



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

Student Name	Maya Manasfi.....	اسم الطالب
Students I.D	 2021200306.....	الرقم الجامعي

Section	Code
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Date

Course

Thursday

Master

18 / 03 / 2021.

(PMG506)

Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-20 في تمام الساعة 9 مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References . وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر 1.5 line spacing
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: ~~Eng. Amaal Aburumman~~ **Eng. Dr. Akram M. S. Ali**

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant size and scale. If you do not have an actual project to write about you may complete the project hypothetically. **This report will be between three to six pages in length.** This is a significant research project.

Your report must address ~~each~~ **ONE** of the following issues:

1. Identify and describe the purpose, scope, and objectives of the project. **Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
5. Identify project milestones and activities. **Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team. **Display this information using an appropriate tool.**
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. سيكون هذا التقرير من ثلاث إلى ست صفحات.

يجب أن يعالج تقريرك كل من **أحد** القضايا التالية:

1. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
2. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
3. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
4. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
5. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
6. إنشاء موازنة وربط التكاليف بالمعالم الرئيسية للمشروع.
7. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
8. صف بإيجاز كيف سيتم رصد التقدم.
9. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
10. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
11. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

The impact of COVID-19 on delaying the operational projects.

1. INTRODUCTION

Technology and digital analytics have imposed a transformation in the competitive landscape of many industries, including the insurance; Although companies often do their best to change, they fail to exploit the full potential of the digital world. Insurance companies moving quickly into a new digital reality are seeing business prosperous, while companies that are lagging behind with their outdated operations are lagging behind. In fact, insurers in the top quadrant of digital performance are growing twice as fast and profitable as their less digitally mature counterparts.

The COVID-19 pandemic has disrupted business activity around the world, especially those activities that depend on dealing with customers face to face - including insurance, whose biggest players rely on networks of agents, Brokers and points of sale to sell insurance policies. Insurance is a commodity that is sold and not bought. But this “sale” depends on close interaction with customers, as well as interaction between insurance companies and their distribution channels. The COVID-19 virus came to force companies to stop meetings and dealing face-to-face, and with the disease outbreak turning into a pandemic, this means that it may impose itself on society for a period of time, which called many questions about the current digital capabilities of insurance companies and whether they are suitable to continue to perform their role with the same efficiency, and whether the coronavirus will change the customer's habits, making it easier to conduct insurance remotely.

It is not new to stress the importance of the insurance world becoming digital, in light of the harsh conditions of the coronavirus crisis, it is clear that insurance companies, especially agents and brokers who have not yet adapted to the digital work system, are now facing severe difficulties that have led to the collapse of their sales, and the sudden transformation to The digital world is not possible. Existing companies not only need technological change, but also to apply change management methodologies to lead and manage the transformation.

This research comes as brainstorming and to assist other projects Managers who already suffered of many delays in a middle of their vital operational projects was related to the “digital transformation “to cover their business during the pandemic.

As a project manager handling a very wide project for replacing our current core system from AIMS to Premia “3i “Astra” to maintain the business and to stay in the top of the insurance market share, many challenges has appeared then raised the red flag due to the nature of the operational work that required an onsite implementation and business study management, while the entire efforts imposed to be remotely.

As all know that the main technology companies are located in India, and due to the critical situation that India faces in these days due to the pandemic, and to the restrictions that the Saudi government applied for travels, it drives the project to the bottle neck with time and resources due to the shortage has registered after a number of employees were infected by Corona.

This research is written is a middle of the project and it may not reflect a complete study for the current situation, however the insights may help in similar situations may occurred.

2. LITERATURE REVIEW

Delays has been captured by many Analysts earlier during the last year when the pandemic starts affect the worldwide economics and several sectors has been closed and jobs has terminated, the studies emphasis on the risk of the offshore centers such as Philippine, India, Eastern Europe and china and the expected cracks in their systems.

Kartam [1] classified the delays with respect to their timing, compensability and impact.

