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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# 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 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.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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 team directory for all communications is:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 |

**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

The Project Manager will be responsible for managing and reporting on the project’s cost throughout the duration of the project. The Project Manager will present and review the project’s cost performance during the monthly project status meeting. Using earned value calculations, the Project Manager is responsible for accounting for cost deviations and presenting the Project Sponsor with options for getting the project back on budget. All budget authority and decisions, to include budget changes, reside with the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project Sponsor.

For the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project, control accounts will be created at the fourth level of the WBS which is where all costs and performance will be managed and tracked. Financial performance of the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project will be measured through earned value calculations pertaining to the project’s cost accounts. Work started on work packages will grant that work package with 50% credit; whereas, the remaining 50% is credited upon completion of all work defined in that work package. Costs may be rounded to the nearest dollar and work hours rounded to the nearest whole hour.

Cost and Schedule Performance Index (CPI and SPI respectively) will be reported on a monthly basis by the Project Manager to the Project Sponsor. Variances of 5% or +/- 0.05 in the cost and schedule performance indexes will change the status of the cost to yellow or cautionary. These will be reported and if it’s determined that there is no or minimal impact on the project’s cost or schedule baseline then there may be no action required. Cost variances of 5%, or +/- 0.05 in the cost and schedule performance indexes will change the status of the cost to red or critical. These will be reported and require corrective action from the Project Manager in order to bring the cost and/or schedule performance indexes back in line with the allowable variance. Any corrective actions will require a project change request and be must approved by the CCB before it can be implemented.

Earned value calculations will be compiled by the Project Manager and reported at the monthly project status meeting. If there are indications that these values will approach or reach the critical stage before a subsequent meeting, the Project Manager will communicate this to the Project Sponsor immediately.

# PROCUREMENT MANAGEMENT PLAN

The Project Manager will provide oversight and management for all procurement activities under this project. The Project Manager is authorized to approve all procurement actions up to $10,000. Any procurement actions exceeding this amount must be approved by the Project Sponsor.

While this project requires minimal or no procurement, in the event procurement is required, the Project Manager will work with the project team to identify all items or services to be procured for the successful completion of the project. The Project Manager will then ensure these procurements are reviewed by the Program Management Office (PMO) and presented to the contracts and purchasing groups. The contracts and purchasing groups will review the procurement actions, determine whether it is advantageous to make or buy the items or resource required services internally, and begin the vendor selection, purchasing and the contracting process.

In the event a procurement becomes necessary, the Project Manager will be responsible for management any selected vendor or external resource. The Project Manager will also measure performance as it relates to the vendor providing necessary goods and/or services and communicating this to the purchasing and contracts groups.

# PROJECT SCOPE MANAGEMENT PLAN

Scope management for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project will be the sole responsibility of the Project Manager. The scope for this project is defined by the Scope Statement, Work Breakdown Structure (WBS) and WBS Dictionary. The Project Manager, Sponsor, and Stakeholders will establish and approve documentation for measuring project scope which includes deliverable quality checklists and work performance measurements.

Proposed scope changes 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 then evaluate the requested scope change. Upon acceptance of the scope change request the Project Manager will submit the scope change request to the Change Control Board and Project Sponsor for acceptance. Upon approval of scope changes by the Change Control Board and Project Sponsor the Project Manager will update all project documents and communicate the scope change to all stakeholders. Based on feedback and input from the Project Manager and Stakeholders, the Project Sponsor is responsible for the acceptance of the final project deliverables and project scope.

The Project Sponsor is responsible for formally accepting the project’s final deliverable. This acceptance will be based on a review of all project documentation, testing results, beta trial results, and completion of all tasks/work packages and product functionality.

# SCHEDULE MANAGEMENT PLAN

Project schedules for the *Technological modernisation of software, hardware systems and Design, 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 identify the specific work packages which must be performed to complete each delivery. Activity sequencing will be used to determine the order of work packages and assign relationships between project activities. Activity duration estimating will be used to calculate the number of work periods required to complete work packages. Resource estimating will be used to assign resources to work packages in order to complete schedule development.

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 to the proposed work package assignments, durations, and schedule. Once this is achieved the project sponsor will review and approve the schedule and it will then be base lined.

