

The Unhappy Stakeholder

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In today's society, technology is evolving and new technologies are being developed everyday forcing companies to upgrade both their software and hardware to maintain efficiency and productivity and stay relevant against competition. As companies grow, company wide upgrades will become more and more difficult. Here will we outline a project management plan for upgrading an organizations network and laptop equipment. This upgrade will refresh network and laptop equipment for 150 employees across 48 states in the United States. We will upgrade a fleet of laptop systems as well as a router and 2-3 switches per site.

Project Overview

The company wide upgrade process will be implemented across 5 phases: gathering resources, vendor selection, upgrade scheduling, deployment and testing, and training and support (uCertify, 2024). While there may be more standardized project management processes, I have decided to go with this process because it relates to similar process that I have be a part of in my professional experience.

Implementation Process

Phase 1: Gathering Resources. Before any action is taken, we will need to identify the hardware requirements for the new laptops and routers. It is also important to determine if these requirements are consistent across all sites or if certain site will need a specific model. To get this information, we can survey employees across all sites to understand their needs. In addition, we can request feedback on their current setup and identify areas that can be improved. This will allow us to determine the best upgrade choice and give an estimated budget.

Phase 2: Vendor Selection. Once we identify the requirements, we will need to select a vendor (Sampietro, M., 2022). We can either choose to continue with our current vendor or do research into new vendors. At this phase, we will need to consider cost and potential security

risks with implementation of new equipment. We will need to request quotations and negotiating prices and ensure that we will be within budget. This phase will result in signed contracts with the vendor and purchase orders.

Phase 3: Upgrade Scheduling. Once the purchase orders have been submitted and delivery dates scheduled, we will need to create a schedule to implement the new hardware. We will need to contact all sites to determine when would be the best time to schedule down time to perform the upgrade. We should add buffer time at this phase as a contingency plan for any potential issues.

Phase 4: Deployment and Testing. Phase 4 will focus on the deployment of the upgrades on the dates that we had decided in the previous phase. With the new hardware arrived onsite, we will have vendor support engineers onsite for installation and testing. We will need to ensure that all new hardware functions properly and integrates with the current systems that are in place.

Phase 5: Training and Support. Employees will need to be trained on the new hardware and how to use the new network systems. The support part of this phase will be ongoing. The goal will be increased productivity with minimal issues and seamless integration.

Managing Risks. Even if a comprehensive plan is put into place, there is always be uncertainty. While risks are unavoidable, they can be identified and analyzed so that actions can be taken in advance (Petrocelli, K.L., 2018) . We will need to work with all stakeholders so that the risks can be identified at any stage of the implementation process.

Conclusion

Enhancing productivity and efficiency of a company is essential to keep up with competition in every industry. However, there will always be risks that are associated with the implementation of new equipment. By creating a structured project management plan, we can mitigate the risks to help ensure a smooth process resulting in improved operational efficiency and employee satisfaction.

References

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