ICTPMG613 AssessmentTask

Strategic Plan

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

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Table of Contents

[INTRODUCTION 3](#_Toc206542588)

[OBJECTIVES 3](#_Toc206542589)

[ASSUMPTIONS AND CONSTRAINTS 3](#_Toc206542590)

[PROJECT OVERVIEW 4](#_Toc206542591)

[PROJECT MANAGEMENT APPROACH 5](#_Toc206542592)

[PROJECT METHODOLOGY 5](#_Toc206542593)

[Monitoring and Reporting 7](#_Toc206542594)

[PROJECT SCOPE 7](#_Toc206542595)

[MILESTONE LIST 8](#_Toc206542596)

[SCHEDULE BASELINE AND WORK BREAKDOWN STRUCTURE 9](#_Toc206542597)

[SCHEDULE BASELIN 10](#_Toc206542598)

[KEY MILESTONES 10](#_Toc206542599)

[KEY DEPENDENCIES 10](#_Toc206542600)

[CHANGE MANAGEMENT PLAN 11](#_Toc206542601)

[COMMUNICATIONS MANAGEMENT PLAN 13](#_Toc206542602)

[Standards of conduct 15](#_Toc206542603)

[Meetings: 15](#_Toc206542604)

[Email: 15](#_Toc206542605)

[Informal Communications: 15](#_Toc206542606)

[COST MANAGEMENT PLAN 15](#_Toc206542607)

[PROCUREMENT MANAGEMENT PLAN 16](#_Toc206542608)

[PROJECT SCOPE MANAGEMENT PLAN 16](#_Toc206542609)

[SCHEDULE MANAGEMENT PLAN 17](#_Toc206542610)

[QUALITY MANAGEMENT PLAN 18](#_Toc206542611)

[Risk Management Plan 19](#_Toc206542612)

[RISK REGISTER 23](#_Toc206542613)

[STAFFING MANAGEMENT PLAN 23](#_Toc206542614)

[RESOURCE CALENDAR 24](#_Toc206542615)

[PROJECT BUDGETS 25](#_Toc206542616)

[Scope Elements 25](#_Toc206542617)

[Cost estimates 27](#_Toc206542618)

[Summary by phase 27](#_Toc206542619)

[QUALITY BASELINE 27](#_Toc206542620)

[SPONSOR ACCEPTANCE 29](#_Toc206542621)

# INTRODUCTION

IT Biz Solutions has recently been contracted by Boutique Build Australia to lead the project *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website*. Initially, this initiative was structured as two separate projects. After careful evaluation, both were combined into a single program to ensure better alignment, efficiency, and consistency in delivery.

The project aims to 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 updated brand identity.

This initiative presents distinct characteristics. The budgets for the infrastructure and website projects are fixed at $40,000 and $10,000, respectively. Certain requirements are predefined, and a dedicated project team is assigned. At the same time, the project offers flexibility: there is no fixed completion date, the scope can be adapted, and the infrastructure migration can be executed in stages. The website development will follow an iterative approach through modules or sprints.

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

## OBJECTIVES

* Scale operations effectively
* Strengthen IT system security
* Improve employee connectivity
* Increase efficiency
* Enhance productivity
* Maximize system performance

## ASSUMPTIONS AND CONSTRAINTS

* The project should be completed prior to the company’s planned expansion within the next three years, making the timeline flexible.
* The infrastructure project scope is fixed, as the client has predefined requirements and selected the technologies to use.
* The website project scope is flexible, as detailed specifications or technical preferences are not fully defined.
* The total combined budget is fixed at $50,000 to optimize costs.
* All infrastructure must be cloud-based.
* Core applications must be developed, deployed, and fully functional on the new cloud platform.
* Training is the responsibility of IT Biz Solutions, including staff training, manuals, and documentation.
* No support will be provided for legacy systems, applications, hardware, or software.
* No software tools will be developed to connect legacy systems to the new infrastructure.
* Support for project deliverables will end upon project completion.
* Project duration: Monday, 4 August 2025 – Monday, 29 September 2025 (41 working days excluding weekends and public holidays).
* Workload distribution: 4 hours per day. Due to ICT team costs representing 48% of the budget over a 20-day period, the project duration was extended to allow part-time work.

## PROJECT OVERVIEW

The project consists of two sub-projects implemented in parallel under the program *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website at Boutique Build Australia*. The start date is Monday, 4 August 2025, and the estimated end date is Monday, 29 September 2025.

As part of IT Biz Solutions, I am acting as Project Manager overseeing both sub-projects.