In accordance with IT Biz Solutions’ organizational standard, the following will be designated as milestones for all project schedules:

* Project Charters Approved
* Kickoff Meetings Conducted
* Project Plans Approved
* Cloud Provider Contract Signed
* Cloud Infrastructure Configured
* Databases Successfully Migrated
* Core Applications Deployed to Cloud
* Devices Distributed and Configured
* Training Completed
* First Sprint Completed & Reviewed
* Website Deployed to Production
* Formal Project Closure

Roles and responsibilities for schedule development are as follows:

The project manager will be responsible for facilitating work package definition, sequencing, and estimating duration and resources with the project team. The project manager will also create the project schedule using Monday.com and validate the schedule with the project team, stakeholders, and the project sponsor. The project manager will obtain schedule approval from the project sponsor and baseline the schedule.

The project team is responsible for participating in work package definition, sequencing, duration, and resource estimating. The project team will also review and validate the proposed schedule and perform assigned activities once the schedule is approved.

The project sponsor will participate in reviews of the proposed schedule and approve the final schedule before it is base lined.

The project stakeholders will participate in reviews of the proposed schedule and assist in its validation.

# QUALITY MANAGEMENT PLAN

All members of the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* project team will play a role in quality management. It is imperative that the team ensures that work is completed at an adequate level of quality from individual work packages to the final project deliverable. The following are the quality roles and responsibilities for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project:

The Project Sponsor is responsible for approving all quality standards for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. The Project Sponsor will review all project tasks and deliverables to ensure compliance with established and approved quality standards. Additionally, the Project Sponsor will sign off on the final acceptance of the project deliverable.

The Project Manager is responsible for quality management throughout the duration of the project. The Project Manager is responsible for implementing the Quality Management Plan and ensuring all tasks, processes, and documentation are compliant with the plan. The Project Manager will work with the project’s quality specialists to establish acceptable quality standards. The Project Manager is also responsible for communicating and tracking all quality standards to the project team and stakeholders.

The Quality Specialists are responsible for working with the Project Manager to develop and implement the Quality Management Plan. Quality Specialists will recommend tools and methodologies for tracking quality and standards to establish acceptable quality levels. The Quality Specialists will create and maintain Quality Control and Assurance Logs throughout the project.

The remaining members of the project team, as well as the stakeholders will be responsible for assisting the Project Manager and Quality Specialists in the establishment of acceptable quality standards. They will also work to ensure that all quality standards are met and communicate any concerns regarding quality to the Project Manager.

Quality control for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project will utilize tools and methodologies for ensuring that all project deliverables comply with approved quality standards. To meet deliverable requirements and expectations, we must implement a formal process in which quality standards are measured and accepted. The Project Manager will ensure all quality standards and quality control activities are met throughout the project. The Quality Specialists will assist the Project Manager in verifying that all quality standards are met for each deliverable. If any changes are proposed and approved by the Project Sponsor and CCB, the Project Manager is responsible for communicating the changes to the project team and updating all project plans and documentation.

Quality assurance for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project will ensure that all processes used in the completion of the project meet acceptable quality standards. These process standards are in place to maximize project efficiency and minimize waste. For each process used throughout the project, the Project Manager will track and measure quality against the approved standards with the assistance of the Quality Specialists and ensure all quality standards are met. If any changes are proposed and approved by the Project Sponsor and CCB, the Project Manager is responsible for communicating the changes to the project team and updating all project plans and documentation.

# Risk Management Plan

The approach for managing risks for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project includes a methodical process by which the project team identifies, scores, and ranks the various risks. Every effort will be made to proactively identify risks ahead of time in order to implement a mitigation strategy from the project’s onset. The most likely and highest impact risks were added to the project schedule to ensure that the assigned risk managers take the necessary steps to implement the mitigation response at the appropriate time during the schedule. Risk managers will provide status updates on their assigned risks in the bi-weekly project team meetings, but only when the meetings include their risk’s planned timeframe.

Upon the completion of the project, during the closing process, the project manager will analyze each risk as well as the risk management process. Based on this analysis, the project manager will identify any improvements that can be made to the risk management process for future projects. These improvements will be captured as part of the lessons learned knowledge base.

| **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

Discuss how you plan to staff the project. This section should include discussion on matrixed or projectized organizational structure depending on which is being used for this project. This section should also include how resources will be procured and managed as well as the key resources needed for the project.

