**Integrated Project Management Plan**

**ABC Company Office relocation**

**ABC Company**

**7 December 2023**

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# Introduction

ABC Company has embraced a flexible work environment and implemented a work-from-home policy following the COVID-19 pandemic. As a result, the company has determined that it no longer requires all 5 of its offices in the Toronto area. In a strategic effort to cut down on rental expenses, ABC Company intends to consolidate its current 5 offices into 2 new locations—one downtown and the other in Markham. Recognizing that the existing IT equipment is outdated, the company has outlined plans to procure new equipment for the two upcoming offices.

After the IT infrastructure is updated, the company could enhance security while enjoying faster hardware with the latest technology features. Furthermore, the operation cost is reduced by lower rental costs. In this project, we will cooperate with the ABC company IT team to deliver the result.

This project plan includes the overall management approach for this project. The detailed cost, schedule, scope and resource needed are included in this document.

# Project Management Approach

In this office relocation project, we will set up new IT infrastructure for both the main office (Downtown) and the branch office (Markham). Since the existing IT infrastructure is near the end of the vendor support period. It would be a good time to renew and upgrade the infrastructure. We suggest using on-premises infrastructure for the infrastructure due to deployment timeframe and budgeting concerns.

Our project includes setting up active directory, file and print server. For the networking part, we will install new switches, Wi-Fi access point and firewall with enhanced security. Servers will be connected to the cloud for more features such as 2 Factor Authentication. The data inside each server will be backup with to the cloud.

Our project manager for this project is John Anderson, and he is very experienced in this kind of project. System engineers will work in the project to deliver all the installations and configurations. The estimated duration of this project is 16 weeks, which matches the required timeline. The total estimated cost of this project is around $310,000.

# Project Scope

Scope:

* Kickoff meeting
* Install and configure 2 servers in main office and 1 server in branch office
* Install and VMware vSphere in each server
* Configure Active directory domain service with Azure connection and migrate existing data to new Active directory domain controller
* Install and configure Windows file server, create shared folders, and set up permissions, migrate data from existing file server
* Install and configure the print server, add printers, and configure printer drivers
* Install and configure the network switch in both office, set up VLANs, and configure port security
* Install and configure the firewall in both office, set up rules, and configure VPN access
* Install and configure the access point, set up wireless security, and configure the SSID
* Configure server backup to Azure
* User training

Out of scope:

* Perform AD group policy configuration
* Printer installation
* Backup policy configuration
* Azure account opening
* Network connection between main office and branch office

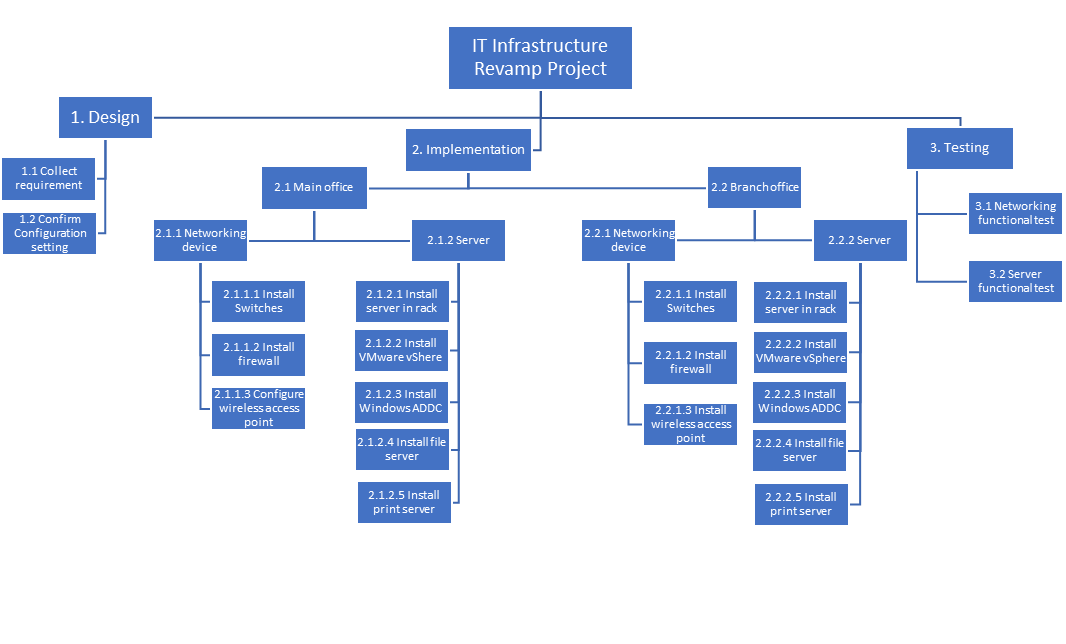
Assumptions:

