| **DEPARTMENT: PROGRAMME MANAGEMENT** | | | **PROCESS NAME: 1.1 ENGAGE WITH CLIENT** | | | **PROCESS NUMBER: NDP – PI – 03 - 001** | | | **REVISION: 0** | |
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| **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 workshop  1.1.1 | * 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 | |
| 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**  Acknowledge  Receipt | * 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. | |