|  |  |
| --- | --- |
| **Header** | **Sub sections** |
| Summary | Problem statement and business requirement |
| Introduction | 1. Who 2. What 3. Where 4. When 5. How 6. Why 7. Benefits 8. Potential 9. Is it scalable 10. Is it global |
| What is it | 1. Brief overview 2. Why is it relevant 3. Does it require anything new |
| Will new third party suppliers be required | 1. Will external expertise need to be brought in 2. Are there costs associated with that 3. Are there monthly / annual costs 4. Is there an upfront cost 5. Will they require training 6. Are there collaboration requirements |
| Who is it for | 1. New or existing customer 2. How will it be used 3. What are the business rules 4. What are the use cases 5. How will it be maintained |
| Who are all the stakeholders | 1. Internal    1. Support    2. Sales    3. Operations    4. Finance    5. Logistics    6. Maintenance    7. Developer    8. IT – MiX Internal or Operations IT    9. Project manager 2. External    1. End user    2. Project sponsor    3. Management    4. Procurement    5. Operations    6. Engineering    7. IT    8. Third party contractors 3. VAR    1. Account manager    2. Support    3. Project manager    4. Logistics    5. Procurement |
| Analysis diagrams | 1. System diagram 2. SWOT 3. STEEPLE 4. Minimum Viable Product 5. Business model canvas 6. Power vs interest 7. Ansoff matrix 8. Communications 9. Product life cycle 10. Gap analysis 11. UML diagram 12. NTCP diamond diagram   12.1 Novelty, technology, complexity, pace   1. Porters 5 forces |
| Product roadmap | 1. Is it evolving from an existing product 2. What is the product evolution 3. Will it eventually be replaced entirely 4. Does it have a finite life span |
| Technology roadmap | 1. Is this new tech 2. What is it similar to 3. What is it evolving from 4. Are there upskilling requirements |
| How is it going to be hosted | 1. Will it be CSO, in-house, Hosted or other 2. Can existing infrastructure be used |
| Maintenance considerations | 1. Internal or external |
| Support considerations | 1. Number of people 2. Hours of support 3. Staff upskilling or recruitment 4. Product training through PLC |
| What are the anticipated timescales | 1. Is there a concrete start date 2. Is this going to be a phased roll out 3. Are there hard gates 4. What are the fall back contingencies 5. What happens if a phase fails 6. What happens if a phase passes 7. Are there cost / time / resource implications further into the project |
| Proposed implementation plan |  |
| Who is the Project Manager | 1. Is this a global / regional / local project 2. Will the customer or RSO PM lead it |
| What is the project plan | 1. Will it be waterfall or Agile 2. Will it require a hybrid plan 3. Is there enough detail to start with 4. What else is required before planning can start 5. Who is responsible for the plan internally and externally 6. Are there secondary points of contact 7. Who are the RACI 8. Is this a private or public project 9. What standards are required |
| Risk register | 1. What is the cost to implement 2. What is the cost to stop implementation 3. What is the cost not to implement |
| Issue register | 1. Internal and external 2. Costing for implementation, support, etc. |
| Project deliverables | 1. Have these been captured from e-mail, tender, sales meeting 2. Have these been agreed prior to commencing 3. Are there incremental deliverables 4. Will there be a handover phase |
| Contractual agreements | 1. What are the requirements that will be measured 2. Are there ongoing requirements 3. Are there incremental requirements 4. Have these been agreed prior to commencing |
| Project Reporting | 1. Who will see the data 2. What needs to be reported on 3. Will reporting need to be updated 4. Will reporting be needed for billing |
| What is the intended deployment plan | 1. Is this a completely new project 2. Does it form part of a POC 3. What does success look like 4. What is required prior to implementation 5. What is required during implementation 6. Are there any legal requirements 7. Are there any new IT requirements |
| Are there competitive products | 1. Does it need to resemble a competitor’s product 2. Why is this being used instead of the competitor’s product 3. Are there benefits to duplication 4. Are there opportunities for enhancement 5. Is this a niche market 6. What competitive advantages are there 7. How close is the relationship with the suppliers 8. How close is the relationship with the customer 9. What do we need from the customer 10. What is the market vertical |
| Is this replacing an existing customer product | 1. What is it replacing 2. Why is it being replaced 3. How similar does it have to be 4. What are the implications of replication 5. Which customer staff is on the project team 6. Is there an existing internal alternate product 7. Why can’t the alternate be used 8. Is there a fall back solution |
| Conclusions |  |
| Recommendations |  |
| Next steps |  |