Boutique Build Australia is a small company based in Sydney with expansion plans into Queensland within the next three years. They aim to replace their current infrastructure to support growth objectives and achieve the following:

* Scale operations
* Strengthen IT security
* Improve employee connectivity

Following a recent technological incident that negatively impacted their reputation, the client also seeks to:

* Increase efficiency
* Improve productivity
* Maximize system performance

The dual objectives of the project are:

* Ensure continuous business operations
* Maintain remote connectivity for all employees
* Develop a high-quality website reflecting a strong brand image

Key characteristics of the project include:

* Fixed, non-negotiable budgets ($40,000 for infrastructure, $10,000 for the website)
* Clear objectives
* Well-defined requirements for the infrastructure project
* Dedicated project team
* Flexible timeline, with up to three years to completion
* Partially flexible scope, especially for the website project

Specific implementation notes:

* Infrastructure migration can be performed in stages.
* The website can be developed iteratively using modules or sprints.

# PROJECT MANAGEMENT APPROACH

The Project Manager, **Manuel Perez**, holds overall authority and responsibility for managing and executing this initiative in accordance with the Project Plan and its subsidiary management plans. The project team will be composed of members from the software specialists, quality assurance, technical support, hardware specialists, and testing groups.

The Project Manager will coordinate with all assigned resources during the planning and execution stages, ensuring that all subsidiary management plans are properly developed and submitted for approval. Both the **Project Sponsor** and the **Project Oversight Mentor, Richard Kuoch**, will play critical roles in oversight and governance. The sponsor will review and approve all plans, as well as make funding decisions. Any delegation of approval authority to the Project Manager must be formally documented in writing and signed by both the sponsor and the manager.

The project will follow a **matrix organizational structure**, where team members remain under the authority of their functional managers while contributing to the project. The Project Manager will therefore maintain close communication with organizational managers to report on resource performance and progress.

## PROJECT METHODOLOGY

A **hybrid methodology** has been selected, combining both **Waterfall** and **Scrum (Agile)** approaches. During the implementation phase, the project will be divided into two parallel streams:

1. **Infrastructure migration and provisioning of new work devices** – managed using the **Waterfall methodology**, ensuring a structured and sequential approach aligned with strict requirements and dependencies.
2. **Website development** – managed through **Scrum sprints**, allowing iterative delivery, flexibility, and adaptation of features based on evolving requirements.

This methodology is consistent with the project’s characteristics:

* Fixed and non-negotiable budget
* Clearly defined objectives
* Well-defined requirements for infrastructure
* A dedicated project team
* Flexible timeline (up to 3 years)
* Infrastructure migration performed in stages
* Website development executed iteratively in parallel

The decision to adopt this hybrid approach was informed by:

* The **Triple Constraint Triangle** (scope, time, cost)
* The project team’s experience with similar implementations
* **Industry best practices** and recommendations for comparable projects

**Triple Constraint Triangle for this project:**

A yellow triangle with white text

AI-generated content may be incorrect.

Waterfall is best suited for infrastructure migration, which requires strict planning, structured sequencing, and predictability. Agile, specifically **Scrum**, is ideal for website development due to its adaptability and iterative nature. Based on personal experience and proven success in previous projects, Scrum was selected as the most effective methodology for software development.

**A diagram of a waterfall and scrum

AI-generated content may be incorrect.**

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>

## Monitoring and Reporting

Project monitoring will rely on two key tools:

* **Gantt Chart** – to provide a high-level visual representation of the project’s overall progress and milestones.
* **PERT Chart** – to enable detailed tracking of task dependencies, activity sequencing, and progress of each project activity.

The following files have been prepared for monitoring purposes:

* *ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Gantt\_Chart.xlsm*
* *ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Pert\_Chart.xlsx*

# PROJECT SCOPE

The scope of the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project covers all activities required to modernise Boutique Build Australia’s IT environment and online presence. This includes the **planning, design, development, testing, and deployment** of:

* Core business applications within a new cloud-based infrastructure
* Migration of all existing infrastructure and data to the cloud platform
* Delivery and configuration of remote connectivity tools
* Provisioning of fully configured work devices
* Design and implementation of a modern website aligned with the client’s renewed brand identity

The **cloud platform and website** will be designed to:

* Support rapid scaling of operations
* Enhance employee connectivity
* Strengthen IT system security
* Ensure fault tolerance and business continuity
* Reflect a modern, high-quality image to attract new customers

The scope also includes:

