ICTPMG613 AssessmentTask

Strategic Plan  
Schedule Control  
Project Budgets

Project Name  
Technological modernisation of software, hardware systems and Design, implementation of a modern website at Boutique Build Australia

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# INTRODUCTION

IT Biz Solutions has recently been contracted by Boutique Build Australia to lead the project *Technological modernisation of software, hardware systems and Design, implementation of a modern website*. The initiative was originally structured as two independent projects; however, after careful consideration, both were combined into a single program to ensure better alignment, efficiency, and consistency in delivery. The project will migrate the company’s infrastructure and core business applications to a cloud-based environment, while simultaneously developing a modern website that reflects the client’s growth, quality, and renewed brand identity.

This project carries distinct characteristics, including non-negotiable budgets of $40,000 and $10,000 for the respective components, predefined requirements, and a dedicated project team. At the same time, it offers flexibility, as there is no fixed completion date and the scope remains adaptable. The infrastructure migration can be executed in stages, while the website will be developed iteratively through modules or sprints.

By combining IT Biz Solutions technical expertise and structured project management approach with Boutique Build Australia’s clear vision, this initiative is designed to increase operational efficiency, improve productivity, maximise system performance, and position the company for sustainable growth in the years ahead.

# PROJECT MANAGEMENT APPROACH

The Project Manager, Manuel Perez, has the overall authority and responsibility for managing and executing this project according to this Project Plan and its Subsidiary Management Plans. The project team will consist of personnel from the software specialist group, quality assurance group, technician specialist group, hardware specialist group, and testing group. The project manager will work with all resources to perform project planning. All project and subsidiary management plans will be reviewed and approved by the project sponsor. All funding decisions will also be made by the project sponsor. In addition, we will have the support of Richard Kuoch as the Project Oversight Mentor. Any delegation of approval authority to the project manager should be done in writing and be signed by both the project sponsor and project manager.

The project team will be a matrix in that team members from each organization continue to report to their organizational management throughout the duration of the project. The project manager is responsible for communicating with organizational managers on the progress and performance of each project resource.

# PROJECT SCOPE

The scope of *Technological modernisation of software, hardware systems and Design, implementation of a modern website* project includes the planning, design, development, testing, and transition of the current infrastructure, software and website. This software will meet or exceed organizational software standards and additional requirements established in the project charter. The scope of this project also includes completion of all documentation, manuals, and training aids to be used in conjunction with the software. Project completion will occur when the company’s infrastructure and core business applications migration to a cloud-based environment and the new website have been successfully execute.

The scope of this project does not include any changes to the requirements or budget. Finally, no changes are contemplated in the brands, software, or hardware selected by the client.

# MILESTONE LIST

The below chart lists the major milestones for *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. This chart is comprised only of major project milestones such as completion of a project phase or gate review. There may be smaller milestones which are not included on this chart but are included in the project schedule and WBS. If there are any scheduling delays which may impact a milestone or delivery date, the project manager must be notified immediately so proactive measures may be taken to mitigate slips in dates. Any approved changes to these milestones or dates will be communicated to the project team by the project manager.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Milestone** | **Description** | **Due Date** |
| 1 | Project Charters Approved | All design, software, and hardware proposals were accepted by the client. | Tue 05/Aug/25 |
| 2 | Kickoff Meetings Conducted | The transition dates to the cloud, as well as the acquisition of licenses, software, and hardware, were carried out in coordination with the client. | Fri 08/Aug/25 |
| 3 | Project Plans Approved | The Project Plan was approved by the client. | Fri 08/Aug/25 |
| 4 | Cloud Provider Contract Signed | The cloud service provider accepted and signed the contract of obligations for this project. | Tue 12/Aug/25 |
| 5 | Cloud Infrastructure Configured | The environment was successfully configured in the cloud, and all necessary access rights and permissions to the administration console were also set up. | Wed 20/Aug/25 |
| 6 | Databases Successfully Migrated | The environment was successfully configured in the cloud, and all necessary access rights and permissions to the administration console were also set up. | Wed 20/Aug/25 |
| 7 | Core Applications Deployed to Cloud | The cloud infrastructure and core applications passed integration, load, functionality, and security/attack tests. | Thu 28/Aug/25 |
| 8 | Devices Distributed and Configured | All laptops, desktops, and iPads were configured with the requested software and remote/cloud connection tools, and were successfully delivered. | Mon 01/Sep/25 |
| 9 | Training Completed | All training materials and resources were provided, and all training sessions were successfully completed by the client’s employees. | Wed 17/Sep/25 |
| 10 | First Sprint Completed & Reviewed | Client feedback was received regarding all designs and changes, and work continues with the second sprint. | Fri 29/Aug/25 |
| 11 | Website Deployed to Production | The website was deployed, and load testing, functionality testing, and security/attack testing were successfully completed. | Mon 01/Sep/25 |
| 12 | Formal Project Closure | The project is now completed and closed. All cloud infrastructure, core applications, and the website are ready for production use. | Mon 29/Sep/25 |

