOSE

The purpose of this Project Charter document is to provide an up-to-date, readily available definition of the project. It is:

- A high-level executive document.
- A basis for management decisions.
- As a definitive statement of the project scope.
- As a basis for detailed project planning.

3 GOAL

NDS will undertake to perform the services outlined in the contract's Terms of Reference. For detailed requirements please see Seda's Terms of Reference and Project plan.

4 OBJECTIVES

Seda requires **NDS** to carry out the following services on their behalf:

- i. Develop new tools on the tools' website portal
- ii. Integrate tools with other existing tools
- iii. Integrate tools with other existing Seda systems
- iv. Maintain and support existing and running tools
- v. Train and transfer skills on tools' to existing Seda staff

5 ORGANISATION, RESPONSIBILITIES, RESOURCES

The organisation of this project will be as follows:

- Project Sponsor.
- Project Managers.
- Steering Committee members

Project Implementation Team

Organisation	Name/s	Project Role	Email Address
SEDA	Mapheello Kele	Project Lead	mkele@seda.org.za
SEDA	Hilda Kotola	Project Coordinator	hkotola@seda.org.za
SEDA	Joshua Nhlamo	Facilitator: Technical	jnhlamo@seda.org.za
SEDA	Duduetsang Mmuwe	Facilitator: Technical	dmmuwe@seda.org.za
NDS	Zabron Muyambo	Project Manager/Developer	zabronm@ndsolutions.co.za
NDS	Thato Samuel Magana	Developer/Engineer	Thato.magana@ndsolutions.co.za
NDS	Lawrence Mucheka	Developer/Documenter	lawrence@ndsolutions.co.za

Steering Committee Members

Organisation	Name/Surname	Project Role	Email Address
SEDA	Thenjiwe Dlamini	Project Sponsor	tdlamini@seda.org.za
SEDA	Buntu Jobodwana	Project Manager	bjobodwana@seda.org.za
SEDA	Tozama Gabela	Project Overseer	tgabela@seda.org.za
SEDA	Mapheello Kele	Project Lead	mkele@seda.org.za
SEDA	Hilda Kotola	Project Coordinator	hkotola@seda.org.za
NDS	Zabron Muyambo	Project Manager/Developer	zabronm@ndsolutions.co.za

6 PROJECT SCOPE

The required service as outlined in the TORs include:

- 6.1** Documented business requirements specification and functional specification
- 6.2** Documented system analysis report
- 6.3** Designed, developed and Implemented Tools
- 6.4** Diagnostic and assessment tools portal
 - 6.4.1** Basic assessment tools
 - 6.4.2** Critical Planning Exercise Tool (CPE)
 - 6.4.3** Assessment of Company Operations Tool (ACO)
 - 6.4.4** Export Readiness Assessment Tool (ERAT)
- 6.5** System support, maintenance and enhancements
 - 6.5.1** Documented Monthly reports
 - 6.5.2** Maintenance and Support plan
 - 6.5.3** 160 per month hours is required with the rollover of unused hours during the contract period.
- 6.6** Integrated System
 - 6.6.1** System integration analysis report
 - 6.6.2** System integration report
- 6.7** Training
 - 6.7.1** User and admin train-the-trainer training
 - 6.7.2** Training guide
 - 6.7.3** User guide
 - 6.7.4** Admin guide
- 6.8** Testing
 - 6.8.1** Test cases and testing report
- 6.9** Project close-off report

7 OUT-OF-SCOPE

Items not covered in this document, the Terms of Reference, and in the project plan.

8 RELATED PROJECTS AND ASSOCIATED DOCUMENTS

Customer Relationship Management (CRM)

SEDA has in place a functional backbone CRM system that is used to capture and maintain records of all related entities that they deal with.

Of major importance are entities related to:

- Users of the system that include all SEDA internal stakeholders: Practitioners/Business Advisors, support consultants; branch, provincial managers
- Registered clients and their businesses
- Base entity types and attributes

The newly developed tools must be integrated with the entities in the CRM; in such a way that the entities are not duplicated in the tools. The tools, therefore, must contain transactional records related to particular assessments only.

9 PROJECT RISKS

Risk Description	Likelihood	Impact	Risk Magnitude	Mitigation	Responsible Person
Service provider liquidated	2 (Low)	5 (High)	Medium	Refer the matter to the Legal advisors	Seda Project Manager
Breach of contract by both Parties	2 (Low)	4 (Medium)	Medium	Follow procedures as stipulated in the Service Level Agreement	<ul style="list-style-type: none">• Seda Project Manager• NDS Project Manager
Misrepresentation of information	2 (Low)	3 (Medium)	Medium	Follow procedures as stipulated in the Service Level Agreement	<ul style="list-style-type: none">• Seda Project Manager• Best Software Consulting Project Manager
Project Adoption	1 (Low)	5 (High)	High	Implement Change Management Plan	Seda Project Manager
Users and stakeholders' availability	2 (Low)	3 (Medium)	Medium	Implement users /stakeholder's sensitization and buy-in process	Seda Project Manager

10 PROJECT PLANNING

The project will proceed in accordance with the project plan. All changes to the plan of the project will be passed to the Project Manager. No changes plan will be made without the documented approval of the Project Manager.

11 CHANGE MANAGEMENT

Any changes to the project scope subsequent to its execution shall be managed through Seda's and NDS Project delivery change control procedure and, the party proposing the change will document the request using the change request form.

The receiving party will review the proposed Change Request and determine whether the change is acceptable or requires modifications.

- Both parties will review the proposed Change Request and will:
 - (i) approve it,
 - (ii) agree to further investigation; or
 - (iii) reject it.
- When the parties agree to the change, they will sign the Change Request, which upon signing by both parties will constitute authorization to implement the change;
- All changes to the scope and deliverables of the project will be passed to the Project Manager for approval. No changes to scope or deliverables will be made without the documented approval of the Project Manager.

12 ISSUE MANAGEMENT

All issues involving the project are to be passed on to the Project Managers to be addressed at the project meeting held on a weekly/monthly basis.

13 RISK MANAGEMENT

All risks involving the project are to be passed on to the Project Manager to be addressed at the project meeting held on a weekly/monthly basis.

14 PROJECT STATUS REPORTING

Project status will be determined and reported monthly when holding meetings or when SEDA requires it.

Project progress reports will be compiled and submitted monthly, quarterly, and the final / close-out report will be submitted at the end of the project.

Deliverables will be signed off prior to the submission of the close-out report.

15 DELIVERABLES

The Project deliverables will be as follows:

- Documented business requirements specification and functional specification
- Documented system analysis report
- Designed, developed and Implemented Tools
- Diagnostic and assessment tools portal
- System support, maintenance and enhancements

- Integrated System
- Training
- Testing
- Project close-off report

16 DOCUMENT VERSION CONTROL

- The first draft of a document will be Version 1.0.
- Subsequent drafts or minor changes will have an increase of "1.1 and 1.2 and so on.
- If there is a major change or the document is final, then the document becomes Version 2.0 and so on.