* Development and delivery of all required documentation, user manuals, and training materials
* Execution of staff training sessions to ensure a smooth transition
* Compliance of all software and systems with organizational standards and project charter requirements

**Out of Scope**  
The following items are explicitly excluded from this project:

* Support for legacy applications, systems, hardware, or infrastructure
* Development of tools or connectors to integrate new systems with legacy platforms
* Modifications to the approved requirements, fixed budget, or specified brands, software, and hardware chosen by the client

**Project Completion Criteria**  
The project will be considered complete once the following have been successfully delivered:

* Migration to the cloud platform
* Deployment of fully functional core business applications
* Launch of the new modern website

# MILESTONE LIST

The following chart outlines the **major milestones** for the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project. These milestones represent the completion of key phases or gate reviews. Smaller internal checkpoints are managed within the project schedule and Work Breakdown Structure (WBS) and are therefore not included here.

If scheduling delays arise that may affect any of the listed milestones, the **Project Manager** must be notified immediately so that proactive measures can be taken to minimise potential impacts. Any approved changes to milestones or delivery dates will be formally 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 Work Breakdown Structure (WBS) for the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project is composed of **work packages** that range between **8 and 40 hours of effort**. These work packages were developed through collaboration between project team members, stakeholders, and functional managers, with reference to lessons learned from past projects.

A **WBS Dictionary** has been created to define all work packages, including their associated tasks, resources, and deliverables. This ensures clarity in planning, facilitates resource allocation, supports timely task completion, and guarantees that deliverables meet project requirements.

The **project schedule** was derived from the WBS and Project Charter, incorporating input from all project team members. The schedule has been reviewed, approved by the Project Sponsor, and established as the **baseline**. It will be maintained by the Project Manager using a **Microsoft Excel Gantt Chart**.

Any proposed schedule changes will follow **IT Biz Solutions’ change control process**. If boundary conditions are at risk of being exceeded, a **Change Request** will be submitted to the Project Manager. The Project Manager and team will then assess the impact on schedule, cost, resources, scope, and risks. If impacts exceed established boundaries, the request will be escalated to the Project Sponsor for review and approval.

The **boundary conditions** for this project are:

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

If approved by the Project Sponsor, the Project Manager will implement the change, update the schedule and related documentation, and communicate adjustments to all stakeholders in line with the Change Control Process.

The **Project Schedule Baseline** and **Work Breakdown Structure** are included in:

* *Project Schedule:* ***ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Gantt\_Chart.xlsm***
* *Work Breakdown Structure****: ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Work-Breakdown-Structure.docx***

**DELIVERABLES**  
The project will deliver the following key outcomes:

* A new **cloud-based IT infrastructure** with scalable, fault-tolerant core applications
* A **modern, high-quality, engaging, and stylish website** that strengthens the company’s brand image
* **Remote access tools** for secure staff connectivity, along with fully distributed and configured work devices
* Comprehensive **documentation and training** to ensure a smooth transition for staff

## 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 |

# CHANGE MANAGEMENT PLAN

The *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project will follow **IT Biz Solutions’ organizational change control process** to ensure that all changes are properly evaluated, documented, and approved before implementation.

Two mechanisms have been established for managing changes, depending on the origin of the request:

1. **Client Change Requests** – initiated by any stakeholders
2. **Internal Change Requests** – initiated by project team members.

|  |  |  |  |
| --- | --- | --- | --- |
| **Client Change Requests** | | | |
| **Step** | **Description** | **Responsible** | **Process** |
| 1 | Identify the need for a change | Any Stakeholder | Requestor will submit a completed IT Biz Solutions change request form to the project manager |
| 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 |
| 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 |
| 4 | The project manager will submit the change request and analysis to the CCB for review | Project Manager | Submit change request to Change Control Board (CCB) |
| 5 | Change Control Board decision (CCB) | CCB | The CCB will discuss the proposed change and decide whether or not it will be approved based on all submitted information |
| 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 |
|  |  |  |  |
|  |  |  |  |
| **Internal Change Requests** | | | |
| **Step** | **Description** | **Responsible** | **Proccess** |
| 1 | Identify the need for a change | Any member of IT Biz Solutions | The requester will meet with the Project Manager to discuss the change proposal before submitting a change request. |
| 2 | Team planning | Project Manager | Requestor will submit a completed IT Biz Solutions change request form to the project manager. The requester will meet with the Project Manager to discuss the proposed change before submitting a change request. Alternatives will also be considered, seeking the lowest possible impact. |
| 3 | 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 |
| 4 | 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 |
| 5 | The project manager will submit the change request and analysis to the CCB for review | Project Manager | Submit change request to Change Control Board (CCB) |
| 6 | Change Control Board decision (CCB) | CCB | The CCB will discuss the proposed change and decide whether or not it will be approved based on all submitted information |
| 7 | 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 |

This structured process ensures that changes are managed consistently, project boundaries are respected, and all stakeholders remain aligned with the project’s objectives and constraints.

