

SWDF, Phase 2 IT Projects

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SWDF, Phase 2 – IT Projects

Excellent opportunity

Need careful planning/monitoring to make it a success

ITRC heavily involved in Phase 1

Trying our best to share with you

“Planning Stage”

Objectives

Cost saving? Improving management decision?

Statutory requirements?

Market leader? Technology follower?

➤ Determines implementation approach

Align with business direction?

Dependency with other systems?

...planning

Deliverables?

Long term implications?

Costs?

Stakeholders?

Internal resources of various parties?

Project management structure?

...

➤ Readiness!!!??

...planning

Major Questions

Who is to plan? Who should be involved?

Stakeholders?

Go vs No-Go?

Cost-and-benefits analysis?

Tangible vs Intangible?

NO resources at this stage

Time constraint

...planning

ITRC

To provide market information

To share on prior experiences

To assist in compiling SWDF applications

“Handling the Vendor”

Focus

- (a) delivering the solution
- (b) within time
- (c) budget
- (d) reasonable quality

Very, very difficult – demands pulling in all directions!!!

Compromised objective: to deliver what has been approved and pledged, at a barely acceptable standard?!!!????

...handling the vendor

Both NGO and Vendor have their own objectives

How to reconcile the interests?

Within both parties' limits?

A continuous negotiation/balancing process

Open and genuine discussion

Focus on the mutual long-term benefits of both parties

ITRC is also a Solution Provider

財務管理系統 (Financial Management System)

人力管理系統 (Human Resources Management System)

網上捐款管理系統 (Online Donation Management System)

義工管理系統 (Volunteer Management System)

捐贈者管理系統 (Donor Management System)

保護長者進出管理 (RFID Surveillance Solution)

服務質素標準監察系統 (Service Quality Standards Management System)

網站開發/內容管理系統 (Website Development / Contents Management System)

知識管理系統 (Knowledge Management System)

檔案管理系統 (Document Management System)

Etc.

“Managing the Project”

A more realistic view:-

Vendor management

Change management

Management expectation – Expectation management

Practical situation of front-line workers

Vendor, technology

Funder

Acceptance, adoption, fine-tuning...

...

...managing the project

Need a good project management methodology

- Protect the interests of the NGO

- Fulfilling SWD reporting requirements, internal audit requirements, etc.

- Ensure adequate and proper documentation, eg.

 - Tendering procedure*

 - Agreeing contract documents*

 - Delivering project documents (user requirements specification, functional specification, test procedures and cases, project acceptance...)*

 -

...managing the project

Putting Things Together – Needs + Technology + Expertise

Always conflicting demands

- Costs vs quality

- Internal vs external needs and demand

- Management vs front-line colleagues

- Short-term vs long-term impact

- ...

A Balancing Art!!!

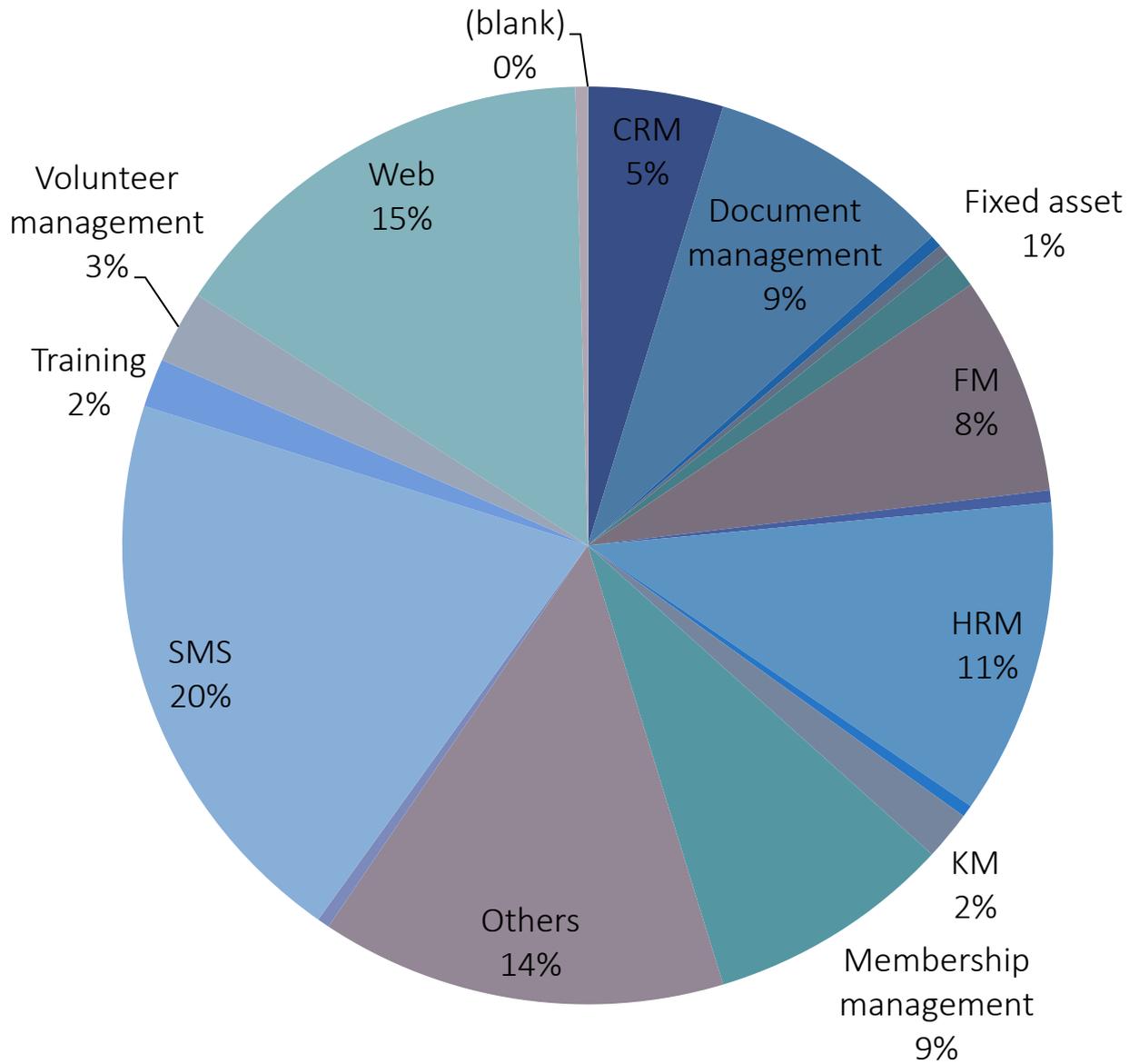
...managing the project

Who will make the decision?

Who has the authority? What kind of authority?

Skills? Resources for this important job?

ITRC has been playing the role of a Project Manager for Phase 1 projects



ITRC in Phase 1

“Exploring” project ideas

Sharing market information – vendors, users

Sharing work experiences

Assisting in compiling SWDF applications

Tendering, Drafting tenders

Project management

Remedial/Rectifying actions

Solution providers

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