

ICIEC Project

Management Meeting

17th May, 2022



Management Meeting Agenda

- ICIEC Project Achievements
- Project Milestones Status
- Training & UAT Activities Overview
- Out of Original Scope Additional Activities
- Project Activities Planned Onsite
- The Way to Move Forward
- Contracted Onsite Project Man-days figures
- Contracted Offsite Project Man-days figures
- Contracted Change Requests Man-days Figures
- ESKADENIA Proposed Weekly Project Plan
- ESKADENIA Updated Weekly Project Plan
- ICIEC Project Internal Activities



ICIEC Project Achievements



ICIEC & ESKADENIA achieved major Project Implementation milestones during the COVID 19 Pandemic

- **Comprehensive corrective actions were taken on spot to run activities offsite instead of onsite achieving the following agreed upon Milestones:**
 - o Delivery and Acceptance of System Installation of all solutions in scope – 19th May 2020
 - o Provisional Acceptance – 15th July 2020
 - o Delivery and Acceptance of Training of all solutions in scope – 12th Dec 2021
 - o UAT of most contracted systems in the project
- **Analyzing, Developing & Delivering New Change Requests in addition to many points that were delivered Free of Charge:**
 - o CR 1_2020 - Signed Jun 2020
 - o CR 1_2021 - Signed Apr 2021

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Project Milestones Status



Milestone	Planned Date	Actual Date	Status (Done, Open)
Agreement Sign-off	-	19.02.2019	Done
Project Kick-off Meeting	07.04.2019	07.04.2019	Done
Project Charter Sign-off	10.04.2019	11.04.2019	Done
Delivery and Acceptance Gap Analysis of all solutions in scope	23.12.2019	05.03.2020	Done
Delivery and Acceptance of System Installation of all solutions in scope <i>[During Covid 19 Pandemic]</i>	26.12.2019	19.05.2020	Done
Provisional Acceptance <i>[During Covid 19 Pandemic]</i>	05.03.2020	15.07.2020	Done
Delivery and Acceptance of Training of all solutions in scope <i>Training was delayed to Include & test the developed CRs; CR 01_2020 & CR 01_2021</i>	16.07.2021	12.12.2021	Done
Delivery and Acceptance of solutions in scope UAT for Credit Insurance, Business Channels & CRM/ IMS	01.09.2021 To be Agreed	To be Agreed	Open
Go-Live Announcement	30.09.2021 To be Agreed	To be Agreed	Open
Project Final Acceptance Sign-off and Project Closure Announcement	05.08.2021 To be Agreed	To be Agreed	Open

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Training & UAT Activities Overview

System	Training Status	UAT Status
1. Core Administration	Conducted	Conducted Awaiting Re-validation of few points
2. DMS	Conducted	Conducted # 3
3. Workflow	Conducted	Conducted
4. Logging	Conducted	Conducted # 2
5. Audit Trail	Conducted	Conducted # 2
6. Analytics (BI)	Conducted	Conducted # 2
7. Approval & Notifications	Conducted	Conducted Awaiting Re-validation of few points
8. Financial System	Conducted	Conducted # 3 Integration Validation Passed
9. Credit Insurance	Conducted Refreshing Sessions	In-Progress [Pending: CIS, Country Risk, Production, Claims, and Reinsurance]
10. CRM & IMS	Conducted	Open
11. Customer Portal	Conducted	Open
12. Agent Portal	Conducted	Open
13. Banc-assurance	Conducted	Open
14. Wakala	Conducted	Conducted

Out of Original Scope Additional Activities

- The out of scope additional activities of CR 1_2020 & CR 1_2021 during the past two years have impacted the project plan in terms of (Time, Cost, Scope & Resources Allocation) as it included intensive activities for Assessment, Analysis, Development, Testing, Deployment, Verification & Data Migration Impact Activities
- Azure Environments Restructuring (Test & Production)
- RCL Scope Discussion and Analysis Activities (From RCL to Credit Insurance System) | Starting 2020
- New Delegation of Authority (DoA) Analysis
- Oracle 19c Upgrade Internal Testing
- Assessment & Analysis of 2022 New Points.
- Recently Shared New Reports (272 Sheets) | Still Pending Analysis by the Product Team

P.S. This shall be checked by Radwan; Under the Credit Business Requirement Document; 205 reports were included under the scope, 197 reports were developed & 8 reports were TBD by ICIEC (templates not shared)

Project Activities Planned Onsite

The below Project Activities were supposed to take place onsite but due to COVID-19 pandemic we had to handle them offsite;

- Data Migration
- Installations
- Setup Parameterization (Most of activities performed Offsite)
- Gap Analysis (Most of activities performed Offsite)
- Training (IT & End Users)
- User Acceptance Test (UAT)

Contracted Onsite Project Man-days figures

Project Agreement	Onsite Man-days
Contracted	800
Already Done Onsite	150
Already Done Offsite as of 8 th May	820 Equals to 410 Onsite Man-days
Remaining Onsite Man-days	240
Onsite Man-days Required as per the updated Weekly Plan	315
Onsite Man-days	$(315 - 240) = 75$