# COMMUNICATIONS MANAGEMENT PLAN

This Communications Management Plan establishes the framework for all project-related communications for the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project. It serves as a guide throughout the project’s life cycle and will be updated as communication requirements evolve.

The plan defines the roles and responsibilities of all project team members and stakeholders as they pertain to communication. It also includes:

* A **Communications Matrix**, which outlines what information will be communicated, by whom, how frequently, and to whom.
* **Standards of conduct** for meetings and other forms of communication.
* A **Project Directory** providing contact details for stakeholders directly involved in the project.

The **Project Manager** is accountable for ensuring the effectiveness of communications across all channels.

**Communications Matrix for this project:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Communication Type** | **Description** | **Frequency** | **Format** | **Participants/ Distribution** | **Deliverable** | **Owner** |
| Weekly Status Report | Email summary of project status | Weekly | Email | Project Sponsor, Team and Stakeholders | Status Report | Project Manager |
| Weekly Project Team Meeting | Meeting to review action register and status | Weekly | In Person | Project Team | Updated Action Register | Project Manager |
| Project Monthly Review (PMR) | Present metrics and status to team and sponsor | Monthly | In Person | Project Sponsor, Team, and Stakeholders | Status and Metric Presentation | Project Manager |
| Project Gate Reviews | Present closeout of project phases and kickoff next phases | As Needed | In Person | Project Sponsor, Team and Stakeholders | Phase completion report and phase kickoff | Project Manager |
| Technical Design Review | Review of any technical specialist hardware/software or work associated with the project | As Needed | In Person | Project Team | Demo, Art-concep, Mock-ups Package | Project Manager |

**Project Directory for this project**:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Title** | **E mail** | **Office Phone** | **Cell Phone** |
| Manuel Sergio Perez E | Senior IT Project Manager | manuel.perez@itbizsolutions.co | (03) 9000 1001 ext. 201 | 0413 782 940 |
| Richard Kuoch | Project Oversight Mentor | richard.kuoch@itbizsolutions.co | (03) 9000 1002 ext. 202 | 0421 665 378 |
| Roland Morris | Assistant Project Manager | roland.morris@itbizsolutions.co | (03) 9000 1003 ext. 203 | 0468 209 451 |
| Zakary Pineda | Hardware Specialist | zakary.pineda@itbizsolutions.co | (03) 9000 1004 ext. 204 | 0415 937 824 |
| Dani Chen | Software Specialist | dani.chen@itbizsolutions.co | (03) 9000 1005 ext. 205 | 0423 118 509 |
| Ben Nguyen | Project Assistant | ben.nguyen@itbizsolutions.co | (03) 9000 1006 ext. 206 | 0456 774 293 |
| Judith Lee | Project Sponsor | judith.lee@boutiquebuild.com.au | (02) 8000 2001 ext. 301 | 0417 503 682 |
| Ishtar Kahn | Business Owner | ishtar.kahn@boutiquebuild.com.au | (02) 8000 2002 ext. 302 | 0428 916 450 |
| Susan Morgan | Customer Service Manager | susan.mor@boutiquebuild.com.au | (02) 8000 2003 ext. 303 | 0469 331 725 |

## Standards of conduct

### Meetings:

The Project Manager will distribute a meeting agenda at least 2 days prior to any scheduled meeting and all participants are expected to review the agenda prior to the meeting. During all project meetings the timekeeper will ensure that the group adheres to the times stated in the agenda and the recorder will take all notes for distribution to the team upon completion of the meeting. It is imperative that all participants arrive to each meeting on time and all cell phones and blackberries should be turned off or set to vibrate mode to minimize distractions. Meeting minutes will be distributed no later than 24 hours after each meeting is completed.

### Email:

All email pertaining to the *IT Biz Solutions* Project should be professional, free of errors, and provide brief communication. Email should be distributed to the correct project participants in accordance with the communication matrix above based on its content. All attachments should be in one of the organization’s standard software suite programs and adhere to established company formats. If the email is to bring an issue forward then it should discuss what the issue is, provide a brief background on the issue, and provide a recommendation to correct the issue. The Project Manager should be included on any email pertaining to the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project.

