



BLACKSPOT  
DESIGNS

# UMGENI WATER SERVICES PROJECT STATUS REPORT



---

## ADDRESS

### Head Office

310 Burger Street Pietermaritzburg  
3201. South Africa

PO Box 9, Pietermaritzburg 3200  
KwaZulu-Natal.  
South Africa



---

## CONTACT

### Telephone/Fax

Tel: +27 (33) 341 1111  
Fax: +27 (33) 341 1167  
[info@umgeni.co.za](mailto:info@umgeni.co.za)  
<https://www.umgeni.co.za/>

# PROJECT PLAN OVERVIEW

## PROJECT IMPLEMENTATION AND TIMELINE

Based on the scope and functions listed in the RFP, we would be able to complete the project in 12-16 weeks. Additional functions and elements might increase the projected project time. Below is the different phases and project timeline

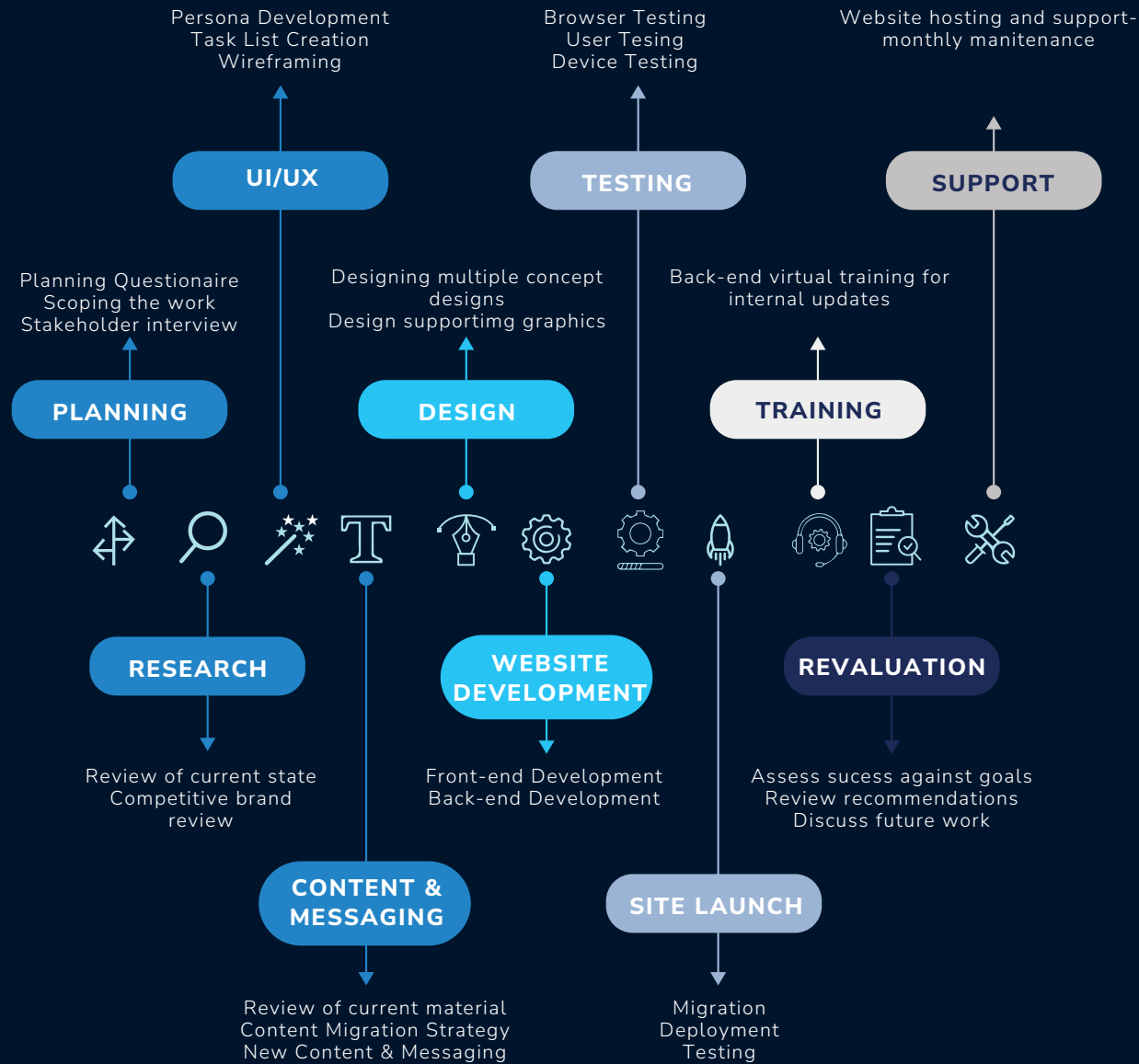
### Project Initiation

TASK	DESCRIPTION	DURATION	UNIT REPOSIBLE
<b>Phase 1: Planning and Preparation</b>	<b>**Define Objectives**</b> : Clearly outline the purpose and goals of the website, such as its target audience, desired features, and expected outcomes. (Workshops – 5 working days)	1 to 2 weeks	Blackspot Designs UWS
	<b>**Select Hosting Provider**</b> : Choose a reliable hosting provider that meets the website's requirements in terms of performance, security, scalability, and budget		Blackspot Designs UWS
	<b>**Register Domain**</b> : Purchase and register a domain name that reflects the identity and branding of the website.		Blackspot Designs UWS
<b>Phase 2: Installation and Setup</b>	<b>**Install WordPress**</b> : Use the hosting provider's control panel or one-click installer to install WordPress on your hosting server.	1 week	Blackspot Designs
	<b>**Configure Basic Settings**</b> : Set up fundamental configurations such as site title, tagline, time zone, and permalinks structure in the WordPress dashboard.		Blackspot Designs
	<b>**Install Theme**</b> : Choose and install a WordPress theme that aligns with the website's design preferences and functionality requirements.		Blackspot Designs