# SCHEDULE BASELINE AND WORK BREAKDOWN STRUCTURE

The WBS for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project is comprised of work packages which do not exceed 40 hours of work but are at least 8 hours of work. Work packages were developed through close collaboration among project team members and stakeholders with input from functional managers and research from past projects.

The WBS Dictionary defines all work packages for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. These definitions include all tasks, resources, and deliverables. Every work package in the WBS is defined in the WBS Dictionary and will aid in resource planning, task completion, and ensuring deliverables meet project requirements.

The *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project schedule was derived from the WBS and Project Charter with input from all project team members. The schedule was completed, reviewed by the Project Sponsor, and approved and base-lined. The schedule will be maintained as a MS Project Gantt Chart by the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project Manager. Any proposed changes to the schedule will follow IT Biz Solutions change control process. If established boundary controls may be exceeded, a change request will be submitted to the Project Manager. The Project Manager and team will determine the impact of the change on the schedule, cost, resources, scope, and risks. If it is determined that the impacts will exceed the boundary conditions then the change will be forwarded to the Project Sponsor for review and approval. The *Technological modernisation of software, hardware systems and Design, implementation of a modern website* boundary conditions are:

* **CPI greater than or equal to 1**
* **SPI less than 0.9 or greater than 1.2**

If the change is approved by the Project Sponsor then it will be implemented by the Project Manager who will update the schedule and all documentation and communicate the change to all stakeholders in accordance with the Change Control Process.

The Project Schedule Baseline and Work Breakdown Structure are provided in Appendix A, Project Schedule and Appendix B, Work Breakdown Structure.

# CHANGE MANAGEMENT PLAN

The following steps comprise IT Biz Solutions organization change control process for all projects and will be utilized on the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* project:

Step #1: Identify the need for a change (Any Stakeholder)

Requestor will submit a completed TSI change request form to the project manager

Step #2: Log change in the change request register (Project Manager)

The project manager will maintain a log of all change requests for the duration of the project

Step #3: Conduct an evaluation of the change (Project Manager, Project Team, Requestor) The project manager will conduct an evaluation of the impact of the change to cost, risk, schedule, and scope

Step #4: Submit change request to Change Control Board (CCB) (Project Manager)

The project manager will submit the change request and analysis to the CCB for review

Step #5: Change Control Board decision (CCB)

The CCB will discuss the proposed change and decide whether or not it will be approved based on all submitted information

Step #6: Implement change (Project Manager)

If a change is approved by the CCB, the project manager will update and re-baseline project documentation as necessary as well as ensure any changes are communicated to the team and stakeholders

Any team member or stakeholder may submit a change request for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. The *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project Sponsor will chair the CCB and any changes to project scope, cost, or schedule must meet his approval. All change requests will be logged in the change control register by the Project Manager and tracked through to completion whether approved or not.

