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| SEDA LOGO New |
| Project Chatter |
| **Designing, Development, Maintenance and Support** |
| **SEDA BUSINESS TOOLS** |
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| --- | --- |
| 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 |



**NORBAZ**

**DATA SOLUTIONS**

**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.

|  |  |  |  |  |
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| SEDA | Buntu Jobodwana | Project Manager |  |  |
| SEDA | Mapheello Nkgadima | Project Lead |  |  |
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# 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.

# PURPOSE

The purpose of this Project Chatter 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.

# 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.

# OBJECTIVES

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

1. Develop new tools on the tools’ website portal
2. Integrate tools with other existing tools
3. Integrate tools with other existing Seda systems
4. Maintain and support existing and running tools
5. Train and transfer skills on tools’ to existing Seda staff

# 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** |
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## Steering Committee Members

|  |  |  |  |
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| **Organisation** | **Name/Surname** | **Project Role** | **Email Address** |
| SEDA | Thenjiwe Dlamini | Project Sponsor | [tdlamini@seda.org.za](mailto:tdlamini@seda.org.za) |
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| NDS | Zabron Muyambo | Project Manager/Developer | zabronm@ndsolutions.co.za |

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# PROJECT SCOPE

The required service as outlined in the TORs include:

* 1. Documented business requirements specification and functional specification
  2. Documented system analysis report
  3. Designed, developed and Implemented Tools
  4. Diagnostic and assessment tools portal
     1. Basic assessment tools
     2. Critical Planning Exercise Tool (CPE)
     3. Assessment of Company Operations Tool (ACO)
     4. Export Readiness Assessment Tool (ERAT)
  5. System support, maintenance and enhancements
     1. Documented Monthly reports
     2. Maintenance and Support plan
     3. 160 per month hours is required with rollover of unused hours during the contract period.
  6. Integrated System
     1. System integration analysis report
     2. System integration report
  7. Training
     1. User and admin train-the-trainer training
     2. Training guide
     3. User guide
     4. Admin guide
  8. Testing
     1. Test cases and testing report
  9. Project close-off report

# OUT-OF-SCOPE

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

# RELATED PROJECTS AND ASSOCIATED DOCUMENTS

**Customer Relationship Management (CRM)**

SEDA has in place a functional back-bone 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.

# 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 | • Seda Project Manager  • NDS  Project Manager |
| Misrepresentation of  information | 2 (Low) | 3 (Medium) | Medium | Follow  procedures  as stipulated  in the  Service Level  Agreement | • 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 by-in process | Seda Project Manager |

# 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.

# 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.

# 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.

# 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.

# PROJECT STATUS REPORTING

Project status will be determined and reported monthly when holding meetings or as 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.

# 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

# 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.