	<b>**Customize Theme**</b> : Customize the theme's appearance and layout using built-in customization options or additional customization tools/plugins.		Blackspot Designs

TASK	DESCRIPTION	DURATION	UNIT REPOSIBLE
<b>Phase 3: Content Creation and Management</b>	<b>**Create Pages and Posts**:</b> Create essential pages such as Home, About Us, Services, Contact, etc., and start adding content to them. Additionally, publish blog posts if applicable.	8 weeks	Blackspot Designs
	<b>**Optimize Content**:</b> Optimize content for search engines (SEO) by incorporating relevant keywords, meta descriptions, and optimizing images for fast loading.		Blackspot Designs
	<b>**Set Up Navigation Menus**:</b> Create and customize navigation menus to facilitate easy navigation for visitors.		Blackspot Designs
<b>Phase 4: Enhancements and Functionality</b>	<b>**Browser Testing**:</b> Test the website's compatibility and functionality across various web browsers (Chrome, Firefox, Safari, etc.) to ensure consistent performance.	1 week	Blackspot Designs
	<b>**Responsive Testing**:</b> Verify that the website displays correctly and functions optimally on different devices and screen sizes (desktops, tablets, smartphones).		Blackspot Designs
	<b>**Functionality Testing**:</b> Conduct thorough testing of all website features, forms, links, and interactive elements to identify and fix any issues.		Blackspot Designs
<b>Phase 5: Deployment and Launch</b>	<b>**Browser Testing**:</b> Test the website's compatibility and functionality across various web browsers (Chrome, Firefox, Safari, etc.) to ensure consistent performance.	1 week	Blackspot Designs
	<b>**Responsive Testing**:</b> Verify that the website displays correctly and functions optimally on different devices and screen sizes (desktops, tablets, smartphones).		
	<b>**Functionality Testing**:</b> Conduct thorough testing of all website features, forms, links, and interactive elements to identify and fix any issues.		