### Informal Communications:

While informal communication is a part of every project and is necessary for successful project completion, any issues, concerns, or updates that arise from informal discussion between team members must be communicated to the Project Manager so the appropriate action may be taken.

# COST MANAGEMENT PLAN

This Communications Management Plan establishes the framework for all communications related to the Technological modernisation of software, hardware systems and Design, implementation of a modern website Project. It will serve as a guide throughout the duration of the project and will be updated whenever communication requirements change. The plan defines the roles and responsibilities of project team members and stakeholders as they relate to communication and also includes a communications matrix that outlines what information will be communicated, by whom, when, and to whom. Standards of conduct for meetings, email, and informal communication are also established, and a project directory will be maintained to provide contact details for all stakeholders directly involved in the project.

The Project Manager holds the primary responsibility for ensuring effective communication across the project. All communication requirements will be documented and monitored through the Communications Matrix, which will serve as the primary tool to guide the flow of information. This matrix ensures that all relevant parties receive accurate and timely communication, helping maintain alignment and consistency throughout the project life cycle.

For meetings, the Project Manager will distribute an agenda at least two business days in advance, and all participants are expected to review the agenda prior to attending. During meetings, the timekeeper will be responsible for ensuring the group adheres to the allocated times, while the recorder will document all discussion points and action items. Meeting minutes will be distributed within 24 hours after the meeting has concluded. To maintain professionalism and avoid unnecessary distractions, all participants are expected to arrive on time, and mobile devices must be turned off or set to silent mode.

Email communication within the project will be conducted in a professional manner, free of errors, concise, and directed only to relevant participants in accordance with the Communications Matrix. Any attachments must be provided in the organization’s standard software formats and follow the established company templates. If an email concerns an issue, it must clearly define the problem, provide relevant context, and include a recommended resolution. The Project Manager must be copied on all project-related emails to ensure visibility and oversight.

Informal communication between team members is recognized as an important part of collaboration; however, any concerns, issues, or project updates that emerge from informal discussions must be communicated to the Project Manager. This will ensure that all matters are formally documented, assessed, and addressed as necessary.

# PROCUREMENT MANAGEMENT PLAN

The Project Manager will have overall oversight and management of all procurement activities for the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project. The Project Manager is authorized to approve procurement actions up to $10,000. Any procurement actions exceeding this threshold must be approved by the Project Sponsor.

Although this project is expected to require minimal procurement, in the event that procurement becomes necessary, the Project Manager will work with the project team to identify all items or services required to complete the project successfully. The Project Manager will ensure that these procurement requests are reviewed by the Program Management Office (PMO) and submitted to the contracts and purchasing groups. These groups will assess whether it is more advantageous to produce internally or procure externally, and will then initiate the vendor selection, purchasing, and contracting process.

Once a vendor or external resource has been selected, the Project Manager will be responsible for managing the vendor relationship, monitoring performance, and ensuring that the goods or services are delivered according to project requirements. Any issues or deviations in vendor performance will be communicated to the purchasing and contracts groups to ensure alignment with project objectives.

# PROJECT SCOPE MANAGEMENT PLAN

Scope management for the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project is the responsibility of the Project Manager. The project scope is defined by the Scope Statement, Work Breakdown Structure (WBS), and WBS Dictionary. The Project Manager, in collaboration with the Project Sponsor and stakeholders, will establish and approve documentation for measuring project scope, including deliverable quality checklists and work performance measurements.

Proposed changes to the project scope may be initiated by the Project Manager, stakeholders, or any member of the project team. All change requests will be submitted to the Project Manager, who will evaluate the requested changes and determine their impact on schedule, cost, and resources. Upon acceptance of a scope change request, the Project Manager will submit it to the Change Control Board and Project Sponsor for formal approval. Once approved, the Project Manager will update all project documentation and communicate the scope change to all relevant stakeholders.

The Project Sponsor is ultimately responsible for the formal acceptance of the final project deliverables. This acceptance will be based on a comprehensive review of all project documentation, testing results, beta trial outcomes, completion of all tasks and work packages, and verification that the product functionality meets the agreed-upon requirements.

# SCHEDULE MANAGEMENT PLAN

Project schedules for the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project will be created using Monday.com, starting with the deliverables identified in the project’s Work Breakdown Structure (WBS). Activity definition will specify the individual work packages required to complete each deliverable. Activity sequencing will determine the logical order of work packages and define dependencies between project activities. Activity duration estimating will calculate the number of work periods necessary to complete each work package, and resource estimating will be used to assign the appropriate resources to ensure the schedule is achievable.

