**KUSH**

**Part 1: Slides 2 to 6**

**Slide 2: Company Background**

"TELUS, founded in 1990, is a leading Canadian telecommunications company based in Vancouver, British Columbia. It offers a wide range of services, including wireless communication, data, internet, voice, and television. TELUS is recognized for its extensive network coverage and innovation. Beyond telecom, TELUS has expanded into healthcare through its TELUS Health division, providing digital healthcare solutions. Under CEO Darren Entwistle, TELUS emphasizes customer service, technological innovation, and corporate social responsibility."

**Slide 3: Project Description**

"TELUS is developing an Executive Dashboard to enhance customer service by providing real-time, consolidated views of operational metrics for its procurement and logistics teams. This dashboard will integrate data to offer real-time alerts, trend analysis, and predictive analytics, streamlining operations and improving performance."

**Slide 4: TELUS 5G Network Expansion Solution Architecture**

"To further support its mission, TELUS is also focusing on expanding its 5G network. This involves the strategic deployment of new 5G towers in rural and remote areas across Canada, designed to extend TELUS’s network coverage. This initiative will significantly enhance connectivity in underserved regions by delivering faster internet speeds, reduced latency, and improved service reliability.

The infrastructure upgrades include updating existing telecommunications infrastructure, such as 4G LTE towers and backhaul connections, to support the demands of 5G technology. This will ensure smoother integration of the new 5G network while reducing deployment time and minimizing operational disruptions."

**Slide 5: Project Solution**

"TELUS will optimize network performance using predictive analytics and machine learning. ETL processes will manage data flow from various sources, which will be analyzed in Power BI for real-time insights into deployment efficiency and network performance, enabling quick, informed decisions."

**Slide 6: Project Approach, Size & Complexity**

"The project follows a phased and iterative approach, utilizing a combination of Agile methodology and traditional project management techniques. The process is divided into five key stages: Planning, Site Surveys, Infrastructure Deployment, Network Integration, and Performance Testing & Feedback.

Each phase is meticulously planned to ensure that the project remains on schedule and within budget. The complexity of the project is managed through continuous monitoring and control mechanisms that allow for adjustments to be made as needed."

**Sandhya**

**Part 2: Slides 7 to 11**

**Slide 7: Project Scope**

"The project includes developing data pipelines, storage solutions, and analytics dashboards, with training for end-users. Legacy system overhauls and direct customer interface changes are out of scope. The focus is on internal data processing, aligning with TELUS's strategic objectives."

**Slide 8: Assumptions & Constraints**

"Success relies on available technology, stakeholder involvement, and data accessibility. Constraints include budgetary and time restrictions, as well as data privacy compliance. These will be managed to minimize risks."

**Slide 9: Project Stakeholders**

"Stakeholders include executive sponsors, IT, the data analytics team, business units, and external vendors. Each group has specific roles: providing strategic direction, managing infrastructure, developing data solutions, defining requirements, and supplying technology."

**Slide 10: Core Project Team**

"The team consists of a project manager, data engineers, data analysts, IT support, and business analysts. They are responsible for executing the project on time, ensuring data quality, and providing regular updates."

**Slide 11: Project Milestones**

"The project is structured around key milestones, each with its own timeline. These milestones include the project launch on September 1, 2024, the completion of the data intake pipeline by September 15, 2024, the implementation of data storage solutions by October 1, 2024, the development of dashboards and reporting tools by October 15, 2024, and the final instruction and assistance for users by November 1, 2024.

Each milestone is critical to the overall success of the project, and the team is committed to meeting these deadlines to ensure a smooth and timely project execution."

**Maisha**

**Part 3: Slides 12 to 16**

**Slide 12: Work Breakdown Structure**

"The Work Breakdown Structure (WBS) provides a hierarchical breakdown of project tasks, ensuring that all aspects of the project are covered. Major work packages include data ingestion, data storage, data processing, and analytics and reporting.

For each work package, specific deliverables have been defined. These include functional data pipelines, an operational data lake and warehouse, and working dashboards and reports. The WBS helps to organize and manage the project by breaking it down into smaller, more manageable components."

**Slide 13: Project Risks**

"Identified risks include data quality issues, integration challenges, budget overruns, and delays. Regular data checks, integration testing, and contingency budgeting will mitigate these risks."

**Slide 14: Project Budget**

"The project budget has been carefully planned to ensure that all necessary resources are available. The budget includes personnel expenses of $150,000, tools and technology costs of $75,000, and an additional $30,000 for instruction and assistance.

Reserve money has been set aside to cover unforeseen expenses, and specific amounts have been allocated for data storage solutions, analytics tools, and external vendor services. A contingency budget of $20,000 has also been included to address any unexpected costs that may arise during the project."

**Slide 15: Project Timeline Diagram**

"The project timeline provides a visual representation of the project schedule, with key milestones and deadlines clearly highlighted. The planning phase is scheduled to begin on September 1, 2024, and will be followed by site surveys, infrastructure deployment, network integration, and performance testing and feedback.

Each phase of the project is carefully timed to ensure that the project stays on track and meets all of its deadlines. The timeline diagram serves as a valuable tool for tracking progress and ensuring that the project remains on schedule."

**Slide 16: Project Monitoring: Risk Management**

"Regular risk assessments and a risk register will track and prioritize risks based on impact and probability. Risk owners will oversee mitigation strategies to ensure the project remains on course."

**Mansi**

**Part 4: Slides 17 to 21**

**Slide 17: Change Management**

"Change is inevitable in any project, and effective change management is crucial to ensuring that changes do not derail the project. A formal change request process will be established, including submission, review, approval, and implementation stages.

A change control board (CCB) consisting of project stakeholders and experts will evaluate and approve or reject change requests.

**Slide 18: Meeting Management**

"Regular meetings will ensure continuous communication. Agendas will be prepared in advance, and meeting minutes will be documented and followed up on to track progress."

**Slide 19: Status Reporting**

"Weekly status reports will update project progress and issues, while monthly updates will provide detailed information on performance, milestones, and financial status."

**Slide 20: Escalation and Issue Management**

"An effective escalation path is necessary for resolving any issues that cannot be handled at the project team level. The escalation path will be clearly defined, with escalation points such as the project manager, project sponsor, and executive steering committee, depending on the severity and nature of the issue.

All team members will be made aware of the escalation procedure and their roles in the process. By ensuring that issues are promptly escalated to the appropriate level, the project team can address them before they impact the project’s success. Clear communication and a well-defined escalation process will be key to maintaining project momentum and ensuring successful project completion."

**Slide 21: Conclusion**

"In conclusion, this project aims to enhance data-driven decision-making and improve customer experiences at TELUS through the development and implementation of an Executive Dashboard.

By focusing on integrating and processing data effectively, TELUS will be better equipped to generate actionable insights, leading to better decision-making, increased customer satisfaction, and enhanced operational efficiency. The project's success will depend on the collaboration among the project team, stakeholders, and partners, ensuring that TELUS continues to advance its strategic goals in data management and customer service.