

Project Charter

1.0 Project Identification

Name of Project:	Annual Workplans and Organizational Business Plan (Compiled Project Listing)
Sponsor: (Accountable)	Pam Coulter
Project Manager: (Responsible)	Michelle Palmer
Project Team Members: (Responsible or Consult)	Heidi Clements Sabine Robert Ryan Gowan Staci Landry Natalie Stephens Communications - Carly
Approved Budget:	\$0

2.0 Business Need

The City has implemented an annual work plan process which utilizes fillable pdfs to capture projects, core services, to operationalize the Strategic Plan, Legislated Requirements, Master Plans & Strategies, Committee/ Council requests, as well as other capital-funded projects. (Community Services staff have taken work plans to Committee since 2018)

4a3 - Strengthen the Annual Workplan Process to develop an organizational Business Plan to align with the Strategic Plan. (planned Q2 2024 – Q2 2025)

3.0 Project Objectives (Purpose)

The City is looking to ensure that the planned work and allocated resources align with the City’s strategic plan, Official Plan, master plans and legislated requirements and ensure that work is coordinated across divisions and departments.

By strengthening the work plan process, the City will:

- Strengthen integration across functional work areas by identifying resource requirements and providing role clarity on initiatives
- Enhance clarity through setting achievable goals and strengthen accountability towards the achievement of strategic projects
- Communicate intent with Committee and Council to gather feedback and provide an opportunity to ask questions
- Enable measurement of success of completion of planned initiatives

4.0 Project Scope

1. Work Plans

Implement work plans across the organization (for superintendents/managers/directors (ensuring functional units are covered) by improving the template, developing processes for creation and check-ins and increasing communication/ education for staff

2. Develop an Organizational Business Plan (Compiled project listing)

Increase communication to the Council, committee, staff and the public of core service and projects being undertaken by the City including enhancing the knowledge of the alignment with the Strategic Plan (work plans to committees, business plan to Council, summary document to be shared with committees)

5.0 Stakeholders

Name	Consult or Inform
Managers/ Supervisors/Superintendents/Directors	Consult
All Staff	Inform
Service Review Ad Hoc Committee	Consult

6.0 High Level Deliverables / Milestone Dates

Item	Deliverables / Milestones	Dates
1.	Review of existing work plan template and process	May 2024
2	Improvement of templates	Summer 2024
3	Development of education/ communication	Summer 2024

6.0 High Level Deliverables / Milestone Dates

4	Test education Sessions with Staff (and then update based on feedback)	September 2024
5	Education sessions with Staff	October 2024
6	Compile projects from work plans into Business Plan	February 2025
7	Survey to Gather Lessons Learned from Staff	March 2025
8	Refine education and roll-out to staff	Fall 2025

7.0 Risks

Severity	Description	Mitigation Tactic
Medium	Lack of staff buy-in/ fear of this causing additional work	Education on value of process and tool (work plan); clarity is kindness; consistent approach across organization
Medium	Fear that there will be negative repercussions for not meeting work plan goals	Communication plan with key messages
Low	Lack of SLT champions	Pam as our sponsor/ lunch and learn
Medium	Staff turnover	Building into onboarding program (as part of HR strategy)
Medium	Lack of integration between resources	Process, template and the education have to optimize integration

8.0 Key Results for Success (Must Be Measurable or Quantifiable)

1. Each superintendent/supervisor/manager/director (functional area) has completed a work plan
2. Standing committees have approved the work plans from the respective department
3. Business Plan (Compiled project listing) with all projects from across organization published
4. Number of Staff attendees at Town Hall - share highlights from each work plan (2 minutes each)