Once a preliminary schedule has been developed, it will be reviewed by the project team and any resources tentatively assigned to project tasks. The project team and resources must agree on the proposed work package assignments, durations, and overall schedule. Following this agreement, the project sponsor will review and approve the schedule, after which it will be officially baselined.

In accordance with IT Biz Solutions’ organizational standards, key project milestones have been identified to guide schedule management and progress tracking. These include the approval of the Project Charter, the conduct of kickoff meetings, approval of project plans, signing of the cloud provider contract, configuration of the cloud infrastructure, successful migration of databases, deployment of core applications to the cloud, distribution and configuration of work devices, completion of staff training, completion and review of the first website development sprint, deployment of the website to production, and formal project closure.

The project manager holds primary responsibility for facilitating work package definition, sequencing, and estimating durations and resources in collaboration with the project team. The project manager will also create the project schedule in Monday.com, validate it with the project team, stakeholders, and project sponsor, obtain schedule approval from the project sponsor, and baseline the schedule.

The project team is responsible for actively participating in the definition, sequencing, and estimation of work packages and resources. Team members will review and validate the proposed schedule and perform the assigned activities once the schedule has been approved.

The project sponsor will participate in schedule reviews, provide guidance, and formally approve the final schedule prior to baselining. Project stakeholders will assist in reviewing and validating the proposed schedule to ensure that it meets organizational and project requirements.

# QUALITY MANAGEMENT PLAN

All members of the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project team are responsible for maintaining quality throughout the project. It is imperative that all work, from individual work packages to the final project deliverable, meets established quality standards. Quality management will ensure that all tasks, processes, and deliverables adhere to the approved standards and contribute to the successful completion of the project.

The Project Sponsor holds responsibility for approving all quality standards for the project. The Sponsor will review project tasks and deliverables to ensure compliance with these standards and will provide formal approval of the final project deliverable. The Project Sponsor’s oversight ensures that the project aligns with organizational expectations and meets the defined quality objectives.

The Project Manager is responsible for implementing the Quality Management Plan and managing quality throughout the project’s life cycle. This includes coordinating with Quality Specialists to establish acceptable quality standards, tracking compliance with these standards, and communicating quality requirements to the project team and stakeholders. The Project Manager is accountable for ensuring that all tasks, processes, and documentation meet the defined quality expectations.

Quality Specialists will support the Project Manager in developing and implementing the Quality Management Plan. They will recommend tools and methodologies for monitoring and controlling quality, maintain quality control and assurance logs, and verify that all deliverables comply with approved standards. Their role is critical in measuring and maintaining quality throughout the project.

All remaining project team members, as well as stakeholders, will assist the Project Manager and Quality Specialists in establishing acceptable quality standards, ensuring these standards are met, and reporting any quality concerns. This collective effort ensures that quality is embedded in all project activities and deliverables.

Quality control for the project will involve the use of formal tools and methodologies to verify that each deliverable meets the established quality standards. The Project Manager, with the support of Quality Specialists, will monitor and measure quality for all deliverables. If any changes to quality standards are proposed and approved by the Project Sponsor and Change Control Board (CCB), the Project Manager will communicate these changes to the team and update all relevant project plans and documentation.

Quality assurance activities will ensure that all project processes meet the approved quality standards. These process standards aim to maximize efficiency, minimize waste, and support the consistent delivery of high-quality outputs. The Project Manager, with assistance from Quality Specialists, will track and measure quality against these process standards throughout the project. Any approved changes will be communicated to the project team and incorporated into project documentation to maintain continuous quality improvement.

# Risk Management Plan

The approach for managing risks in the *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project follows a methodical process in which the project team identifies, evaluates, scores, and ranks all potential risks. Every effort will be made to proactively identify risks early in the project in order to implement appropriate mitigation strategies from the outset. The highest likelihood and highest impact risks have been incorporated into the project schedule to ensure that the assigned risk managers implement mitigation responses at the appropriate times. Risk managers will provide status updates on their assigned risks during bi-weekly project team meetings, but only when the meeting corresponds to the planned timeframe for those risks.

At the conclusion of the project, during the project closing process, the Project Manager will review and analyze each risk along with the overall risk management process. Based on this analysis, the Project Manager will identify improvements that can be applied to the risk management process for future projects. These improvements will be documented and added to the lessons learned knowledge base to enhance risk management practices in subsequent initiatives.

| **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 IT Biz Solutions change request form * 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 |

# RISK REGISTER

The Risk Register for this project is provided in Appendix C, Risk Register.