Contracted Offsite Project Man-days figures

Project Agreement	Offsite Man-days
Contracted	915
Already Done Offsite as of 8 th of May	2415
Adjusted for Onsite Man-days Done Offsite	1595
Remaining Man-days out of the Contracted	- (680)
Offsite Man-days Required as per the updated Weekly Plan	524
Offsite Man-days Required to Close the Project	$(680 + 524) = 1204$

Contracted Change Requests Man-days Figures

CR 01_2020 Man-days

CR [01_2021]	Man-days
Contracted	308
Accumulated	310

CR 01_2021 Man-days

CR [01_2021]	Man-days
Contracted	501
Accumulated	593.8

The Way to Move Forward

Based on the project experience, we strongly recommend to focus on the scheduled activities and the signed scope documents (BRDs, Gap Documents, CR Documents) as the reference for the scope otherwise the following will be negatively impacted:

- Systems Quality
- Project Schedule & Timeline
- Project Budget
- Resources Allocation

ESKADENIA Proposed Project Plan

The below proposed project weekly plan - shared by ESKADENIA Management and accepted by ICIEC Management - to go live by the end of July 2022 with the assumption that no development will take place before going-live;

ICIEC Project Plan Weekly Resources

Task	Location	Number of man-days per week per activity																									
		03-Apr	10-Apr	17-Apr	24-Apr	01-May	08-May	15-May	22-May	29-May	05-Jun	12-Jun	19-Jun	26-Jun	03-Jul	10-Jul	17-Jul	24-Jul	31-Jul	07-Aug	14-Aug	21-Aug	28-Aug				
Project Management	ESKA	5	5	5	5		5	5	5	5	5	5	5	5	5		3	3	3	3	3	3	3				
ESKADENIA Internal Activities	ESKA	15	15	15	15		15	15	15	15																	
UAT Scenarios Verification with ICIEC IT	ESKA		10	10	10																						
Installation	ESKA				10													10									
Training Refreshment	ESKA						5	5	5	5	5	5	5														
UAT & Acceptance	ESKA						10	10	10	10	10	10	10														
Systems Quality Tuning	ESKA							15	15	15	15	15	15	15	15												
Business Simulation	Onsite													30	30		30	30									
Data Migration & Reconciliation Activities	ESKA/Onsite	2	2	2	2		6	6	6	6	6	6	6	6	6		15	15	15								
Go Live	Onsite																		30	30	30						
		22	32	32	42	0	41	56	56	56	41	41	41	56	56	0	48	58	48	33	33	3	3				

ESKADENIA Updated Project Plan



The below updated project weekly plan to go live on the 4th of Sep 2022 with the assumption that no development will take place before going-live except for the RCL – Credit Exposure Data Export (The effort will be considered under the RCL Change Request)

ICIEC Project Plan Weekly Resources

Task	Location	Number of man-days per week per activity																											
		3-Apr	10-Apr	17-Apr	24-Apr	1-May	8-May	15-May	22-May	29-May	5-Jun	12-Jun	19-Jun	26-Jun	3-Jul	10-Jul	17-Jul	24-Jul	31-Jul	7-Aug	14-Aug	21-Aug	28-Aug	4-Sep	11-Sep	18-Sep	25-Sep		
Project Management	ESKA	2	2	2	2		4	5	5	5	5	5	5	5	5		3	3	3	3	3	3	4	5	5	5	5		
ESKADENIA Internal Activities	ESKA			5	5		5	10	15	15	15	15	15	15	5				5										
JAT Scenarios Verification with ICIEC IT	ESKA			2					2	1	2	2																	
Installation	ESKA			5					5									5			5								
Training Refreshment	ESKA											1	5		2		1	1											
JAT & Acceptance	ESKA								4	5	2	2		5	3		4	3											
RCL [Credit Exposure Data Export in Excel] Delivery	ESKA												*																
Systems Quality Tuning	ESKA							5	10	15	15	15	15	15	15		15	10	10	10	15	10							
Business Simulation	Onsite																		30	30	30	30							
Data Migration & Reconciliation Activities	ESKA		2	2	2		3	3	3	6	6	6	6	6	6		2										10		
Data Migration & Reconciliation Activities	Onsite																				15	15	15	15	15				
Go Live Support	Onsite																						30	30	30	30			
		2	4	16	9	0	12	23	44	47	45	46	46	46	36	0	25	22	18	43	48	63	49	50	50	50	45		

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ICIEC Project Internal Activities



The below activities are In-Progress and shall be given the highest attention during the upcoming period to streamline ICIEC remaining activities involving Business Users:

- ITS Business Processes Implementation Revision, Update & Validation (Credit Insurance, Customer Portal, Financial System & CRM)
- Credit Insurance & Business Channels Validation
- Personnel Preparation to Carry on Activities (Offsite: Credit Business & Quality Resources, Onsite: Business Simulation & Go-Live)
- UAT Documents Update - Considering Business Processes & CRs – for Credit Insurance & Business Channels
- Data Migration - Considering CRs Impact - Validation, Reconciliation Activities Revision & Execution
- Refining Systems User Manuals – Considering the CRs - Specially for the Credit Insurance & Business Channels

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Thank You

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