

## Computer Upgrade – Example of Finalized Project Plan

### Business Need:

Upgrade all office computers to facilitate company's strategic internet plan.

### ***This project will be closed successfully by meeting the following criteria:***

75% of managers rate upgrade as "did not disrupt work flow"

10% or less of computers are upgraded more than once

100 staff hours or less in meetings

### Product of Project:

Computers upgraded

Employees Trained

Stakeholder	Their role in the project or how they are impacted by the project.	Name
Sponsor	<ul style="list-style-type: none"><li>Provides authority, guidance and maintains project priority</li></ul>	<ul style="list-style-type: none"><li>President, Bob Smith</li></ul>
Customer	<ul style="list-style-type: none"><li>Defines Product Requirement</li></ul>	<ul style="list-style-type: none"><li>President, Bob Smith (representing functional department's needs)</li></ul>
Project Lead	<ul style="list-style-type: none"><li>Defines, plans, controls and leads the work of the project.</li></ul>	<ul style="list-style-type: none"><li>Jane</li></ul>
Team	<ul style="list-style-type: none"><li>Provide the skills and effort to perform the work.</li></ul>	<ul style="list-style-type: none"><li>Mike, Bob, Joan – Functional Dept Reps</li><li>Tom, Mary, John – IT Resources</li><li>Daniel – Purchasing Resources</li></ul>
Functional Management	<ul style="list-style-type: none"><li>Provides the resources and maintains management of company policies</li></ul>	<ul style="list-style-type: none"><li>FM's of each department</li></ul>
Subject Matter Experts	<ul style="list-style-type: none"><li>Persons providing knowledge and expertise.</li></ul>	<ul style="list-style-type: none"><li>Terry – Network Specialists</li><li>Thomas – Training Specialists</li></ul>

Project Manager's Authority: Project manager can call mandatory meetings and the named stakeholders are required to attend. PM will ask the IT division for resources. IT is to support those requests. If requests interfere with IT division's other work, the IT manager is to work with Jane and the president to review priorities

### Assumptions

1. At most \$1000/person \$150K-\$200K on total project
2. Hardware will be available when needed.
3. Network can handle increased traffic
4. IT Staff are available to do the work when it is scheduled
5. Functional managers will cooperate and provide access to departments when scheduled
6. Training will be based on off the shelf materials. Not custom materials are required
7. IT Staff will conduct the training

### Constraints (Known Facts)

Budget is open-ended balancing cost assumptions with downtime

4 months to complete

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### **Schedule, Budget and Responsibilities**

<b>Milestones/ Deliverable</b>	<b>Target Due Date*</b>	<b>Resource Hours</b>	<b>Fixed Costs</b>	<b>Final Approval</b>	<b>Responsible for Work</b>	<b>Must Be Consulted</b>
Project Approved to Start	12/20/2011	20	0	Bob	Jane	John
HW/SW Purchased	2/15/2012	50	\$100K	Jane	Tom	John
Upgrade Completed	4/15/2012	100	0	Jane	Mary	John
Training Completed	5/15/2012	100	\$50K	John	Mary	Jane, Bob
Project Closed Out	6/15/2012	20	0	Bob	Jane	John

\* Dates costs are forecasted based on assumptions

### **First Pass Approval Status**

<b>Approver</b>	<b>Approval Date</b>	<b>Signature or link to approval email</b>
Joe Smith, Sponsor & Customer	Jun 2011	See email in folder: <a href="#">K:\Docs\ Computer Upgrade Project</a>
Carol Jones, Team Lead	Jun 2011	See email in folder: <a href="#">K:\Docs\ Computer Upgrade Project</a>
Larry Jones – IT Functional Manager	Jun 2011	See email in folder: <a href="#">K:\Docs\ Computer Upgrade Project</a>
Daniel Grady, Purchasing Manager	Jun 2011	See email in folder: <a href="#">K:\Docs\ Computer Upgrade Project</a>