# COMMUNICATIONS MANAGEMENT PLAN

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the life of the project and will be updated as communication requirements change. This plan identifies and defines the roles of *Technological modernisation of software, hardware systems and Design, implementation of a modern website* project team members as they pertain to communications. It also includes a communications matrix which maps the communication requirements of this project, and communication conduct for meetings and other forms of communication. A project team directory is also included to provide contact information for all stakeholders directly involved in the project.

The Project Manager will take the lead role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix below. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it, and to whom to communicate.

Project management plan

Project overview

The project consists of two sub-projects, which will be implemented in parallel. I have named the project Technological modernisation of software, hardware systems and Design, implementation of a modern website at Boutique Build Australia. The project start date is Monday, August 4, 2025, and is estimated to end on Monday, September 29, 2025.

I as a part of IT Biz Solutions teamwork working as a Project Manager and we have been contracted by Boutique Build Australia for implement both projects.

The client is a small company based in Sydney with expansion plans into Queensland within the next three years. They aim to replace their entire current infrastructure to support their growth objectives, and intend to achieve this through the following projects:

* Scaling their operations
* Strengthening the security of their IT systems
* Improving connectivity for their employees

Due to a recent technological incident, their reputation was negatively affected. As a result, they now seek to update all their hardware and software with the goals of:

* Increasing efficiency
* Improving productivity
* Maximizing performance

The client wishes to undertake two projects that must meet the following objectives:

* Ensure that the business always remains operational
* Maintain remote connectivity for all employees
* Have a high-quality website that reflects a strong brand image

The client has a clear vision of what they want. They are going to fund the full cost of the projects upfront, with allocated budgets of $40,000 and $10,000 respectively. The client has made it clear that these budgets are non-negotiable, and they have also provided specific hardware and software components that must be used.

So, this is a project with the following characteristics:

* Non-negotiable budgets
* Clear objectives
* Well-defined requirements
* A defined project team
* No fixed project completion date, offering time flexibility up to 3 years
* The scope is not clearly defined and is considered flexible

Additionally, for the first project:

* Migration can be performed in stages

On the other hand, for the second project:

* The website can be built in modules or iterations

Project methodology

The approach chosen for the project is a hybrid model, waterfall and scrum. In the implementation phase, the project will be divided into two phases that will be worked on in parallel: 1) infrastructure migration and provisioning of new work devices, and 2) website development. The first project will continue to be managed using the Waterfall methodology, while the second will be managed using Sprints.

Given the characteristics of the projects, in summary, they present the following attributes:

* Fixed budget
* Clear objectives
* Well-defined requirements
* A defined project team
* Time flexibility
* Infrastructure migration can be performed in stages
* The website can be developed in parallel

The project methodology to be used could range from a traditional approach, such as Waterfall, to a deliverable-based approach offered by Agile, Scrum, or Kanban.

To make an informed decision, I considered the following factors:

* The Triple Constraint Triangle (scope, time, cost)
* The project team’s experience in previous implementations
* A yellow triangle with white text

  AI-generated content may be incorrect.Industry best practices and recommendations for similar projects

According to the Triple Constraint Triangle, it becomes clear that two different yet complementary methodologies are needed. Market recommendations suggest using Waterfall and Agile, respectively, for each project.

Waterfall is well-suited for a project with strict constraints, where tasks can be carried out in a linear and structured sequence.

Finally, based on my own experience, an Agile methodology is ideal for software development. Therefore, I have chosen to apply Scrum, as I have several years of experience using this methodology in similar projects.



