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| **Project Name** | Operation Up-To-Date | Project Number | D0725 |
| **Project Team** | Tech Fitters, LLC | Prioritization | 1A |
| **Owner(s)** | Small Business Systems Inc. | Start Date: | January 16, 2015 |
| Scheduled Completion Date: | February 26, 2015 |

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| Mission/ Purpose | *Operation Up-To-Date will provide a platform for Small Business Systems Inc. to stay competitive and up-to-date in their field by providing the company a high-tech, updated system of computer networks and resources. This project in itself serves as a stepping stone for greater things to come from the company because it enables the company to move forward in ways they previously could not, and opens avenues for potential future growth because the mainframe will be set in place by this project.* | | | | | | | |
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| **Project**  **Description and Project Product** | *Configuration of new computer systems, printers, and a server to manage these systems are the key components in the project.This project will create a unified, cohesive network of computer systems that will provide shared use of resources amongst the business. This will provide the business more efficient use of resources and help cut costs in the long run due to inadequacies or redundancies in equipment. In addition, increased profits from more efficient business operations will be exponential. Integrating a security system into this small network will also add extra benefits in the form of safety and security of the physical property and the network equipment contained inside of it. Hardware and software sharing will enable users to collaborate in new, productive ways that were previously lacking. Use of a Virtual Private Network (VPN) will also allow more safe and secure methods for the business to conduct operations and also provides means for potential external (off-site) business operations to be conducted. Finally, offsite backup of all network operations will ensure minimal loss in any worst-case scenario.* | | | | | | | |
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| Objectives | | *This project will meet the objectives of providing a network of computers and systems that will keep Small Business Systems Inc. at the forefront for conducting business efficiently, safely, and will provide all the necessary tools to enable future growth moving forward. By equipping the business with the most up-to-date systems, costs will be cut on maintaining current, outdated systems which could range in savings of $10,000-$25,000 per year, depending on failure rate of equipment. Lifetime technical support and troubleshooting are also part of this package and will help exponentially in reducing future business costs. Securing both the physical area with the included security system as well as virtual information by use of a VPN will add a layer of protection in order to minimize the impact of any potential disaster-recovery. In addition, an offsite/cloud backup plan of all company resources will help combat any potential downtime or loss that could come from a worst-case scenario.* | | | | | | |
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| **Business Need** | | Operation Up-To-Date will provide the business with updated, current computer and network systems. This will provide Small Business Systems Inc. with the capacity to stay up-to-date with the competition in terms of fulfilling orders in a timely manner. With a slow system, many aspects of the business are hindered and limited, from processing orders to scheduling service, and ultimately completing jobs. Fast turnaround times are a byproduct of newer systems, and customer satisfaction will be squarely reflected in a positive manner due to this. | | | | | | |
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| **Milestones** | | 1. *Initial meeting, setup, and survey                  January, 16, 2015* 2. *Begin installation of wiring interfaces            January, 17, 2015* 3. *Installation of Servers                                   January, 19, 2015* 4. *Status of Servers Online                               January, 22, 2015* 5. *Installation of Computers                              January, 23, 2015* 6. *Installation of Computers Online                  January, 26, 2015* 7. *Installation of Printers                                   February, 1, 2015* 8. *Installation and setup of Software                February, 3, 2015* 9. *Installation of Cameras                                February, 6, 2015* 10. *Installation of Security System Software    February, 10, 2015* 11. *Installation of Cloud/Backup System          February, 13, 2015* 12. *All Systems Check and Online                   February, 26, 2015* | | | | | | |
| **Budget** | |  | | | | | | |
|  | | | | | Estimated Labor | | $20,000 | |
|  | | | | | Estimated Materials | | $7,500 | |
|  | | | | | Estimated Contractors | | $5,000 | |
|  | | | | | Estimated Equipment and Facilities | | $50,000 | |
|  | | | | | Estimated Travel | | $2,500 | |
|  | | | | | **Total Estimated Cost** | | **$85,000** | |
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| **User Acceptance Criteria** | | | | *First and foremost, successful physical set-up of all required hardware is the basis for determining project success. Proper implementation of physical devices is key in connecting the systems as one, unified network. Software setup and configuration such as setting permissions and configuring sharing functions serve as the second point of emphasis. Implementing software security layers, such as the VPN, and then physical security by way of network-connected security devices serve as key elements in rounding out and completing the setup of the network. Finally, an offsite backup plan provides the final criteria for integration of all these devices and their successful set-up.* | | | | |
| |  |  |  | | --- | --- | --- | | **High-Level Project Assumptions** | | 1. *security system will require minimal external factors and will tie in directly to network* 2. *amount of networked devices will be easily controlled and operated by (one) server device* 3. *amount of networked devices will be achievable on fully wired system for best performance* 4. *wireless functionality is not needed, but will be integrated for future expansion* 5. *there will be a user with sufficient technical knowledge to be system administrator* 6. *pre-existing wiring is in stable shape and can contribute to new set-up* 7. *storage size of backup files will be sufficient for company’s needs* | | **High-Level Project Constraints** | amount of bandwidth received from Internet Service Provider (ISP)quality of ISP’s physical equipment at location (i.e., degraded cable line)Data Protection Act, client data will only be kept for relevant purposes and not longer than necessary for those purposesmust adhere to laws about notification of being filmed via security camerascomputer and network employee usage policy is important because all resources are now shared and managedpasswords and user account levels implemented for both company and client protectionencryption of data (such as VPN) must be lawful and compliant with any government restrictions for business dealingssize of remote backup files may exceed limits of third parties; third parties may charge additional fees for this service | | | **Exclusions and Boundaries** | | 1. *cannot account entirely for future growth and needs* 2. *need to work within projected budget to provide services most needed now* 3. *implementation of server device now does not necessarily hold processing power for any future devices* 4. *physical security system can only be so in-depth while remaining under budget* 5. *more physical security cannot be added due to current space (i.e., server room or locked equipment); not necessary for only a small business* 6. *technical support limitations; can only provide troubleshooting for devices we installed* 7. *no additional backup equipment at the moment; all done via Cloud* 8. *integration for using outside devices, via VPN connection, lacking* | | | | | | | | | |
| **Major Risks** | 1. *availability of desired equipment* 2. *downtime involved in business operations while new network is configured* 3. *unforeseen electrical issues; faulty wiring* 4. *software incompatibility* 5. *damaged or faulty equipment received from manufacturer* 6. *issues with video quality from security cameras based on hardware and bandwidth factors* 7. *third party costs exceed projected values and cause project to be over budget* | | | | | | | |
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| KEY STAKEHOLDERS | | | | | | | | |
| **Project Manager Authority Level** | | | Vice President of Systems Development | | | | | |
| **Project Core Team** | | | Systems Administration Expert  Information Technology Analyst | | | | | |
| **Subject Matter Experts (SMEs)** *(What resources will you need with special expertise?)* | | | Security Systems Information  Data Backup and Recovery Services | | | | | |
| **APPROVALS** | | | | | | | | |
| Type Name | | | | | | Signature | | Date |
| Project Manager Approval | | | | | | Anthony Meunier  Vice President of Systems Development  Tech Fitters, LLC | | January 16, 2015 |
| **Customer/Sponsor Approval** | | | | | | Dean Stanton  President, Small Business Systems Inc. | | January 18, 2015 |