

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.**

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| **Goals of Project** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ctionable,* ***R****elevant, and* ***T****ime-bound*   * Time Efficient Delivery System by 5% within next 6 months * Maintain excellent service of at least 90% employees within next 6 months |

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| **Deliverables** |
| * Trained Employees * Setting up order processing software |

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| **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. |

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| **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 |

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| **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 |

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| **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 |