|  **DEPARTMENT: PROGRAMME MANAGEMENT** | **PROCESS NAME: 1.1 ENGAGE WITH CLIENT** | **PROCESS NUMBER: NDP – PI – 03 - 001** | **REVISION: 0** |
| --- | --- | --- | --- |
| **PROCESS STEP** | **INFO INPUT** | **DETAILED DESCRIPTION** | **INFO OUTPUT** | **CONTROL** | **SUPPORT REQUIRED** | **KNOWLEDGE REQUIRED** | **SYSTEMS / INFO FILE REQUIRED** | **ACT / REG / STANDARD REQUIREMENTS** | **CONSTRAINT / IMPROVEMENT** |
| **SYSTEM**  | **FILE**  |
| Activity 1**Senior Management Team**Identify the Municipality by conducting a workshop1.1.1 | * List of possible Municipalities
* Attendance register template
* Minutes template
* NDP Strategy
 | * Using the possible list of Municipalities that could benefit from the NDP, a list is compiled.
* Possible list with any motivation and discussion is tabled with the Chief Director – NDP for review and comment.
 | * Minutes
* Attendance Register
* List of Municipalities
 | * Minutes captured
 | * NDP management team
 | * MS Suite.
* Internet usage
* Research capabilities
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
 | * None
 |
| Activity 2**Operations Director**Ensure that the list of municipalities status are updated on MIS | * List of Municipalities on MIS
* NDP Strategy
* Finance Budget
* Minutes on MIS
 | * Ensure that the list of municipalities are updated as per the outcome of the workshop on MIS
 | * List of Municipalities updated
* List of Municipalities communicated to the Finance Budget Input process via MIS
* Automatic communication to the Planning Director for allocation
 | * Updated list of municipalities aligned to the Workshop Minutes filed on MIS aligned to the file plan
 | * Project Director
* Chief Director
* Senior Management team
 | * MIS Training
* Minutes keeping
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (6.1 Provision of Resources)
 | * Automated NDP Project Calendar
 |
| Activity 3**Planning Director**Allocate Municipalities to Project Manager using the Resource Allocation Matrix | * List of Municipalities (E-Mail)
* Resource Allocation Matrix
* File plan on MIS
 | * Using the List of Municipalities (on MIS) review the Resource Allocation matrix to evaluate resource loading of the Project Managers.
* Allocate municipality to respective Project Manager and discuss approach
 | * Municipalities allocated to Project
 | * Resource Allocation Matrix updated
* Updated Resource Allocation Matrix filed on MIS aligned to the file plan
 | * Project Managers
 | * MS Suite
* Resource planning capabilities
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (6.1 Provision of Resources)
 | * Automated NDP Project Calendar with interface with Resource Allocation Matrix
 |
| Activity 4**Project Manager**Draft letter of introduction | * Resource Allocation Matrix on MIS
* List of Municipalities on MIS
* Letter of Introduction template on MIS
* File plan on MIS
 | * Letter of introduction compiled and submitted for approval
* Proposed meeting dates included into the letter
 | * Draft letter of introduction compiled on MIS
 | * Draft Letter of Introduction compiled using the Letter of Introduction template on MIS
* Draft letter of introduction filled on MIS aligned to the file plan
 | * Project Director
* Chief Director
 | * MS Suite
* Drafting of reports and letters
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
 | * New File System / Plan required. When saving the template it should go straight to proper file location for saving
 |
| Activity 5**Chief Director**Review and Approve | * Letter of Introduction on MIS
 | * Review and approve the Draft letter of introduction
* Any comments / changes tabled with respective Project Manager through MIS
 | * Letter of introduction approved by Chief Director on MIS
 | * Approved Letter of introduction filled on MIS aligned to the file plan
 | * Project Manager
 | * MS Suite
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
 |
| Activity 6**Project Manager**Issue signed Letter to Municipality | * Letter of introduction (Approved)
 | * Approved Letter of introduction submitted to the Municipality Manager (ensure “Request of Delivery Receipt” is activated)
 | * E-mailed Letter of introduction to Municipality
 | * Approved Letter of introduction filled on MIS aligned to the file plan
 | * Municipality Manager
 | * MS Suite
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
 | * Automatic saving function to I: Drive and Outlook
 |
| Activity 7**Municipality Manager**Acknowledgment receipt and allocation | * Letter of introduction (Approved) received
 | * Municipality Manager sends Acknowledgement of Receipt (on MIS) to the NDP Project Manager.
* Note dates and communicate agreed date in (MIS) to the NDP Project Manager.
 | * Acknowledgement of Receipt (MIS) with agreed dates
 | * Acknowledgement of Receipt from Municipality Manager received on MIS
 | * Project Manager
 | * MS Suite
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
 | * Tracking of communication
 |
| Activity 8**Project Manager**Conduct meeting preparation(ENGAGE 1) | * Acknowledge Receipt (E-Mail)
* Presentation template
* Agenda Template
* Minutes Template
* *What about NDP Tools and guiding documents ( presentation pack )*
 | * Using the NDP Presentation Template, compile presentation content for ENGAGE 1.