TASK	DESCRIPTION	DURATION	UNIT REPOSIBLE
<b>Phase 6: Deployment and Launch</b>	<b>**Backup Website**:</b> Create a backup of the entire website files and database to ensure data safety and easy restoration if needed.	1 week	Blackspot Designs
	<b>**Final Review**:</b> Conduct a final review of the website to ensure everything is in place, and there are no errors or broken links.		
	<b>**Go Live**:</b> Change the website's status from staging to live by updating the domain's DNS settings or making the website publicly accessible.		
	<b>**Monitor Performance**:</b> Monitor the website's performance and user feedback after the launch to address any issues promptly.		
<b>Phase 7: Maintenance and Optimization</b>	<b>**Regular Updates**:</b> Keep WordPress core, themes, and plugins updated to ensure optimal performance, security, and compatibility.	8 weeks	Blackspot Designs
	<b>**Security Measures**:</b> Implement security measures such as SSL certificates, firewalls, and regular security audits to protect the website from security threats.		
	<b>**Performance Optimization**:</b> Continuously optimize website performance by minifying CSS/JS files, optimizing images, and utilizing caching techniques.		
	<b>**Content Updates**:</b> Regularly update website content, add new features, and respond to user feedback to keep the website relevant and engaging.	1 week	Blackspot Designs

Following this methodology will help ensure a smooth and successful deployment of your WordPress website, from initial planning to ongoing maintenance and optimization.



## PROJECT SUMMARY

ITEM	CURRENT STATUS	PRIOR STATUS	SUMMARY
<b>Project Status</b>	On Time	On Time	The project is on track as per proposed timelines. Delays caused due to delays of a working platform and logins.
<b>Scope</b>	On Time	On Time	At this point there are no delay challenges on the scope as everything still stands as per initial requirements given to Blackspot Designs. Should there be a request over and above the scope we will bring it to your attention as it will need a separate billing.
<b>Schedule</b>	On Time	No	Project schedule is as per initial proposal that was shared with Umngeni Water Services
<b>Cost</b>	On Budget	Changes Needed	The total project budget will be adjusted once the uMngeni Water Services website and intranet scope/brief has been received.
<b>Risk</b>	No	No	At this stage there are no project risks.
<b>Scope Creep</b>	No	No	No scope creep at this point.

## TASKS

TASK	STATUS	OBJECTIVE	PLANNED	ACTUAL	PROGRESS COMPLETE	DELIVERABLE
UWS Website	On Time			February 2025	30%	In Progress
UWS Partner Portal	Complete			April 2025	100%	Done

## ISSUES

ISSUE	WHEN IDENTIFIED	ACTION OR IGNORE	OWNER	RESOLVED
Domain challenges and delays for deployment	March-April 2025	Prompt response to our information request will make the development process simple.	Umngeni Water Services	Yes



## PLANNING

This phase will enable Blackspot Designs to meet with Umgeni Water Services team to present a detailed understanding of the project and set a completion date envisaged that the overall project will take 12-16 weeks. The details of the project scope will be confirmed and key stakeholders will be identified internally at Umgeni Water Services.

We will take strategic directives and ensure that goals are measurable. Before we implement this project we will at this phase define our critical success factors (KPIs) and how to achieve success and measure it.

We will be having meetings with the Umgeni Water Services key stakeholders to unpack the detailed deployment of the entire project and at this stage will go through the spec again and ensure everything is covered for client satisfaction.

### **Proposed design planning:**

- Create a less clustered design
- Use and balance of all the Umgeni Water Services corporate colours from the supplied brand manual style guide
- Designing within a grid for design flow as well as legibility with enough clear all round space
- Reducing header image size to create enough space for content
- Using a corporate web supported font which comes in different strokes

- By making sure that all the important information needed by website visitors is available on the landing and all other inner pages
- Balancing of images and text so that none dominate

### **These are some of the significance goals to communicating on the internet:**

To inform, to educate, to promote (indirect sales) and to collaborate (two-way, synchronous communications).