* This project has been accepted by the project sponsors.
* The IT equipment including servers, user computers, network switches and firewalls will use latest firmware.
* The telephone system, printers, fax machines and other peripherals will be out of scope and will be covered by another project.
* The network connectivity of the main office and branch office should be in place and working.
* The Azure cloud admin account used for backup should be set up beforehand and ready for use in this project.

# Milestone List

|  |  |  |
| --- | --- | --- |
| **Milestone** | **Description** | **Date** |
| Project Kick-off and Initiation | Initiating the project | September 1, 2023 |
| Requirements Gathering and Analysis | Gathering and analyzing project requirements | September 8, 2023 |
| Procurement | Procuring necessary resources | September 15, 2023 |
| Infrastructure setup - Main office | Setting up main office infrastructure | October 13, 2023 |
| Infrastructure setup - Branch office | Setting up branch office infrastructure | November 3, 2023 |
| Testing and Quality Assurance | Conducting tests and ensuring quality | November 24, 2023 |
| User Training | Training sessions for end-users | December 1, 2023 |

# Schedule Baseline and Work Breakdown Structure



# WBS Dictionary



**Schedule Baseline**

Ensuring a smooth transition and business continuity depends heavily on the project timeline. The following is a preliminary forecast of the project progress:

A screenshot of a computer

Description automatically generated

**Requirements collection and Analysis (1 week):** Work closely with ABC Company to comprehensively collect and analyze the detailed requirements of the upcoming IT infrastructure, including the necessary number of computers, servers and network equipment.

**Procurement (4 weeks):** Focus on the procurement of IT equipment and services, including obtaining quotes, finalizing procurement contracts, and ensuring seamless procurement processes.

**Infrastructure Setup and Installation (6 weeks):** This is a critical phase dedicated to establishing the physical infrastructure, including activities such as cabling, setting up network equipment, and deploying servers in the downtown and Markham offices.

**Testing and quality Assurance (1 week):** Thorough and exhaustive testing and quality assurance checks are conducted before the IT system is launched to ensure that it functions perfectly and meets the expected specifications.

**User Training (2 weeks):** Comprehensive user training for all employees, designed to familiarize them with the new IT system and ensure a smooth transition.

**Project Closure (1 week):** The closure phase includes a detailed project review, obtaining the necessary approvals, and ensuring the completion of all project documents to culminate the project activities.

# Change Management Plan

Change management plan is a guideline for how to handle a change request during a project. Below are some procedures to follow to create a change during our project:

1. Identify the change: Define the scope of the change and identify the stakeholders involved.
2. Assess the impact: When the change requests are passed to the Project Manager, He will evaluate the requested scope during a change request project meeting.
3. Get change approval: After Project Manager approves the scope change, he will send the scope change request to the Project Sponsor for approval.
4. Execute change: After the approval by the Project Sponsor, the change will be executed in the project.
5. Review change: After the change is executed , project manager will assess and record the results of the change to the project sponsor during the meeting.

