Project Experience

Project Objective	To implement new Tax Systems or enhancing current Tax Systems as part of the initiative to adhere to government regulatory, reduce cost and increase efficiency. The project is to be completed by < > at an estimated budget of < >	
Outcome	Multiple system implementation and enhancements were delivered to more than 5000 stakeholders within the span of 3 years to achieve project objectives. This included implementing Sales and Service Tax (SST) across 200 companies nationwide.	
Projects Phases	**Initiating**	- Organize lessons learnt sessions to discuss previous methods done and what can be improved for new projects (For eg, the Change Management team should engage stakeholders "on the ground" more than via digital platforms) - Perform stakeholder analysis to find out which stakeholders and impacted and how are they impacted - Participate in various Business Requirement Specifications (BRS) and System Requirements Specification (SRS) meetings to get a detailed understanding on the change made - **Summarise all information obtained in a Project Charter** - **Develop Business Impact Assessment Plan** - Scope the project and identify deliverables that would be made to the client and informed them to align expectations and gain support - Organize and facilitate Change Agent Networks that includes key project stakeholders to be used as a strategy to make the change strategy more effective
	Planning	- **Develop a Project Management Plan** - **Develop all associated project baselines** - Conduct a Change Impact Assessment (CIA) to find out the degree of change impact to people, process and technology. - Develop a Change Management plan to find out what will the strategy be to navigate the change - Develop Communication plans to find out the communication channels used to communicate between various stakeholders - Create project kick off slides and organize project kick offs to inform key stakeholders on key milestones and project changes - Plan project system rollouts that will be implemented across the nation
	Executing	- **Recruit resources required for the project** - Organize and facilitate training sessions in upskilling stakeholders - Monitor progress of other teams to ensure working in parallel - Engage various stakeholders in briefing on the upcoming project changes - Craft and disseminate various communication materials
	Monitoring and Controlling	- Ensure change management activities are conducted following the plan - Monitor adoption rate of stakeholders - Analyse adoption rate data and craft appropriate change approaches to increase adoption across stakeholders - Capture lessons learnt on what can be improved for new projects

	Closing	- Obtain final acceptance of the project deliverables and sign off from relevant stakeholders - Archive project documents and materials in project teamsite to comply with statutory requirements and for potential project audits - Obtain feedback from stakeholders to evaluate their satisfaction and to form new ideas that can be implemented in the future - **Develop knowledge repository for all lessons learned and update the Organizational Process Assets** - Release all resources and transition the project outcome to the targeted sites