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**NORBAZ DATA SOLUTIONS**

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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 Plan |
| Document Version Number | 02 |
| Purpose | Updated project plan as on 16 August 2022 |
| Document date | 16 August 2022 |
| Source | Norbaz Data Solutions cc |

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1. **Executive Summary**

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

1. **Client Background**

The Small Enterprise Development Agency (Seda) is an agency of the Department of Small Business Development, which was established in December 2004, through the National Small Business Amendment Act, Act 29 of 2004. Seda is mandated to coordinate and provide non-financial support services to potential, aspiring SMMEs through its Branches and Service Providers.

Seda currently has a delivery network compromising of fifty-five (55) service delivery points (Branch Offices), with 500 Business Advisors and approximately 50 Information Officers who use Seda’s existing diagnostic tools. The branches have a support structure of provincial offices and a national office supporting the provincial office network.

Seda Diagnostic Tools are different legacy systems used by practitioners at all Seda delivery points. These tools are managed by the Seda national office as follows:

* Assessment content, standards, certification and utilization—Training and building capacity unit
* Electronic application/system—Business Systems

The Seda Diagnostic Tools are a package of vital applications, which complement the core business operations system, the CRM system, to facilitate and manage client interactions and operations of the provincial delivery network. Diagnostic and Assessment Tools are used to identify areas of weakness in small businesses, including individual entrepreneurs and develop strategies for client business performance improvements. They provide a basis for focused interventions, development and or improvement areas that address the needs of the entrepreneurs or businesses.

One of Seda’s key outcomes is Improved Service Access, through implementing integrated, flexible and responsive systems. The Seda Diagnostic and Assessment Tools support business enablement, process efficiency, thus improving service access. Sound knowledge and experience in system analysis, solutions design, programming, database systems and project management is required to effectively and efficiently deliver the desired solution. To ensure efficiency and productivity for Seda, the Seda stakeholders and clients, Diagnostic and Assessment Tools play a fundamental role in this regard.

1. **Document Purpose**

The purpose of this document is to outline the project plan on the proposed resources, processes, execution and deliverables of the project, as outlined in the terms of reference.

1. **Project Statement**

As stated in the Terms of Reference, the project statement is stated as:

TO ASSIST SEDA WITH THE DEVELOPMENT AND DEPLOYMENT OF THE AUTOMATED DIAGNOSTIC AND ASSESSMENT TOOLS, INCLUDING MAINTENANCE AND SUPPORT OF THE IMPLEMENTED SOLUTION FOR A PERIOD OF TWELVE (12) MONTHS

1. **Deliverables**

The current project involves the following main deliverables:

* 1. **Continuous support and maintenance of the current assessment tools**
* Monthly support & maintenance report
* Decommissioning report
  1. **Implementation of newly developed tools**

Final testing, adjustments, piloting and implementing the new tools. This will also involve phasing out and final decommissioning of the current tool portal. The newly developed tools are:

* Small Business Assessment Tool (SBAT)
* Business Idea Assessment Tool (BIAT)
* Pre-Startup Assessment Tool (PST)
* Export Readiness Assessment Tool (ERAT)
* Assessment of Company Operations (ACO)
* Entrepreneurial Diagnostic Tool (EDT)

Summary of deliverables

* All tools above deployed to the Seda server and running
* Technical specification report
* Test-cases & test outcomes report
* User and Administrator’s manuals
* Project sign-off document
  1. **New tools under development**
* Critical Planning Exercise (CPE) and
* Business Planning Tool

To be delivered are the following:

* System design specification report for the Critical Planning Exercise & Business Planning Tool
* Tools deployed on the Seda servers and running
* System test-cases and test outcomes report
* User and Administrator’s manuals
* Project sign-off document