# Communications Management Plan

In order to ensure the project is well executed, a communication plan is defined. It is the framework of all communications in the project and will be modified if any changes are required. In this plan, the list of persons and their roles in this project are identified. It also defines how the meetings will be performed and what media to be used.

The Project Manager is the key person in this project and he will take a proactive approach to ensure the communications are effective. The communication requirements are listed in the Communication Matrix in this document. The matrix is used as the guideline for what the information will be communicated, when to communicate, who will do the communication and to whom. As the project is executed, there may be modification of scope, personnel, budget or other new requirements. The project manager will be responsible for managing the planned and approved changes to the communication plan. After the change has been approved, the project manager will update the plan and provide any related documents to all the project team members and the stakeholders involved.

**Communications Matrix:**



**Project team directory:**



**Communications Conduct:**

Meetings:

Prior to any scheduled meeting, the Project Manager will distribute a meeting agenda at least 2 days in advance and all attendees are expected to review the agenda before the meeting. During the project meetings, a timekeeper will make sure that the attdendees adhere to the times mentioned in the agenda and a recorder will take notes and distribute to the team after the meeting. It is important that all participants arrive on time to each meeting and all mobile phones should be muted to minimize distractions. Meeting minutes will be sent out to participants within one day after each meeting is finished.

Email:

All emails related to the project should be professional, error-free, and provide concise communication. Email should be sent to the right project participants according to the communication matrix based on its content. Standard software suite programs should be used to create all attachments which adhere to established company formats. If the email is to intruduce a new issue then it should explain what the issue is, give a brief background on the issue, and provide a suggestion to correct the issue. The Project Manager should be involved in any emails of the project.

Informal Communications:

Even though informal communication may be required for successful project completion, any issues, concerns, or updates that result from informal discussion among team members must be communicated to the Project Manager in order that the appropriate action may be taken.

# Cost Management Plan

The cost management project is crucial because the project manager develops a clear overview of the project budget, which assists us in staying organized and on track by completing project deliverables at regular intervals of time. This strategy will include measurements, cost-variation issues, and reporting activities. In our network installation project, the project manager and project sponsor are responsible for creating and managing the cost baseline and cost control plan. Beginning with the preliminary cost estimates established during the Initiation phase, the project manager will create updated cost estimates to complete the tasks outlined in the provided timeline.

Responsibilities for Managing Costs:

* The Cost Management Plan specifies who is in charge of cost management. It stipulates that both the project manager (John Anderson) and the project sponsor (Peter Smith) have roles in defining and managing the cost baseline and cost management plan in the context of the network installation project.

Authority for Approving Changes:

* The document identifies who has the authority to approve changes to the project or its budget. In this case, the project sponsor is granted the responsibility and authority to approve or disregard cost estimates, making changes as needed to stay within the desired budget.

Cost Performance Measurement:

* The Cost Management Plan describes how cost performance is quantified and reported on. Earned Value Management (EVM) is mentioned as an approach for tracking and managing project expenditures. EVM combines project scope, cost, and schedule metrics to deliver a complete picture of project performance.

Reporting Guidelines:

* The document defines report formats, frequency, and the audience to whom cost-related information is presented. Regular review meetings, as mentioned, involve the project sponsor examining project budget tracking submitted by the project manager.

Project Size Considerations:

* For complex or large projects, the approach acknowledges that the level of detail and management required for cost control may vary based on project size and complexity.

Resolution of Budget Issues:

* The project sponsor, having the highest authority, is responsible for reviewing schedule and cost variances, as well as Schedule and Cost Performance Indices. In case of deviations from the budget, the project sponsor presents options to the project manager for resolving the budget issues.

Disciplined Project Management Methodology:

* The text highlights the adoption of a disciplined project management technique to manage project expenses and assure project completion on time and on budget.

To sum up, the Cost Management Plan serves as a crucial document that provides guidelines, roles, and procedures to effectively manage and control costs throughout the project's lifecycle, with a focus on maintaining alignment with the project budget and objectives.