References:

* <https://www.teamwork.com/project-management-guide/project-management-methodologies/>
* <https://www.pmi.org/learning/library/beyond-iron-triangle-year-zero-6381>
* <https://www.pmi.org/learning/library/tailoring-benefits-project-management-methodology-11133>

Objectives

* Scaling their operations
* Strengthening the security of their IT systems
* Improving connectivity for their employees
* Increasing efficiency
* Improving productivity
* Maximizing performance

Assumptions and constraints

* The project should be completed before the company’s planned expansion within the next three years, so the timeline is considered flexible
* The scope of the first project is considered fixed, as the client already knows the expected outcome and has decided which technologies to use
* The scope of the second project is considered flexible, since the client has not provided detailed specifications or technical preferences, allowing the development to be adapted as needed
* The budget is combined and fixed ($50,000), to optimize costs
* The client requires that the entire infrastructure be cloud-based
* The core applications must be developed, deployed, and fully functional within the new cloud platform
* Training is our responsibility. We must train the staff and provide all necessary manuals and documentation accordingly
* Issue support of legacy systems, legacy applications, legacy hardware, legacy infrastructure and legacy software will not be provided
* No software tools will be developed to connect legacy systems to new ones.
* Issue support for project deliverables will end upon project completion.
* Project Duration: Start Date – Monday, 4 August 2025, End Date – Monday, 29 September 2025 (41 days excluding weekends/public holidays)
* Workload Distribution: 4 hour – Day. Because of the cost of ICT team is 48% of the budget on a 20-day period, it was decided to extend the project's life by working part-time.

Deliverables

* Deliver a new IT infrastructure and core applications scalable, and fault-tolerant based on cloud, scalable, and fault-tolerant
* Develop a modern, high-quality, engaging and stylish website that enhances the company’s brand image
* Implement remote access tools to ensure secure connectivity for all staff and Distribute and configure new work devices.
* Provide documentation and deliver staff training

Scope

The scope of this project includes the planning, design, and development of core business applications, the migration of the existing infrastructure to a cloud-based platform, the design and development of a new website, and the migration of all data to the new cloud platform. Additionally, it includes the deployment of all developments onto the cloud platform, as well as the delivery of remote connectivity tools and new, fully configured work devices.

The new cloud platform and the modern website will meet the client's expectations by enabling them to rapidly scale their operations, improve employee connectivity, and greatly enhance the security of their IT systems. The new website will have a modern and high-quality design that will serve as an effective channel to attract new customers. Both the platform and the website will be fault-tolerant, ensuring that business operations remain uninterrupted.

The scope also includes all necessary configuration for the operation of the cloud infrastructure, including the business applications and remote access tools, as well as the development of manuals and staff training sessions.

The project does not include support for legacy applications/systems, nor will any tools be developed to integrate the new systems with the legacy infrastructure. All support and responsibility will conclude upon the finalisation of the project.

Roles and responsibilities

| **Name** | **Role** | **Responsibilities** |
| --- | --- | --- |
| Manuel Sergio Perez E | Senior IT Project Manager | * Develop and manage the project * Liaise with CEO and Operations Manager of Boutique Build Australia * Monitor project progress * Performance manage the team |
| Richard Kuoch | Project Oversight Mentor | * General review |
| Roland Morris | Assistant Project Manager | * Provide information from project manager to the team * Keep team focused during meetings * Ensures project schedule is being met * Refers to project manager where difficulties are encountered |
| Zakary Pineda | Hardware Specialist | * Order and acquire hardware as per project resources requirements * Configures hardware to specifications * Installs hardware * Tests hardware * Refers to Assistant Project Manager |
| Dani Chen | Software Specialist | * Order and acquire software as per project resources requirements * Installs software * Sets up user accounts * Configures software * Tests software * Refers to Assistant Project Manager * Designs and builds website as per WBS * Refers to Assistant Project Manager |
| Ben Nguyen | Project Assistant | * Provide information from project manager to the team about web-design * Keep web-design team focused during meetings * Ensures web-design project schedule is being met * Refers to project manager where difficulties are encountered |
| Judith Lee | Project Sponsor | * Provide funding and final approval of the project * Define the vision and strategic objectives * Authorise key decisions * Ensure project alignment with business objectives * Approve final project delivery |
| Ishtar Kahn | Business Owner | * Provide high-level strategic direction * Participate in major reviews. * Validate functional deliverables. * Provide timely feedback * Confirm that the product meets business needs * Monitor the project's impact on the business * Provide business-specific knowledge * Represent the company's interests during execution |
| Susan Morgan | Customer Service Manager | * Approve the design and web functionalities * Review the visual and aesthetic quality * Review of usability and user experience (UX) * Verify the website's functionality |