1. **Required resources and responsibilities**

The following table outlines the required resources and the personnel or entities responsible for making them available

|  |  |  |  |
| --- | --- | --- | --- |
| ITEM | RESPOURCE NAME | PURPOSE | RESPONSIBLE PERSONNEL |
| 1. | Office Space | Required for developers to work from | Nd Solutions |
| 2. | Tools’ development personnel | Developers to develop and manage the tools development | ND Solutions |
| 3. | Sponsors/Steering Team | To work and manage the project on behalf of Seda | Seda |
| 4. | Development Software | Used to develop the tools and to document.  These include but not limited to the following:   * Visual Studio 2019 * Microsoft Sql Server (Developer Editions) * Microsoft Office * Other IDE’s | ND Solutions |
| 5. | Database Hosting Infrastructure | For hosting the tools’ databases | Seda |
| 6. | Web Server Infrastructure | For hosting tools content | Seda |
| 7. | Database Server Software | For managing tools databases | Seda |
| 8. | Web Server Software | For managing tools web content | Seda |
| 9. | VPN Infrastructure | For accessing the hosting servers externally | Seda |
| 10. | Tools Testing Personnel | To test and certify the scope of the implemented tools | Seda |

1. **Steering Committee Members**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Name and Surname** | **Project Role** | **Email Address** |
| SEDA | Thenjiwe Dlamini | Project Sponsor | [tdlamini@seda.org.za](mailto:tdlamini@seda.org.za) |
| SEDA | Buntu Jobodwana | Project Manager | [bjobodwana@seda.org.za](mailto:bjobodwana@seda.org.za) |
| SEDA | Tozama Gabela | Project Overseer | [tgabela@seda.org.za](mailto:tgabela@seda.org.za) |
| SEDA | Mapheello Nkgadima | Project Lead | [mnkgadima@seda.org.za](mailto:mnkgadima@seda.org.za) |
| SEDA | Hilda Kotola | Project Coordinator | [hkotola@seda.org.za](mailto:hkotola@seda.org.za) |
| NDS | Zabron Muyambo | Project Manager/  Lead Developer | zabronm@ndsolutions.co.za |

1. **Project Implementation Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation** | **Name/s** | **Project Role** | **Email Address** |
| SEDA | Mapheello Nkgadima | Project Lead | [mnkgadima@seda.org.za](mailto:mnkgadima@seda.org.za) |
| SEDA | Hilda Kotola | Project Coordinator | [hkotola@seda.org.za](mailto:hkotola@seda.org.za) |
| SEDA | Joshowa Nhlamo | Facilitator: Technical | [jnhlamo@seda.org.za](mailto:jnhlamo@seda.org.za) |
| SEDA | Duduetsang Mmuwe | Facilitator: Technical | [dmmuwe@seda.org.za](mailto:dmmuwe@seda.org.za) |
| NDS | Zabron Muyambo | Lead developer/Manager | zabronm@ndsolutions.co.za |
| NDS | Thato S. Magana | Developer/Engineer | Thato.magana@ndsolutions.co.za |
| NDS | Lawrence Mucheka | Developer/Documenter | lawrence@ndsolutions.co.za |

1. **Key dependencies**

Key project dependencies on the success of the project or parts of it are listed below.

|  |  |  |  |
| --- | --- | --- | --- |
| ITEM | DEPENDENCY | EFFECT ON PROJECT | PROBABILITY & REMEDY |
| 1. | Availability of Development personnel | The success of this project is highly dependent on the continuous and reliability of the tools’ development staff at ND Solutions | This is not expected. ND Solutions guarantees the availability of specified development resources, and to avail extra developers if need be. |
| 2. | Availability of the Seda steering committee | The availability of the Seda steering committee on tools is critical in almost all aspects of the project where consultations are required | The availability of the Seda team or at least a member will impact the progress on the delivery of the project. However, this is not expected and so far, it has not hindered any significant progress. |
| 3. | Availability of server infrastructure and software on the deployment platforms at Seda | This is a very critical factor in all the stages of this project delivery.  Servers are required to be up and running at all times, so that current tools are available to the users; while new developed content can always be updated and synchronised | We will be escalating technical issues regarding IT infrastructure to the availed Seda team. |
| 4. | Availability of user participants (Business Advisors/practitioners) to test and pilot the tools in practical environments | Implementation of the automated tools will depend on the availability of the branch users to perform testing from practical environments. This is critical to check functionality and performance. | We expect the users from the branches to be available if given notices in time to participate in the implementation processes. |
| 4. | Availability of Server Software on the Seda Infrastructure | Proper software to deploy and successfully test and run the tools is required on the Seda servers. | All required software was installed and made available on the servers. |
| 5. | Remote accessibility to Seda infrastructure | Developers will be accessing the Seda infrastructure remotely for database connectivity, content updates and testing. This means remote access facilities will be required to be functional at all times | Remote access through VPN is available.  However, the content and database servers are not available |