# Procurement Management Plan

The provided Procurement Management Plan for the ABC Company Relocation Project is a comprehensive document outlining the approach, processes, and considerations for managing procurement activities throughout the project. Let's break down key points and highlight notable aspects:

Introduction:

* The aim of the Procurement Management Plan is clearly stated, which is to set the framework for managing the project's procurement requirements.

Procurement Management Approach:

* Emphasizes teamwork and efficient procedures.
* Highlights coordination among the project manager, project team, contracts/purchasing department, and other stakeholders.

Procurement Definition:

* Specifies the items to be procured, their justifications, and the needed by dates.
* Identifies hardware and software requirements with justifications.

Type of Contract:

* Acknowledges the importance of selecting the appropriate contract type based on project needs.
* Mentions contract types such as firm-fixed-price, time and materials, and cost-reimbursable.

Procurement Risks:

* Recognizes the significance of identifying and managing procurement risks.
* Indicates a commitment to evaluating and reducing risks associated with different contract types and purchased items.

Procurement Risk Management:

* Acknowledges the need for dealing with risks specific to procurement activities.
* Suggests the involvement of specific personnel and approvals from management levels to address unique risk considerations.

Cost Determination:

* Emphasizes the importance of determining costs for decision-making.
* Specifies the evaluation methodology and the role of vendor cost submissions acquired through RFQs, RFPs, or RFBs.

Standardized Procurement Documentation:

* Promotes the use of standardized procurement documentation for consistency across projects and organizational units.

Procurement Constraints:

* Highlights the importance of outlining constraints related to resources, technology, buyer/seller relationships, schedule, cost, and scope.
* Emphasizes the need to identify constraints early in the planning and execution of procurement activities.

Contract Approval Process:

* Commits to developing a clear contract approval procedure that is suited to the needs of the company.
* Recognizes that the procedure may differ depending on the size of the procurement operations.

Decision Criteria:

* Stresses the establishment of decision criteria for awarding contracts.
* Recognizes the variability of criteria across organizations.

Vendor Management:

* Outlines the approach to managing vendors, involving collaboration between the project team and contracts department.

Performance Metrics for Procurement Activities:

* Introduces metrics for vendor performance in areas such as product quality, on-time delivery, and cost efficiency.
* Uses a scoring system ranging from 1 to 3 for each metric.

Sponsor Acceptance:

* The Procurement Management Plan will be reviewed and approved by sponsors and stakeholders, according to the statement.

Additional Information:

* For bigger or more sophisticated projects, the Procurement Management Plan should be included as a distinct document.
* Mentions the company's website's availability of a complete Procurement Management Plan template.

Overall, the Procurement Management Plan is well-structured and covers essential aspects of managing procurement activities, providing clarity on steps, responsibilities, and considerations throughout the project.

# Project Scope Management Plan

The Scope Management Plan sets the foundation for overseeing the project's scope. It delineates the strategy for scope management, outlines roles and responsibilities pertaining to project scope, elaborates on scope definition, and specifies measures for verification and control.

# Scope Management Approach

In this project, the Project Manager will be responsible for handling scope management. Before the installation starts, the Project Manager, project sponsor, and stakeholders will decide to accept the scope proposed by us. A final list of an agreed scope and deliverable be sent to all the party after the discussion. A change scope request can be initiated by the company, Project Manager or other members of the project team. All change requests will follow the above change management plan procedures. The Project Manager and the Project Sponsor will be responsible for the final acceptance of the project, and it includes all the deliverables and project scopes.

# Roles and Responsibilities

The Project Manager, Sponsor and the project team all need to help in maintaining the agreed scope of this project. Below tables shows the roles and responsibilities for different members:

# Scope Definition

The project's scope was established through a comprehensive requirements collection process. Initially, a system analysis was conducted, scrutinizing the company's existing hardware and gathering feedback from users. Utilizing this information, the project team formulated the project requirements documentation, the requirements management plan, and the specifications for the new hardware and software procurement.