Our objectives are smart, measurable, accessible, reachable and timely and intend to respond to all the specifications set by Umgeni Water Services.

We have considered the Umgeni Water Services website to have weekly, monthly, quarterly and annual goals that need to be reached with more advance features of the latest technology.

## DESIGN FUNCTIONALITY / DEVELOPMENT PROCESS

This phase will involve a platform by which the draft concepts will be presented. Changes that arise will be taken to consideration and the website changes and additions will be edited accordingly. That will include but not limited to graphics, web code/language, typography layout, image retouching etc.

This is the process for arriving at the stage where a our Graphic Designer applies color and images to the design and layout concept is one that we take seriously, and is the underlying foundation of a successful website design.

Our sound internet website design follows a process that incorporates the aforementioned stages during the Assessment and Planning Phases.

Once the Assessment and high-level Planning (strategy) is completed, our UI/UX Developer Consultant will begin developing the finer points and functions of the Umgeni Water Services website plan including:

- Persona Development
- Information Architecture
- Card Sorting
- Wireframe Development
- Usability Testing
- Design Concepts
- Design Guidelines
- Brand Manual Style Guide
- User friendly Design Style

- Responsive and Interactive design that will accommodate all mobile devices

Website information architecture, one of the key elements of effective design, should be driven by key findings and strategic plans, with the help of employee card sorting exercises, usability testing, and best practices in information management and usability.

### DESIGN PLAN OVERVIEW

#### Measure Analytics:

Noting our core metrics, like traffic, conversions, and bounce rate to understand what we need to improve and give ourselves a baseline to measure against.

#### Set Goals:

Working from our analytics and input from our stakeholder team, we decide what the purpose of the design is. This will help us assign it a value to assess return on investment (ROI), and keeps expectations in reality.

#### Assess Risks:

Tie risks to potential timeline interruptions affecting our project team, budgetary concerns, and most importantly, the site's functionality. During development and transition, core functions might not work.

**Build Strategy:**

Everything on the site should serve the goals of the business in some way-by planning out an acquisition and conversion strategy up front.

**Gather Content:**

The copy, the images, and videos that populate a site are important to the overall experience and effectiveness of the site. Content not being ready in time is also responsible for the majority of website redesign projects getting delayed. We will assign someone specifically to this task now while the design is underway.

**Design & Visual Assets:**

Vision in mind for the overall look and feel of the new website, including what elements from the existing brand will be pulled forward, and what need rebranding. Our design will follow the corporate brand manual for UWS and the design and layout will not be far off the current uMngeni-uThukela Water as both the websites will be interlinked.

**Search Engine Optimization (SEO):**

SEO is both a technical and creative practice, it will help the website draw in organic traffic from Google and other search engines.

**WEBSITE KEY METRICS TO ANALYZE**

**Traffic Over Time:** Spend some time assessing overall traffic, and the overall trends. Try to identify spikes, especially if they coincided with big changes in the website.

**Traffic Sources:** It's important to know where traffic is coming from in order to set goals. If there's little from Organic Search, maybe SEO is a good thing to focus on the design.

**User Behavior:** We will monitor the "Behavior Flow" of aggregated users as they go from page to page of the website, which will help us craft a strategy for which pages we need to keep and which connections we need to make stronger.

**Bounce Rate:** This measures when visitors leave the site without clicking through to any other page-identify the drop off points and see if we can figure out why, so we can strengthen those weak points during the redesign.

**Time on Page:** There's no "right" amount of time a user should spend on every page, it's all contextual.

With these key metrics in place, we will brainstorm about what we want to improve and prioritize in a website design project plan.

