



SCHEDULE 8  
Project Services Framework  
2015

Nominal Insurer

And

[Scheme Agent name]

# Schedule 8 – Project Services Framework

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# Schedule 8 – Project Services Framework

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## Overview

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Schedule 8 (*Project Services Framework*) provides the framework for the management of Project Services. Schedule 8 (*Project Services Framework*) is intended to ensure the Scheme Agent and the Nominal Insurer has a consistent and robust project management methodology for the implementation and management of a Project Service.

The project management methodology must comply with the principles of best practice project management. This will:

1. Improve Nominal Insurer's visibility of the Scheme Agent's planning, strategy and management;
2. Monitor the progress and the financial management of implementing projects; and
3. Ensure a standardised approach for implementing projects across all scheme agents.

## Project Plan

The Nominal Insurer will prepare a draft Project Plan addressing the items identified in section 1 of this Schedule 8 (*Project Service Framework*) and attach it to the Project Services Request.

The Project Services Request will highlight specific areas of the draft Project Plan which the Scheme Agent is required to complete and attach to the Project Service Response.

Once the Project Plan has been Approved it will form part of the Attachment 8.03 (*Project Services Order*).

## Glossary

Capitalised terms used in this Schedule 8 (*Project Services Framework*) have the meaning set out in the Glossary.

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## **1. Project Plan Content**

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### **1.1 Objective(s)**

Provide an overview of the objectives and planned outcomes of the Project Service.

### **1.2 Scope**

Outline the scope of the Project Service, including areas in and out of scope and define the scope to ensure the scale of the Project Service is clearly outlined and understood. Areas deemed outside the scope of the Project Service must be justified to ensure overall scope is qualified.

### **1.3 Project Governance**

Define the roles and responsibilities ensuring that all roles have been accounted for and the Personnel accountable for delivery are defined. It will also outline the roles associated with the Project Service, the responsibilities associated with each role and the Personnel assigned this role, as well as describing how project governance ensures the delivery of the Project Service.

### **1.4 Dependencies**

- (a) Outline any dependencies that a Project Service has with internal and external parties including any dependencies that a Project Service has on other project activities within the organisation.
- (b) Provide a description of the nature of the dependency and the primary contact.

### **1.5 Assumptions**

Outline any assumptions that have been used to devise the content of the Project Service Response.

### **1.6 Milestones**

Provide a summary of the project Milestones and planned dates for the delivery of the Project Service.

### **1.7 Deliverables**

Outline all key Deliverables of the Project Service, including the measures against which the Deliverables will be Approved by the Nominal Insurer.

### **1.8 Stakeholders**

Identify all stakeholders associated with the Project Service.

### **1.9 Communication**

Outline the communication approach to be adopted for the Project Service.

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### **1.10 Risks**

Outline known risks associated with the delivery of the Project Service and the Scheme Agent's approach to risk management for the Project Service lifecycle.

### **1.11 Issues**

Outline known issues associated with the delivery of the Project Services the Scheme Agent's approach to issue management for the Project Service lifecycle.

### **1.12 Testing**

Outline the approach to be taken to testing and Acceptance of the Project Service.

### **1.13 Change Management**

Outline the Scheme Agent's approach to change management for the Project Service.

### **1.14 Project Reporting**

Outline the Scheme Agent's approach and frequency of reporting against Project Service Deliverables, issues and risk management.

### **1.15 The Project Documents**

The project documents will also include:

- (a) Project management plan;
- (b) Project schedule;
- (c) Business/technical design;
- (d) Test plan;
- (e) Risk management plan;
- (f) Cost benefit analysis;
- (g) Issue management plan;
- (h) Business change program; and
- (i) System change program.

### **1.16 Project Costs**

- (a) The Nominal Insurer's contribution towards project costs will be determined in accordance with the Deed. The Scheme Agent must not exceed the hourly rates provided in the Attachment 8.01 (*Project Plan Approved Maximum Rates*) to this Schedule 8 (*Project Services Framework*).
- (b) The Scheme Agent is to submit its costs using the template provided in Attachment 8.02 (*Project Plan Costing Template*).

# Schedule 8 – Project Services Framework

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## 2. Attachments

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- 8.01 (*Project Plan Approved Maximum Rates*)
- 8.02 (*Project Plan Costing Template*)
- 8.03 (*Project Services Order*)