The project description and deliverables were crafted based on insights obtained through the requirements collection process and consultations with the company's IT operations staff and our system specialist. This expert judgment process provided valuable feedback on the most efficient approaches to meet the requirements for overhauling the IT infrastructure in the new offices, thereby enabling the company to reduce operational expenses.

# Scope Verification

As the project advances, the Project Manager will assess interim project deliverables against the original scope outlined in the scope statement, WBS, and WBS Dictionary. Once the Project Manager confirms that the scope aligns with the requirements specified in the project plan, a formal acceptance meeting will be scheduled with the Project Sponsor. In this meeting, the Project Manager will present the deliverables to the Project Sponsor for formal acceptance. The Project Sponsor will officially acknowledge and accept the deliverable by signing a project deliverable acceptance document. This process ensures that project activities consistently adhere to the defined scope throughout the project's lifespan.

# Schedule Management Plan

The "Schedule Management Plan" outlines how the project's schedule will be developed, managed, and controlled throughout the project lifecycle. This plan serves as a guide for effective schedule management to ensure tasks are completed timely, resources are appropriately allocated, and project performance is monitored. Here's what this section generally covers:

**Approach to Schedule Development:**

Discuss the methodology or approach that will be used to create the project schedule. This could involve techniques such as Critical Path Method (CPM), Program Evaluation and Review Technique (PERT), or Agile methodologies, depending on the nature and complexity of the project.

**Scheduling Tool/Format:**

Specify the software or tools that will be used to create and manage the project schedule. It could be Microsoft Project, Excel, specialized project management software, or any other tool that suits the project's requirements.

**Schedule Milestones:**

Identify and define key milestones within the project schedule. These milestones mark significant points in the project timeline, such as project initiation, completion of major phases, delivery of key deliverables, etc. Milestones serve as checkpoints for monitoring progress.

Roles and Responsibilities in Schedule Development:

Clarify who will be responsible for various aspects of schedule development and management. Define roles such as Project Manager, Scheduler, Team Leads, etc. Discuss their responsibilities regarding creating, updating, and maintaining the schedule.

**Resource Allocation:**

Detail how resources, including human resources, materials, and equipment, will be allocated in alignment with the schedule. This ensures that resources are available when needed to execute scheduled tasks.

**Monitoring and Control:**

Outline the procedures for monitoring and controlling the project schedule. This includes regular progress tracking, comparing actual progress against the baseline schedule, identifying deviations, and implementing corrective actions when necessary.

**Schedule Communication:**

Specify how scheduled information will be communicated among stakeholders. This could involve regular status meetings, progress reports, or updates through communication tools or software.

**INTEGRATION AND USAGE**

Communication and Reporting: Use the WBS, WBS Dictionary, and Schedule Baseline as crucial communication tools. Share these documents with stakeholders to provide a clear understanding of the project scope, activities, and timelines.

Change Management: Any changes to the project scope or schedule should be assessed against the Schedule Baseline and WBS. Assess impacts, update the documents accordingly, and seek approval from stakeholders before implementing changes.

Project Control: Regularly review and update the WBS, WBS Dictionary, and Schedule Baseline to ensure they accurately represent the current state of the project. Use them as control tools to manage scope, schedule, and deliverables.

By leveraging Microsoft Project for WBS and Schedule Baseline creation, alongside a detailed WBS Dictionary, the project team can effectively manage and control project scope, track progress, and ensure successful project delivery. Regular updates and adherence to these documents will contribute to successful project execution.