## CONTENT MIGRATION AND LAUNCH

Now that we have completed the design process, migration of data will take place. We will migrate data from our working space that we have created onto Umgeni Water Services Azure space where all the contents will be stored and hosted by the client.

This will help with full access and control of the data.

### USER & USABILITY TESTING

At this stage all pages are ready, therefore it is important to validate strategy with some amount of testing. We will do usability testing, where we give users a task and see if they're able to navigate the site and complete the task.

After pages are designed, you can do both usability testing and general user testing to get validation of design choices, understand how people feel about certain messaging, and more.

### WEBSITE BACK-END TRAINING

We will be training the person from Umgeni Water Services who will be responsible for basic internal website updates. Training timelines will be discussed at this stage when everything has been finalised.



---

## **SANDILE CELE**

FOUNDER, PROJECT MANAGER  
& CREATIVE DIRECTOR

---

Sandile Cele, founder of Blackspot Designs is a multi-disciplinary Project Manager & Creative Director. He specializes in corporate Project Management, Identity/logo Design, Brand Identity, Website Design and hosting and Indoor and Outdoor Print specializing in the latest Adobe Creative Suite software. He has built a reputation as the taskmaster who is hardworking, well-organised and professional.

His day to day task is being responsible for planning and overseeing projects to ensure they are completed in a timely fashion and within budget. He plans and designate project resources, prepare budgets, monitor progress, and keep stakeholders informed during the entire perios of the project.

He is a qualified Graphic Designer/Illustrator (NDip) and Fine Artist graduated from Durban University of Technology (DUT), and has won design awards in his time of study as well as in the industry, including a scholarship in Creative Process at Vega school in 2004.

With an experience of over 17 years in Graphic Design, Illustration, Project Management and Website Development. Sandile has been involved in various design, illustration, brand development and website projects throughout the country in both private and public sector. He has managed a number of accounts including, uMngeni-uThukela Water, Standard Bank, ITHALA, World Cup 2010, Suncoast Casino, Proteas SA, Econ Oil, SANEDI, INGRAIN SA, NRF SAATSA, iSimangaliso Wetland Park, Msinsi Resorts, Moses Kotane Institute and others.



---

**BENSON MUZARAKUZA**  
WEB UI/UX DEVELOPER

---

Benson studied business administration, finance and accounting at tertiary level and yet he is currently a fully fledged digital marketer working for one of the top digital marketing agencies in South Africa as Senior Wordpress Web Developer, Graphic Designer and Digital Marketer. Benson started developing Digital Marketing skills through online tutorials as a survival strategy and with time grew passionate about web design, graphic design and digital marketing. He acquired a certificate in Web Design with the Cape Town University in 2022. The focus of the certificate was purely on UI design using HTML and CSS languages.

## PROFESSIONAL WORK EXPERIENCE

**Assistant Director** | December 2020 - December 2021

**Company:** Biz Afrique

**Location:** Gauteng

### Description:

As his skills developed he was hired as a Freelance Web Designer by a Durban based Digital Marketing Agency. My duties were more challenging and involved:

- Creating basic & ecommerce websites.
- Optimising websites for search engines, i.e. Indexing, keyword optimisation.
- Resolving website queries and website maintenance for the agency's clients.

**Senior Web Developer/UX/UI** | February 2022 - Current

In October 2021 I got my most challenging assignment as a Senior Web Developer and Digital Marketer at Blackspot Designs where he currently based. • Developing basic to advanced websites for the agency's clientele.

- Website optimisation and maintenance.
- Developing CIPs and running online campaigns for clients.



---

## ADDRESS

### Head Office

310 Burger Street Pietermaritzburg  
3201. South Africa

PO Box 9, Pietermaritzburg 3200  
KwaZulu-Natal.  
South Africa



---

## CONTACT

### Telephone/Fax

Tel: +27 (33) 341 1111

Fax: +27 (33) 341 1167

[info@umgeni.co.za](mailto:info@umgeni.co.za)

<https://www.umgeni.co.za/>