Risk management plan

| **Risk** | **Likelihood** | **Severity** | **Treatment/control methods** |
| --- | --- | --- | --- |
| Data loss during migration | Medium | **High** | * Perform the migration in phases * Establish agreements with the cloud provider to ensure support and resource availability |
| Incompatibility between legacy data and new applications | Medium | Medium | * Create multiple full backups before migration * Following strong data security policies * Follow the cloud provider's migration recommendations * Perform a complete data review; Normalize data and perform compatibility testing * Use a database engine that has native or certified compatibility with legacy systems |
| Excessive and complex training time for employees | Medium | **High** | * Create a plan for the topics to be covered in the training and request client approval * List employees' technical skills to design training with the appropriate focus * Request and implement feedback * Design training by modules and include didactic information for easy understanding |
| Excessive effort in website development | Medium High | Medium High | * Create web mock-ups and adjust them with the client |
| Budget overruns due to unexpected technical requirements or lengthy development processes | **High** | **High** | * All changes that affect scope and budget must be made by the client through a Change Order * Strict budget monitoring * Established contracts with vendors |
| Security vulnerabilities in the cloud platform | Medium High | **High** | * Follow cloud security best practices * Implement security solutions certified by the cloud provider |
| Work devices delivery delays from vendors | Low Medium | **High** | * Use devices that are available in the near area, are supported, and have a guaranteed contingency stock |
| Performance, stability, and scalability issues during implementation | Medium | Medium | * Perform performance testing after a major deployment and adjust cloud systems as needed * Monitor systems * Manually adjust system scaling to avoid unforeseen expenses |
| Overburdening teams due to running both projects in parallel | **High** | **High** | * Conduct cross-project planning meetings * Track resource allocation. |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Likelihood** |  | **Impact** | | | | |
|  | Negligible | Minor | Moderate | Significant | Severe |
| Very likely | Low Medium | Medium | Medium High | High | High |
| Likely | Low | Low Medium | Medium | Medium High | High |
| Possible | Low | Low Medium | Medium | Medium High | Medium High |
| Unlikely | Low | Low Medium | Low Medium | Medium | Medium High |
| Very unlikely | Low | Low | Low Medium | Medium | Medium |

Schedule control

Schedule control is the process of monitoring project activities to ensure planned progress. It seeks to identify schedule deviations and implement corrections as quickly as possible. The project life cycle is estimated at 40 days (part-time workdays), the project start date is Monday, August 4, 2025, and its completion date is expected on Monday, September 29, 2025.

Schedule Baselin

The following milestones are used to measure project progress against the project schedule. Meeting each milestone date is considered satisfactory progress for the project.

**Key Milestones**

|  |  |  |
| --- | --- | --- |
| **No.** | **Milestone** | **Due Date** |
| 1 | Project Charters Approved | Tue 05/Aug/25 |
| 2 | Kickoff Meetings Conducted | Fri 08/Aug/25 |
| 3 | Project Plans Approved | Fri 08/Aug/25 |
| 4 | Cloud Provider Contract Signed | Tue 12/Aug/25 |
| 5 | Cloud Infrastructure Configured | Wed 20/Aug/25 |
| 6 | Databases Successfully Migrated | Wed 20/Aug/25 |
| 7 | Core Applications Deployed to Cloud | Thu 28/Aug/25 |
| 8 | Devices Distributed and Configured | Mon 01/Sep/25 |
| 9 | Training Completed | Wed 17/Sep/25 |
| 10 | First Sprint Completed & Reviewed | Fri 29/Aug/25 |
| 11 | Website Deployed to Production | Mon 01/Sep/25 |
| 12 | Formal Project Closure | Mon 29/Sep/25 |