3. METHODOLOGY

To highlight the methods used in this research ill briefly review the project;

PROJECT CHARTER		
General Information		
Project Title		Date
New Core System		1/1/2021
Project Manager	Phone	Email
Maya Manasfi		m.manasfi@alsagr.com
Executive Sponsor	Phone	Email
Dr. Hashim .A		
Document Version		Updated Date
1.0		08/05/2021
Project Scope		
Situation / Problem / Opportunity		
Current System is to supporting the sales due to the pandemic and the importance of standing in the market		
Project Goals		
To replace the current system in order to enhance our sales by simplifying the processes and use high technology that reduce the time and effort and the manual work.		
The vision of the project is to improve efficiency and service levels of the entire LOBs (line of businesses)		
In Scope / Out of Scope		
In Scope:		
▪ Core system – Medical ; ○ PREMIA-Java Medical Product list as point A.1 – 7 products ○ Core (Corporate Business) ○ Individual Medical (Core system) ○ Document management system ○ Workflow system ○ Rating tool & Actuarial calculation automation - API needs to be provided by Actuarial for integration from Al Sagr. ▪ Core system – Motor ; ○ PREMIA ASTRA Motor Insurance - Core - 10 Products ○ Document management system ○ Workflow system ○ Rules and Rating tool ○ Comparator should have condition and clause detail also in Quotation screen. ○ Surplus calculation should be calculated from the system and formula should be discuss and define during GAP analysis ▪ Core system – General Insurance ; ○ PREMIA ASTRA General Insurance - Core - 30 Products - Product list as point A.1 ○ Document management system ○ Workflow system ○ Rules and Rating tool ○ Comparator should have condition and clause detail also in Quotation screen. Surplus calculation should be calculated from the system and formula should be discuss and define during GAP		

Out of Scope:

- Anything not covered in the scope without limiting the generality of technical support .(helpdesk support, reconfiguration of the life system , data quality related issueetc)

Objectives / Deliverables (if known)

- New Motor core system
- New Medical core System
- New General Core System
- New Re-insurance system
- Portal Integrations
- HRMS (HR module)
- IFRS-17 for finance

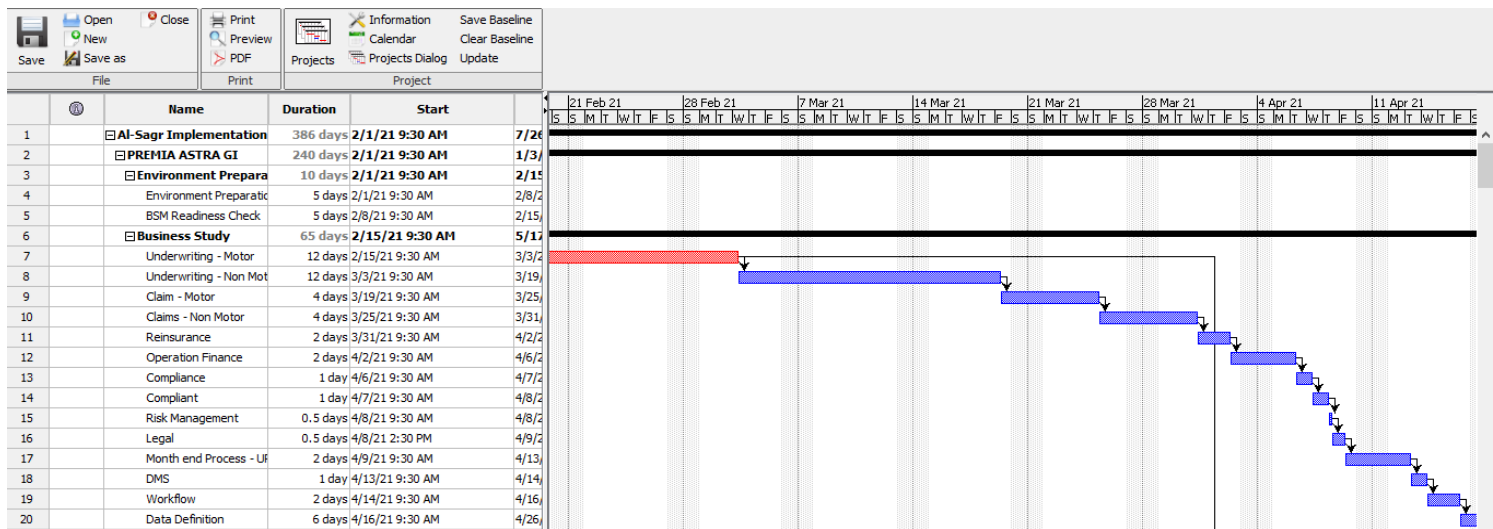
Project Assumptions

- AIMS contract shall be active for 1 year after the new system been implemented
- The New System will run as “new” and the old data will be moved do a data warehouse
- New Data Warehouse shall be designed by IT.

