



The Project Management Game – how brilliant are you?

Project name: brilliantCRM	Work package title: 2.7 Roll-Out
Work package description: During the roll-out, access to the CRM system is now expanded to the whole company. All affected employees are now involved. As all departments are affected by the roll-out, it is recommended to use a departmental procedure. Moreover, it is important to customize authorization in order to provide extra functionality to the employees who need it. For a successful roll-out the following procedure should be used: <ul style="list-style-type: none">• Provision of functionality to the remaining users• Training• Intensive assistance for users• Documentation of problems• Analysis of the information and problem solving	
Aim of work package: <ul style="list-style-type: none">- Adoption of the live operation after a successful pilot running in the whole company	
Predecessors: Training, pilot running	Successor: Approval
Duration: 20 days	Effort in man days (MD): 42 MD
Responsible person(s): Project manager, project assistant, 4 IT specialists, 1 consultant	
Additional information:	