

# **Case Examples & Discussion on SW high-level master plans**

**CASE STORIES -LESSONS LEARNT**

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Considerable focus on planning and implementation components with lesser focus on **operationalization** and **sustainability** of project leading to...

- ❑ Over-reliance on external assistance
- ❑ Lack of programme/project management capacity within implementing entity and stakeholders
- ❑ Lack of “ownership” of the roadmap/masterplan
- ❑ Lack of control and coordination of multiple service providers
- ❑ Inadequate resources and budget for post-implementation requirements
- ❑ Outdated systems

To overcome these challenges...

- ❑ A core team of nominated individuals must work closely with task owners at all phases of implementation including “Needs Assessment”, “Feasibility Study” etc.
- ❑ Programme/Project management capacity with accreditation paths must be built in-house
- ❑ Knowledge management tools must be adopted to assist with the sharing and retention of knowledge
- ❑ .

Contd.

- ❑ Quality Management with User Testing skills must be developed internally to assist with the monitoring and management of service providers both internal and external
- ❑ Continuous monitoring and research of sector trends to assist with the adequate maintenance and upgrade of the solution
- ❑ Aligning adequately with overall e-government strategy