# STAFFING MANAGEMENT PLAN

The *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project will be executed using a matrix organizational structure, with support from various internal departments within IT Biz Solutions. All project work will be performed internally, leveraging existing personnel while maintaining clear reporting lines to functional managers. Resources will be procured and assigned through coordination between the Project Manager and functional managers, ensuring that all project team members have the appropriate skills and availability to fulfill their responsibilities.

The Project Manager will hold overall responsibility for managing all aspects of the project. This includes planning, coordinating, and overseeing all work activities, monitoring variances, tracking and reporting progress, managing communications, evaluating performance, and coordinating with functional managers to ensure proper staffing throughout the project.

The Senior Programmer will provide oversight of all coding and programming tasks, ensuring that the software components meet quality standards and function as intended. They will work closely with the Project Manager to create work packages, manage risks, track the schedule, identify requirements, and generate reports. Performance feedback for the Senior Programmer will be provided to their functional manager by the Project Manager.

The Programmer will be responsible for executing coding and programming tasks, with all work reviewed by the Senior Programmer prior to implementation. Additionally, the Programmer will assist in risk identification, evaluate the impact of change requests, and contribute to status reporting. Performance feedback will be communicated to the functional manager by both the Project Manager and the Senior Programmer.

The Senior Quality Specialist will assist the Project Manager in establishing quality control and assurance standards and maintaining quality logs throughout the project. The Project Manager will provide feedback on performance to the functional manager. The Quality Specialist will support both the Project Manager and Senior Quality Specialist in tracking quality standards and compiling quality metrics and reports for communication. Feedback on performance will be provided to the functional manager jointly by the Project Manager and Senior Quality Specialist.

The Technical Writer will be responsible for compiling all project documentation and reports in the organization’s standard formats. This role also includes supporting configuration management, maintaining revision control, recording meeting minutes, and managing project communication distribution lists. Performance feedback for the Technical Writer will be provided by the Project Manager to the functional manager.

The Testing Specialist will assist in establishing testing specifications in collaboration with the Project Manager and programming team. This role ensures that all testing is completed, documented according to IT Biz Solutions standards, and that all testing resources are properly coordinated. The Project Manager will provide performance feedback to the functional manager for this role as well.

The Project Manager will negotiate with the functional managers of IT Biz Solutions to identify and assign the required resources for the project. All resources must receive approval from their respective functional managers before beginning any project work. The project team will not be co-located, and all team members will continue working from their current locations while maintaining clear communication channels and collaboration processes throughout the project.

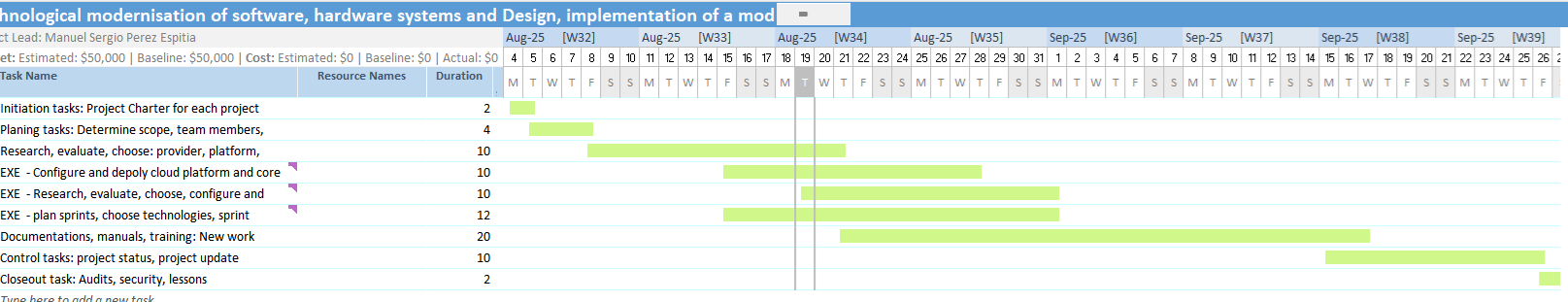
# RESOURCE CALENDAR

The *Technological Modernisation of Software and Hardware Systems and Design and Implementation of a Modern Website* project will require the participation of all project team members for the entire duration of the project, although the level of effort for each resource will vary according to the project phase. The project is scheduled to last from Monday, August 4, 2025, to Monday, September 29, 2025, encompassing a total of 41 working days excluding weekends and public holidays. Standard work weeks are defined as 40 hours; however, due to budget and scheduling constraints, team members will work an average of 4 hours per day on project activities.