**Key Dependencies**

Because the project execution phase involves two parallel subprojects, the following activities are critical to the project's proper progress.

|  |  |
| --- | --- |
| **No.** | **Depedency** |
| 1 | Gain Formal Acceptance of Project Charter |
| 2 | Gain Formal Acceptance of Scope Statement |
| 3 | Gain Formal Acceptance of Project Plans |
| 4 | Formal budget obtaining |
| 5 | Select Cloud Provider and Sign Contract |
| 6 | Migrate Databases to a Cloud platform |
| 7 | Develop and Deploy Core Applications to Cloud platform |
| 8 | Perform System-Wide Testing |
| 9 | Select work devices Provider and Sign Contract |
| 10 | Configure Work Devices |
| 11 | Gain Formal Acceptance of website functionalities |
| 12 | Conduct Final Testing: IT infrastructure and website, and remote connection |

Monitoring and Reporting

Two tools will be used to monitor project progress. A Gantt chart will be used to monitor overall project progress, visually displaying the progress of the main tasks. A Pert chart will also be used as a tool for detailed control and progress of each project activity.

To see the Gantt Chart refer to the following file: *ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Gantt\_Chart.xlsm*

To see the Pert Chart refer to the following file: *ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Pert\_Chart.xlsx*

Schedule Update Procedures

All changes affecting the scope and budget of the project must be made through a Change Order. Additionally, all changes to estimates must be submitted to the PM. After assessing their impact on the project, a Change Report will be considered, and the client will be asked to evaluate our proposal.

Project Budgets

**Scope Elements**

|  |  |
| --- | --- |
| **Element** | **Description** |
| ICT Team | cost of the all team members for 40 days part-time |
| Azure VMs | Standard settings: 4 vCPU, 16 GB RAM, Win Server 2019 R2 |
| Azure Storage | Standard Tier |
| Azure SQL Managed Instance | 250 GB, 8 vCore |
| Azure VNet + VPN Gateway | VPN Gateway Standard |
| Azure AD Premium P1 | $10 per user |
| Azure Backup & Recovery | Daily backup, must be purchased separately |
| Azure Firewall / NSGs | Standard security policies |
| Azure Monitor + Log Analytics | 5 GB |
| Discharge Windows Server & SQL | Services included in the Azure contract |
| Azure Migrate Services | Services included in the contract |
| Deployment | Configuration, installation and application deploy |
| Manuals and training | Services and documents included in the contract |
| Mockups, proof of concept | Demos, mock-ups, concept apps |
| Design (UI/UX) | Services included in the contract |
| Front-end development | Services included in the contract |
| Back-end development | Services included in the contract |
| Cloud + DB integration | Azure Connection Tools |
| Testing and QA | external validation |
| Domain + Hosting | cost of domain and website hosting |
| Xero | Accounting software |
| Microsoft Office 365 Business Premium | Office application |
| Webroot Secure Anywhere | Anti-virus |
| Dropbox Business Advanced | File management |
| Wrike Business | Project management suite |
| Apple iPad 128GB Wi-Fi cellular | for all client staff members |
| PC - desktop | for all client service staff , Ryzen 5pro |
| monitor 27 inch | for customer client service officers |
| Corporate laptop 15 inch | corporate laptos for CEO + managers. Intel ultra-7 |

Cost estimates

**Total project cost estimate: $42,205**

**Estimate work package costs**

|  |  |
| --- | --- |
| Cost of ICT services | $ 24,000 |
| Cost Cloud infrastructure | $ 3,610 |
| Cost business software and work devices | $ 16,145 |
| Cost website development | $ 1,450 |

To view cost planning, cost estimates associated with the activities and resources of a project, refer to the document: ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Project-Budget.xlsx