The *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project will consist of a matrix structure with support from various internal organizations. All work will be performed internally. Staffing requirements for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project include the following:

Project Manager (1 position) – responsible for all management for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. The Project Manager is responsible for planning, creating, and/or managing all work activities, variances, tracking, reporting, communication, performance evaluations, staffing, and internal coordination with functional managers.

Senior Programmer (1 position) – responsible for oversight of all coding and programming tasks for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project as well as ensuring functionality is compliant with quality standards. Responsible for working with the Project Manager to create work packages, manage risk, manage schedule, identify requirements, and create reports. The Senior Programmer will be managed by the Project Manager who will provide performance feedback to the functional manager.

Programmer (1 position) – responsible for coding and programming for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. All coding and programming tasks will be reviewed by the Senior Programmer prior to implementation. Responsibilities also include assisting with risk identification, determining impacts of change requests, and status reporting. The Programmer will be managed by the Project Manager and feedback will be provided to the functional manager for performance evaluations by the Project Manager and Senior Programmer.

Senior Quality Specialist (1 position) – responsible for assisting the Project Manager in creating quality control and assurance standards. The Senior Quality Specialist is also responsible for maintaining quality control and assurance logs throughout the project. The Senior Quality Specialist will be managed by the Project Manager who will also provide feedback to the functional manager for performance evaluations.

Quality Specialist (1 position) – responsible for assisting the Project Manager and Senior Quality Specialist in creating and tracking quality control and assurance standards. The Quality Specialist will have primary responsibility for compiling quality reporting and metrics for the Project Manager to communicate. The Quality Specialist will be managed by the Project Manager who will provide feedback, along with the Senior Quality Specialist to the functional manager for performance evaluations.

Technical Writer (1 position) – responsible for compiling all project documentation and reporting into organizational formats. Responsible for assisting the Project Manager in Configuration Management and revision control for all project documentation. Responsible for scribing duties during all project meetings and maintaining all project communication distribution lists. The Technical Writer will be managed by the Project Manager who will also provide feedback to the functional manager for performance evaluations.

Testing Specialist (1 position) – responsible for helping establish testing specifications for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project with the assistance of the Project Manager and Programmers. Responsible for ensuring all testing is complete and documented in accordance with IT BIZ SOLUTIONS standards. Responsible for ensuring all testing resources are coordinated. The Testing Specialist will be managed by the Project Manager who will also provide feedback to the functional manager for performance evaluations.

The Project Manager will negotiate with all necessary IT BIZ SOLUTIONS functional managers in order to identify and assign resources for the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. All resources must be approved by the appropriate functional manager before the resource may begin any project work. The project team will not be co-located for this project and all resources will remain in their current workspace.

# RESOURCE CALENDAR

Include a Resource Calendar as part of your project plan. The resource calendar identifies key resources needed for the project and the times/durations they'll be needed. Some resources may be needed for the entire length of the project while others may only be required for a portion of the project. This information must be agreed to by the Project Sponsor and Functional Managers prior to beginning the project.

The *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project will require all project team members for the entire duration of the project although levels of effort will vary as the project progresses. The Project is scheduled to last one year with standard 40 hour work weeks. If a project team member is not required for a full 40 hour work week at any point during the project, their efforts ouIT Biz Solutionsde of the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project will be at the discretion of their Functional Manager.



# 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 Phase** | **Budgeted Total** | **Comments** |
| Planning | $350,000 | Includes work hours for all project team members for gathering requirements and planning project |
| Design | $250,000 | Includes work hours for all project team members for work on SmartVoice conceptual design |
| Coding | $200,000 | Includes all work hours for coding of SmartVoice |
| Testing | $175,000 | Includes all work hours for testing (including beta testing) of SmartVoice software |
| Transition and Closeout | $150,000 | Includes all work hours for transition to operations and project closeout |

## 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

# QUALITY BASELINE

The *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project must meet the quality standards established in the quality baseline. The quality baseline is the baseline which provides the acceptable quality levels of the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* Project. The software must meet or exceed the quality baseline values in order to achieve success.

|  |  |  |
| --- | --- | --- |
| **Item** | **Acceptable Level** | **Comments** |
| Voice Recognition | At least 98% recognition level with 2% or less errors in text | Using standard IT BIZ SOLUTIONS English language databases |
| Compatibility | No errors associated with running software with compatible applications | Using the \_\_\_\_\_\_\_ suite of applications |
| Supporting Documentation | Less than 1% failure rate in beta testing new users to run setup and execute software functionality |  |

# 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

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

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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_