If a project team member is not required for a full 40-hour work week, their remaining time outside of the project will be allocated to other responsibilities at the discretion of their Functional Manager. The Project Manager will coordinate with Functional Managers to ensure that resources are available for scheduled project tasks and that any conflicts with other organizational priorities are addressed in advance. Resource assignments, availability, and planned absences will be documented in a project-specific resource calendar, which will be maintained and updated by the Project Manager throughout the project.

This calendar will also include key milestones, critical dependencies, and designated periods for training, testing, and review activities to ensure that all team members are aware of their responsibilities and availability. In addition, any changes to the resource calendar due to leave, reassignment, or other contingencies will be communicated promptly to the Project Manager and updated in the project schedule to maintain alignment with project timelines and deliverables.

**Gantt Chart project** – summary of the project’s overall progress and milestones.  
***ICTPMG613\_AssessmentTask\_Manuel\_S\_Perez\_E-Gantt\_Chart.xlsm***



COST BASELINE

The cost baseline for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* project includes all budgeted costs for the successful completion of the project.

## 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 |
| Mock-ups, 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 inches | for customer client service officers |
| Corporate laptop 15 inch | corporate laptops 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

### Summary by phase

|  |  |  |
| --- | --- | --- |
| **Project Phase** | **Budget** | **Comments** |
| Initiation | $2,400 | Includes project kickoff, defining objectives, assumptions and constraints, high-level scope, and securing approvals from the Project Sponsor. Includes work hours for all project team members involved in these activities. |
| Planning | $3,600 | Covers detailed project planning, development of Work Breakdown Structure (WBS), schedule, cost, quality, risk, communication, and resource management plans. Includes work hours for all project team members involved in these activities. |
| Execution | $14,400 | Involves implementation of the infrastructure migration, cloud setup, deployment of core applications, website design and development, provisioning new devices, staff training, and quality control activities. Includes work hours for all project team members involved in these activities. |
| Control | $2,400 | Encompasses monitoring project progress, managing changes, tracking risks, reporting performance using earned value calculations, and ensuring deliverables meet requirements. Includes work hours for all project team members involved in these activities. |

# QUALITY BASELINE

The Technological modernisation of software, hardware systems and Design, implementation of a modern website Project must meet the quality standards established in this Quality Baseline. This baseline defines the acceptable quality levels for all project deliverables and processes, providing measurable standards to ensure that the project outcomes meet or exceed expectations.

The quality baseline applies to all major project components, including the cloud infrastructure, databases, core business applications, distributed and configured devices, staff training and documentation, and the deployed website. Each component has defined quality indicators to ensure compliance with technical, functional, and usability requirements.

|  |  |  |
| --- | --- | --- |
| **Deliverable** | **QA Indicator** | **Acceptable Level** |
| New Cloud-Based IT Infrastructure with Scalable, Fault-Tolerant Core Applications | Infrastructure fully configured, operational, and fault-tolerant; core applications meet performance, security, and functionality standards | Zero critical failures; maximum of 2 minor configuration or performance issues |
| Modern, High-Quality, Engaging, and Stylish Website | Website meets usability, design, and performance standards; fully functional with no critical bugs; load times optimized | Zero critical defects; maximum of 5 minor defects; page load time ≤ 3 seconds |
| Remote Access Tools and Fully Distributed Work Devices | All devices correctly configured and connected; remote access tools fully functional and secure | Zero critical connectivity failures; maximum 5% minor configuration issues |
| Comprehensive Documentation and Training | All documentation complete, accurate, and understandable; staff training delivered and effective | Minimum 90% staff satisfaction; maximum 5% minor documentation errors |

# SPONSOR ACCEPTANCE

Technological modernisation of software, hardware systems and Design, implementation of a modern website Project

Change Request Information Change Request ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Manager: MANUEL SERGIO PEREZ ESPITIA Date: --/--/----

Requester: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Submitted: --/--/----

Department/Stakeholder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of Change

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reason for Change

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Impact Assessment

Scope Impact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Schedule Impact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cost Impact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Resource Impact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Quality/Risk Impact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Options Considered

1. Alternative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Alternative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Alternative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Recommendation

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sponsor Approval

Date: -- // -- // ----

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature  
Role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_