# Quality Management Plan

PROJECT QUALITY MANAGEMENT IMPLEMENTATION

1. Quality Roles and Responsibilities

The success of our quality management efforts relies on clearly defined roles and responsibilities. The following outlines the key individuals and their roles in ensuring and maintaining project quality:

* Project Manager: John Anderson
  + Responsibility: Overall responsibility for project quality management, including planning, assurance, and control.
  + Role: Provides quality mentoring and coaching, ensuring that quality standards are met throughout the project.
* Team Lead: Kate Chan
  + Responsibility: Conducts quality audits and monitors project activities to ensure that established quality standards are met.
  + Role: Works closely with the project team to identify areas for improvement and implements necessary changes.
* Team Member: Thomas Liu
* Responsibility: Actively participates in defining and implementing change resolutions related to quality improvements.
* Role: Collaborates with the team to address and rectify any identified quality issues.

1. Quality Control

Quality control is an ongoing process of monitoring and verifying project deliverables to ensure they meet quality standards. Key aspects of quality control include:

* Monitoring Project Performance:
  + Regularly review project performance and report on ongoing progress.
  + Address any deviations from quality standards promptly.
* Quality Checks:
  + Conduct routine quality checks at various stages of the project.
  + Implement adjustments through change control procedures if necessary.

1. Quality Assurance

Quality assurance involves systematic activities designed to ensure that the project meets the quality standards specified. The following measures will be implemented:

* Establishing Benchmarks:
  + Define clear benchmarks for quality at the beginning of the project.
  + Regularly assess project actions and outputs against these benchmarks.
* Reviews and Audits:
  + Conduct routine reviews and audits to ensure that the activities that are involved in the project adhere to the quality standards.
  + Implement improvements as needed.
* Team Training:
  + Provide ongoing training to all the team members to have the necessary knowledge and skills.

1. Quality Monitoring

Continuous monitoring of project quality is essential for proactive issue identification and resolution. Key activities include:

* Data Analysis:
  + Gather and analyze data to identify trends and areas where the project may fall short of quality standards.
  + Document and address potential improvements.
* Continuous Improvement:
  + Regularly evaluate processes and implement enhancements to optimize workflows.
  + Embrace a culture of continuous improvement to address potential issues proactively.

By adhering to these quality roles and practices, we aim to ensure that the ABC Company Relocation Project not only meets but exceeds the established standards of acceptance. For more detailed information, refer to the comprehensive Quality Management Plan available in our previous submission.

# Risk Management Plan

The risk management plan details how to identify the risks, assess the impacts and monitor and report the actions throughout the life cycle of project. The plan is created by the project manager and is monitored and updated until the completion of the project. The project manager acts as the risk manager.

The Process

Firstly, risks are identified during the planning stage and recorded in the risk register. Next, risk analysis is conducted to assess all the risks based on the probability and impact. Both qualitative and quantitative risk analysis will be used. Higher ratings will be given to the risks with higher probability and impact, and then categorized into major, medium and low levels. Finally, a risk response plan is created. Action plans will be assigned to different risks with different categories. The approaches to deal with the risks are to avoid, mitigate, accept or transfer them. A risk log will be maintained by the project manager and be discussed with the project team for the resolution. Management will be notified of the important changes to the risk status.

# Staffing Management Plan

**Organizational Structure**

The project adopts a matrix organizational structure to ensure the utilization of functional expertise while maintaining reporting relationships with the project manager. This structure aims to facilitate coordination and integration among different teams.

**Human Resource Acquisition and Management**

Internal Resource Utilization: Priority will be given to existing talent within the company. Their familiarity with company processes and culture is expected to facilitate quicker integration into the project, showcasing immediate value.

External Recruitment: Specific skills required for the project will be sourced externally through a recruitment process targeting candidates possessing the necessary skills and experience.

**Roles and Responsibilities of Key Resources**

Project Manager: Responsible for end-to-end project management, including project planning, team coordination, monitoring, and reporting project progress.

IT Manager: Oversees the IT team, ensuring the security and reliability of technological infrastructure, while coordinating and managing external vendors.

QC Inspector (on-site): Conducts quality control during production stages to ensure products meet quality standards.

Senior System Administrator: Manages system infrastructure, ensuring servers, networks, and storage systems operate efficiently.

Document Controller: Manages documents, ensuring accuracy and completeness, aiding team members in acquiring necessary documents.

