



Project Name: Project Internal Support Plan

August 2021

Document Status: Draft | In Review | Approved

Introduction:

Our plan is to build an internal support plan for the service's growing customer base.

Goals of Project

SMART: *Specific, Measurable, Actionable, Relevant, and Time-bound*

- Time Efficient Delivery System by 5% within next 6 months
- Maintain excellent service of at least 90% employees within next 6 months

Deliverables

- Trained Employees
- Setting up order processing software

Business Case / Background

Why are we doing this?

Creating internal workflows and Training plans for support teams can meet the scale of the new service. It will also improve customer satisfaction.

Benefits, Costs, and Budget

Benefits

- Efficient Delivery System
- Trained Employees
- Improved customer satisfaction

Costs:

- Developing Software Cost
- Training Materials Cost
- Delivery Tools Cost

Budget needed:

- \$150,000

Scope and Exclusion

In-Scope:

- We will create a new and efficient order processing software
- Training the employees

Out of Scope:

- Maintenance, Hosting Cost of the software
- Employee Training Certification Exam Cost

Project Team

Project Sponsor

- Director of Product

Project Lead

- Myself

Project Team

- Budget Coordinator
- Human Resources Specialist
- Quality Assurance Tester

Additional Stakeholders

- Fulfilment Director
- Inventory Manager
- Financial Analyst

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Measuring Success:

What is acceptable:

- 5% more efficient delivery
- 90% Customer Satisfaction
- 90% Trained Employee