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

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

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

## OBJECTIVES

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

## ASSUMPTIONS AND CONSTRAINTS

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

## PROJECT OVERVIEW

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

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

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

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

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

* Increasing efficiency
* Improving productivity
* Maximizing performance

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

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

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

So, this is a project with the following characteristics:

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

Additionally, for the first project:

* Migration can be performed in stages

On the other hand, for the second project:

* The website can be built in modules or iterations

# PROJECT MANAGEMENT APPROACH

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

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

## PROJECT METHODOLOGY

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

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

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

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

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

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

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

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

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

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

**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

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

To see the Gantt Chart refer to the following file:

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

To see the Pert Chart refer to the following file:

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

# PROJECT SCOPE

The scope of the *Technological Modernisation of Software, Hardware Systems and Design, Implementation of a Modern Website* project encompasses the planning, design, development, testing, and deployment of core business applications, the migration of the existing infrastructure and data to a cloud-based platform, and the design and implementation of a new modern website. The scope also includes the delivery of remote connectivity tools, fully configured work devices, and all necessary configuration for the operation of the cloud infrastructure, including the business applications and remote access tools.

The new cloud platform and website will meet or exceed the client’s expectations by enabling rapid scaling of operations, improving employee connectivity, and significantly enhancing the security of IT systems. The website will feature a modern, high-quality design that will strengthen the client’s brand image and serve as an effective channel to attract new customers. Both the platform and the website will be fault-tolerant, ensuring continuous business operations without interruption.

Additionally, the project scope includes the development and delivery of all required documentation, user manuals, and training materials, as well as the execution of staff training sessions to ensure a smooth transition. The software and systems implemented will comply with organizational standards and with the requirements specified in the project charter.

The scope of this project does not include support for legacy applications or systems, nor the development of tools to integrate new systems with legacy infrastructure. Furthermore, no changes will be made to the approved requirements, budget, or the specific brands, software, and hardware selected by the client. Project completion will be achieved once the migration to the cloud platform, the deployment of core business applications, and the launch of the new website have been successfully executed.

# MILESTONE LIST

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

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

# SCHEDULE BASELINE AND WORK BREAKDOWN STRUCTURE

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

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

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

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

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

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

## DELIVERABLES

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

## 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 following steps comprise IT Biz Solutions organization change control process for all projects and will be utilized on the *Technological modernisation of software, hardware systems and Design, implementation of a modern website* project, we have designed two mechanisms to make changes to the project, depending on who requires the change.

|  |  |  |  |
| --- | --- | --- | --- |
| **Change proposed by the client** | | | |
| **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 |
|  |  |  |  |
|  |  |  |  |
| **Change proposed by us** | | | |
| **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 |

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

# COMMUNICATIONS MANAGEMENT PLAN

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

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

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

Approved by the Project Sponsor:

Date:

<Project Sponsor>

<Project Sponsor Title>

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