**Resource Procurement and Management**

Resource Planning: Develop detailed resource plans outlining resource needs at each stage, aligning resources with project requirements.

Training Plan: Provide project-related training for team members, encompassing project management, quality control, and technical expertise to enhance overall team capabilities.

**Project Organization and Coordination**

Coordination and Communication: Ensure collaboration among departments through regular meetings, progress reports, and effective team communication.

Problem Resolution: Establish a mechanism for timely resolution of team issues and obstacles encountered, ensuring the smooth progress of the project.

# Resource Calendar

The Resource Calendar for the ABC Company IT Infrastructure Project outlines the availability and allocation of resources throughout the project. It is a tool for effective resource management and ensures that tasks are assigned to available team members.

|  |  |  |  |
| --- | --- | --- | --- |
| **Resource** | **Role** | **Availability** | **Allocation** |
| John Anderson | Project Manager | Full-time | Project management, oversight |
| IT Team Members | System Engineers | Full-time | Installation, configuration, and testing |
| Jessica Carroll | Administrative Assistant | Full-time | Administrative support, document management |
| Thomas Liu | IT Infrastructure Specialist | Full-time | Server and network configuration, installation |
| Kyle Adams | Technical Lead | Full-time | Technical design, system administration, testing |

# Cost Baseline

|  |  |  |
| --- | --- | --- |
| **Project Phase** | **Budgeted Total** | **Comments** |
| Project management | $123,200 | It entails the creation of a comprehensive project plan, as well as its monitoring, control, and completion. |
| Hardware | $24,400 | All the hardware including cabling, routers, network boxes, computers, servers |
| Software | $7,800 | All the software that will be used for operation. These are windows and VMware's |
| Testing | $2,379 | It's a strategic process aimed at validating that the product or system functions as intended and satisfies user requirements. |
| Training and Support | $14,700 | To train project team members, transportation costs, and trainee fees |

**ABC Company office Relocation Project Cost Estimate**

Prepared by: Micheal Sunk Date: December 8, 2023



# Quality Baseline

The Quality Baseline for the ABC Company IT Infrastructure Project outlines the specific quality criteria and standards that will be used to assess project deliverables. This baseline is essential for setting expectations and ensuring that the project meets predefined quality levels.

1. Quality Criteria:

* System Reliability: Ensure that the IT infrastructure is reliable, minimizing downtime and disruptions.
* Security Measures: Implement robust security measures to safeguard data and systems.
* Performance: The system should operate efficiently, meeting performance requirements.
* Compliance: Adherence to industry standards and best practices in IT infrastructure.
* User Satisfaction: Successful completion of user acceptance testing and positive feedback from end-users.
* Documentation Accuracy: All project documentation should be accurate, complete, and adhere to defined standards.

1. Quality Standards:

* **ISO 27001:** Adhere to information security management system standards.
* **Industry Best Practices:** Follow best practices in IT infrastructure setup and configuration.
* **Project Charter and Plan Compliance:** Ensure compliance with the project charter and management plan.
* **User Acceptance Criteria:** Meet the criteria established during user acceptance testing.

1. Quality Measurement:

* **Regular Audits:** Conduct regular audits to measure compliance with quality criteria.
* **Testing Results:** Evaluate testing results to ensure system reliability and performance.
* **User Feedback:** Gather feedback from end-users during and after the implementation phase.
* **Documentation Review:** Periodically review project documentation for accuracy and completeness.

|  |  |  |
| --- | --- | --- |
| **Item** | **Acceptable Level** | **Comments** |
| Servers  (Active Directory, file, print server) | High | All the servers should have no hardware problem and run properly. All operating systems should run with no error message and perform their technical function. |
| Network Device  (Switch, firewall, AP) | High | All the network devices should have no hardware problem and run properly. |

# Sponsor Acceptance

Approved by the Project Sponsor:

Date:

Peter Smith

Managing Partner