1. **Project work schedule**

The Gantt chart below indicates the updated project schedule.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **MONTH 1 – 2** | **MONTH 3 - 4** | **MONTH 5 - 6** | **MONTH 7 - 8** | **MONTH 9 - 12** |
| ID | Task | April - May | June - July | August - September | October - November | Dec 22 – Mar 23 |
| **1.** | **Maintenance & Support:**  **Current Tools** |  |  |  |  |  |
| **2.** | **Final Testing & Piloting of Newly developed Tools** |  |  |  |  |  |
| **3.** | **Implementation of Newly developed Tools:** |  |  |  |  |  |
| **4.** | **Decommissioning Current Tools** |  |  |  |  |  |
| **5.** | **Support & Maintenance:**  **Newly developed tools** |  |  |  |  |  |
| **6.** | **Development:**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **7.** | **Testing & Piloting:**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **8.** | **Implementation:**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **9.** | **Support & Maintenance**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **10.** | **Sign-Off & Hand-over** |  |  |  |  |  |

1. **Project critical paths**

This project has 2 identifiable critical paths that can be summed as below

1. Pilot, Implement the newly developed tools, De-commission current tools, maintain implemented tools (Path A - see key)
2. Develop, Pilot, Implement the CPE and Business Planning tools (Path B – see key)

The Gantt chart below attempts to illustrate the described paths above.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | MONTH 1-2 | MONTH 2-3 | MONTH 4-5 | MONTH 6-7 | MONTH 8-12 |
| ID | Task | Apr - May | Jun - Jul | Aug - Sep | Oct - Nov | Dec – Feb 23 |
| **1.** | **Maintenance & Support:**  **Current Tools** |  |  |  |  |  |
| **2.** | **Final Testing & Piloting of Newly developed Tools** |  |  |  |  |  |
| **3.** | **Implementation of Newly developed Tools:** |  |  |  |  |  |
| **4.** | **Decommissioning Current Tools** |  |  |  |  |  |
| **5.** | **Support & Maintenance:**  **Newly developed tools** |  |  |  |  |  |
| **6.** | **Development:**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **7.** | **Testing & Piloting:**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **8.** | **Implementation:**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **9.** | **Support & Maintenance**  **CPE & Business Planning Tool** |  |  |  |  |  |
| **10.** | **Sign-Off & Hand-over** |  |  |  |  |  |

Critical path A Critical Path B

1. **Project success criteria**

|  |  |  |
| --- | --- | --- |
| ITEM | SUCCESS CRITERIA | APPLICATION |
| 1. | COSTS | * Costs were adequately mapped and allocated to the project tasks as scoped * In the case of additional resources being required; these will be discussed and escalated * No extra need has been raised to this point from the inception of the project; either from the Seda internal team or from the service provider |
| 2. | PROJECT SCOPE | The scope of this project can be logically summarised as:   1. To support and maintain the current tools until they are replaced by newly developed tools 2. Finish testing and piloting the newly developed Basic tools 3. Implement the newly developed basic tools 4. Decommission the current tools 5. Develop the CPE and Business Planning tool 6. Test & Pilot the CPE and Business Planning tools 7. Implement the CPE and Business Planning tools 8. Sign-Off and hand-over the complete project |
| 3. | DURATION | * Duration of the project was adequately mapped to the tasks and expected deliverables |

1. **Project Risks & Mitigation**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 |

1. **Conclusions**

As indicated in the Gantt chart and the CP chart, there has been adjustments to the estimated durations of some of the phases. The main ones that affected the project so far include:

1. Implementation of newly developed tools

Commencement of this exercise was delayed to the 15th of August and is expected to be complete in the coming month, after which implementation will begin.

1. Decommissioning current tools

This exercise will also be delayed since the current tools will be in use while the implementation of the newly developed tools is underway.

1. CPE and BPT development

There is a slight adjustment to the completion of their development, as we expect more concentration to be diverted to implementing the newly developed tools at some point. This however, is not expected to take a long time before full attention is given to the 2 tools.

We still believe we will be on time in delivering the tools in the current period as expected originally.