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### Quality Plan

<b>Deliverable</b>	<b>Steps to Assure Quality</b>	<b>Criteria of Acceptance</b>	<b>Acceptance Status</b>
HW/SW Purchased	<ul style="list-style-type: none"> <li>▪ Use qualified personnel.</li> <li>▪ Follow company’s purchasing procedures</li> <li>▪ Have IT functional manager review purchasing information.</li> </ul>	Material delivered Materials confirmed correct. Payment authorized	Accepted
Upgrade Completed	<ul style="list-style-type: none"> <li>▪ Use qualified personnel</li> <li>▪ Conduct initial assessment of current computers.</li> <li>▪ Define detailed schedule approved by functional managers.</li> </ul>	90% of computers upgraded and operational. 75% of managers satisfied with upgrade	Pending Review when completed
Training Completed	<ul style="list-style-type: none"> <li>▪ Use qualified personnel</li> <li>▪ Develop custom training materials to deliver targeted information.</li> <li>▪ Update training based on input of 1 focus group.</li> </ul>	75% of employees take training. 60% of employees trained pass new skills assessment.	Pending Review when completed

### Communications Plan

<b>Stakeholder</b>	<b>What kind of information do they need?</b>	<b>Frequency</b>	<b>Medium</b>	<b>Response Rqd?</b>	<b>Action if no response (Halt or Continue)</b>
Sponsor & Customer PM’s Supervising Management	<ul style="list-style-type: none"> <li>▪ High-level cost, schedule, quality performance</li> <li>▪ Problems and proposed actions</li> <li>▪ Required actions by customers</li> <li>▪ Coordination information for customer action</li> </ul>	Monthly	Written Report and Meeting	Required in 3 days	Halt project
Project Team	<ul style="list-style-type: none"> <li>▪ Detailed cost, schedule, quality performance</li> <li>▪ Problem, proposed actions</li> <li>▪ Coordination information for next 2 weeks</li> <li>▪ News from customer and sponsor</li> </ul>	Weekly	Project Team Meeting Published meeting minutes		

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### Risk Register (Plan & Log)

Risk	Impact (High or Low)	Impact Description	Probability of Occurrence (High or Low)	Suggested Response and Response Description (Avoid, Mitigate, Accept)	Who Approves Response	Response Approval Status	Risk Occurrence Status (Corrective Actions Identified)
Computer department has enough resources and skills to do the work	H	Delay in work and increase in downtime	H	Accept <del>Contingency—Add 2 weeks to the estimate</del> <del>Mitigate—Hire temps</del> <del>Avoid—Make project top priority for department and delay their other work.</del>	President	Approved	Occurred 3-15-12: Computer staff did not get order into purchasing on time. Corrective Action is to accept delay and push out end date on month. President accepted change in meeting on 3-1-12.
Network may not work after upgrade	H	Delay in work and increase in down time	H	Accept <del>Contingency—Add 2 weeks to schedule and \$10000 to hire network consultant to fix problem</del> <del>Avoid—Hire networking experts in advance and include network upgrade in project.</del>	President	Approved	Not Occurred
Upgrade could cause loss of data	H	More computer resources required to restore data Users will not trust system making training more difficult Delay in schedule and increase in downtime	H	Avoid- Backup each system before installing upgrade. <del>Mitigate—Identify key data and back up prior to upgrades</del> <del>Transfer—Subcontract upgrade work</del> <del>Contingency—Add 2 weeks to schedule</del>	President	Approved	Not Occurred

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### Project Detailed Schedule and Status Log (Status update April 2012)

#	Deliverable	Resources Required	Dependencies	Dependency Type	Target Due Date	Scheduled Finish Date	Actual Finish Date	Status Info (Include Delays and reference ID # Risk, date of occurrence and corrective action in place) Waiting Approval to Start (WAS), In Progress, Delayed, Completed
1	Project Approved for Start	CJ	Executive Committee Meeting	Ext	12/20/2011	12/20/2011	12-20-11	Completed
2	HW/SW Purchased & Delivered	Daniel	Project Approved to Start	Int	2/15/2012	2/15/2012	3-15-12	Completed – Delay due to Risk #1
3	Upgrade Completed	IT – Mary, John FD's – Bob, Joan	HW/SW Purchased & Delivered	Ext	4/15/2012	5/15/2012		Work has started
4	Training Completed	IT – Tom, Mary	HW/SW Purchased & Delivered		5/15/2012	6/15/2012		WAS
5	Project Closed Out	CJ	Upgrade Completed Training Completed		6/15/2012	7/15/2012		WAS

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### **Document Change Log**

<b>#</b>	<b>Date of Change</b>	<b>Person Logging Change</b>	<b>Description of Change in the Document</b>	<b>How was the change approved</b>
1	April 2012	Jane B	Updated Project Plan to reflect current status	None required
2				
3				
4				
5				