Risks and Dependencies

- Lack of resources or resource availability due to COVID-19
- Working Remotely for 75% of functional employees
- Limited access for employees due to the VPN connection
- Service provider will initiate the project by offshoring instead of “onsite “as agreed

Project Timeline:



By running the three points estimation (PERT) where (E, O, M, P) stands for; E= Expected amount of time, O= Optimistic estimate, M= Most likely estimate, P= Pessimistic estimate.

By using the PERT triangle distribution calculation $E=(O+M+P)/3$, the PERT beta distribution formula $E=(O+4*M+P)/6$ to find the standard Deviation $= (P-O)/6$ and apply these formulas on the project phase (1) to check on the time efficiency, the results will come as follow;

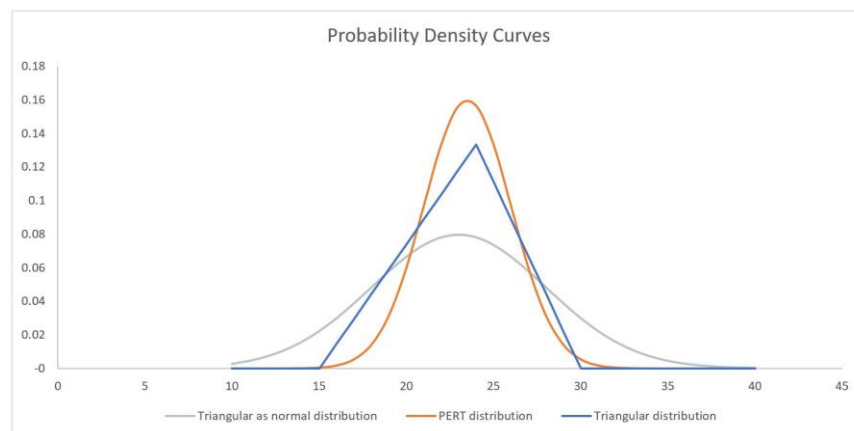
IF the O=15, P=20 and M=30 , the final estimation by triangle is $E=(O+M+P)/3 = 15+20+30/3 = 21.6$.

PERT beta = $(15+4*20+30)/6 = 20.8$.

Stand deviation = $M-O/6 = 30-15/6 = 2.5$.

Determining the Probabilities of the Expected Duration

Range	Probability	Lower Boundary	Upper Boundary
1 x standard deviation	68.3%	18.3 [= 20.8 – 2.5]	23.3 [=20.8 + 2.5]
2 x standard deviation	95.5%	15.8 [=20.8 – 2 x 2.5]	25.8 [=20.8 + 2 x 2.5]
3 x standard deviation	99.7%	13.3 [=20.8 – 3 x 2.5]	28.3 [=20.8 + 3 x 2.5]



4. RESULTS AND DISCUSSIONS

PERT beta is allowing takes the all opportunities of value range into account that may assist in any projection of the delay in the projects and the worse scenario that may occurred.

it's very important to maintain a healthy project life cycle (PLC) and any delay in its phases cause delay in the deliverables and the outcomes, the time is very important for each project, the time equal money to the investors.

Nevertheless, even with pandemics all service providers and project manager from both parties supposed to maintain the timelines by having contingency plans and

5. REFERENCES

1. Kartam, S. (1999), Generic methodology for analyzing delay claims, Journal of Construc- tion Engineering Management, Vol.125(6), p.409-419.
2. COVID-19 insurance operations challenges , KPMG report , <https://home.kpmg/xx/en/home/insights/2020/04/covid-19-insurance-operations-challenges.html>
3. Sweis, G., Sweis, R., Abu Hammad, A. & Shbo- ul, A. (2008), Delays in construction projects: The case of Jordan, Int.J. of Project Man., Vol 26(6), p.665-674.
4. Thamer A N. Alenezi, Covid-19 Causes of Delays On Construction Projects In Kuwait, International Journal of Engineering Research and General Science Volume 8, Issue 4, July-August, 2020 ISSN 2091-2730

Footnote: the original scoop is 24 pages, the project is still undergoing and due to the confidentiality not all elements been reflected in the research.

The Communication plan is almost 3 pages and 1 champion excel sheet.

The project lifecycle is for 18 months , the current stage (phase1) is the BSM (business management study)

My role in the project is defined as project Manager for the insurance company has requested to update her system and replace it with more efficient system.

The provider service company has been selected based on scoring methodologies measuring the market share , solution compliance , commercial proposal .