* Table presentation content and format with Planning Director for input and understanding
 | * NDP (Engage 1) presentation compiled
 | * NDP (Engage 1) presentation with Planning Director input and filled on MIS aligned to the file plan
 | * Project Director
 | * MS Suite
* Compilation of Presentation (Power Point)
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 | * None
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| Activity 9**Planning Director & Project Manager**Conduct the meeting**(ENGAGE 1)** | * Agenda
* Minutes Template
* NDP (Engage 1) presentation.
 | * Conduct presentation with Municipality (THE WHAT).
* Capture minutes with items and agreed actions
 | * Minutes
* Attendance Register
 | * Captured minutes filled on MIS aligned to the file plan
 | * Municipality team
 | * MS Suite
* Presentation Skills
* NDP Strategy
* NDP Tools and guiding documents
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 | * NDP Toolkit with “How To” interaction built in
 |
| Activity 10**Municipal Co-ordinator**Compile Institutional Arrangements (Draft) | * Municipality Steering Committee decision
 | * Issue the institutional arrangements (via MIS ) to the NDP Project Manager
 | * Steering Committee decision documented into institutional arrangements
 | * Institutional arrangements submitted on MIS aligned to the file plan
 | * Project Manager
 | * MS Suite
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 | * None
 |
| Activity 11**Project Manager**Update the List of Municipalities(If Required) | * Issue the institutional arrangements
 | * Update the Municipality details on the List of Municipalities on MIS
 | * Updated List of Municipalities
 | * Updated List of Municipalities on MIS aligned to the file plan
 | * Municipality Co-ordinator
 | * MS Suite
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
 | * None
 |
| Activity 12**Project Manager**Set-up meeting(ENGAGE 2) | * Meeting Request template
 | * Look at NDP project Director Availability and compile meeting request.
* Send meeting request to Municipal Co-ordinator via MIS
 | * Meeting Request sent via MIS
 | * Meeting Request on MIS aligned to the file plan
 | * Municipality Co-ordinator
 | * MS Suite
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 | * None
 |
| Activity 13**Municipal Co-ordinator**AcknowledgeReceipt | * Meeting Request received
 | * Municipal Co-ordinator sends Acknowledgement of Receipt (MIS) to the NDP Project Manager.
* Note dates and communicate agreed date in (MIS) to the NDP Project Manager.
 | * Acknowledgement of Receipt (MIS) with agreed dates
 | * Acknowledgement of Receipt from Municipality Co-ordinator received and on MIS aligned to the file plan
 | * Project Manager
 | * MS Suite
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
 | * Tracking of communication
 |
| Activity 14**Project Manager**Conduct meeting preparation(ENGAGE 2) | * Acknowledge Receipt (MIS)
* Presentation template
* Agenda Template
* Minutes Template
* *What about NDP Tools and guiding documents ( presentation pack*
 | * Using the NDP Presentation Template, compile presentation content for ENGAGE 2.
* Table presentation content and format with Project Director for input and understanding
 | * NDP (Engage 2) presentation compiled.
* Agenda issued to the Municipal Coordinator
 | * Document pack compiled and ready for the Engage 2 discussion on MIS aligned to the file plan
 | * Project Director
 | * MS Suite
* Compilation of Presentation ( Power Point )
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 | * None
 |
| Activity 15**Project Director & Project Manager**Conduct the meeting**(ENGAGE 2)** | **Document Pack** :* Agenda
* Minutes Template
* Notes
* Council Resolution
* Work Plan Template
* Example of Urban hub
* Example MOU
* MOA
* NDP (Engage 2) presentation.
 | * Conduct presentation with Municipality. ( THE HOW )
* Capture minutes with items and agreed actions
 | * Engage 2 conducted, minutes and attendance register compiled and copies submitted to the Municipal Coordinator
 | * Minutes and Attendance register on MIS aligned to the file plan
 | * Municipality team
 | * MS Suite
* Presentation Skills
* NDP Strategy
* NDP Tools and guiding documents
* MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 | * NDP Toolkit with “How To” interaction built in
 |
| Activity 16**Project Manager**Update the List of Municipalities (Metadata)(If Required)  | * Institutional Arrangements (Final) received form the Municipal Coordinator on MIS
* List of Municipalities on MIS
 | * List of municipalities updated on MIS
 | * Updated list of Municipalities
* Institutional Arrangements (Final) received form the Municipal Coordinator on MIS
 | * Updated list of Municipalities and Institutional Arrangements (Final) on MIS aligned to the file plan
 | * Municipality team
 | * MIS Training
 | MIS (SharePoint) | **Hard Copy****Electronic Copy**As per file Plan on MIS | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 | * The municipality list (Meta Data) must be verified.
 |