



PROJECT DOCUMENTATION

Project Management Process For ABSNet Projects

Revision History

Version	Revision Date	Description
0.1	May 30th 2007	1st Draft

Distribution

Name	Title	Purpose
ABS - Mick Mclean	Technical Services Director	Approval
ABS - Paul Cobley	Senior Engineer	Approval
ABS - Leigh Sanders	Senior Engineer	Approval



Purpose of Document

The purpose of this document is to define a process by which ABSNet Projects can be managed. The process will be linked to specific documentation and is designed to ensure successful, quality implementations reducing the risk of error to a minimum and ensuring that transfer to support is effective.



List of Associated Documents

Distribution

Document Name	Version No:	Date
Implementation Jobs and Projects Workflow	Not versioned	30/05/2007
PID Template (Project Initiation Document)	0.1	09/05/2007
Specialist Product Descriptions Template	0.1	10/05/2007
Highlight Report Template	0.1	30/05/2007
Project Meeting Agenda Template	Not versioned	04/06/2007
Project Meeting Minutes Template	Not versioned	04/06/2007
Risk Log Template	0.1	10/05/2007
Issue Log Template	0.1	10/05/2007
Change Request Form Template	0.1	30/05/2007
ABSNet Project Plan Template	0.1	30/05/2007
CDM Method Statement Template	0.1	29/05/2007
End of Project Report Template	0.1	31/05/2007
End of Project Sign Off Form Template	0.1	06/06/2007



Management Process

This section of the document provides the management process that an ABSNet Project requires to be run from initiation to completion.

Job/Project Evaluation and Start-up

1. A new job/project request from an account manager is logged on the IPC database and a unique IPC job reference is issued.
2. The job/project is 'sized' in terms of engineering days required for completion.
 - a. two days or less it is engineering day work
 - b. five days or less it is an implementation job
 - c. six days or more is a standard project that must follow this process
3. If the job is two days or less then it is passed to the ABSNet team for allocation as day work. If the job is for more than two days then this management process is followed and the job/project will be logged by the Project Office.
4. As part of the logging process the job is checked to ensure that there is sufficient information provided for the job to proceed. If not then the Project Office will request the additional information from the account manager requesting the job. The job/project cannot be progressed until sufficient information for it exists.
5. The Project Office will then request the appointment of a Lead Engineer to the job. This will be provided by the ABSNet Team Leader who is responsible for resource allocation.
6. If the job/project is five days or less then it will follow the Job implementation process for the type of job. If the job/project is more than five days of engineering time it will follow the standard project process.



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NEXT PAGE 



Management Process (continued)

Standard Project Process

7. The Project Office will appoint a Project Manager who will be responsible for taking the project through to completion.
8. A Project Board will be constituted; the proposed Board will consist of the Executive, the Senior User, and the Senior Supplier. The Executive may be the ABS account manager; the Senior User may be the customer representative, and the Senior Supplier the head of ABS Engineering.

The project board provides the initial approval of the management products for the project and is regularly updated on progress by means of highlight reports, and will approve project closure. The project board is only involved in the running of the project (management by exception) when an issue is escalated to them for resolution.

9. The project is then reviewed by the Project Office with the appointed Project Manager and the appointed Lead Engineer. The purpose of this is to review the information (background, scope, project description, kit list, and any design) already provided and to allocate responsibilities, durations, and due dates for delivery of work.
10. The Project Manager will create the Project Filing structure using the standard filing template "zFiling Structure", by copying this structure standard templates for all project management products and other documents are also created.
11. The Project Manager will then produce the project's management products: the Project Initiation Document, Risk Log, and Project Plan.
12. When the PID, Plan and Risk Log are complete these will be reviewed and authorised by the Project Board.
13. The lead engineer will produce a design for the project that will include diagrams and textual descriptions. Details will include device naming conventions and network numbering schema as well as information about connectivity and security.

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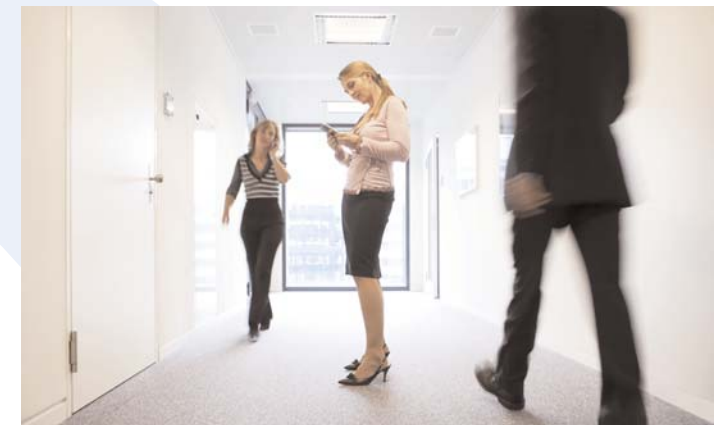
Management Process (continued)

14. The design document will be subject to peer review to ensure the quality and accuracy of the design.

15. When the project's management products are approved then the project will be run by the Project Manager in line with the PID and the Project Plan.

This process will include the change control process to deal with any client requested changes.

16. The Project Office will then monitor the progress of the job against the agreed Project Plan, reviewing the regular highlight reports. As part of this process the Project Manager will be responsible for ensuring the agreed dates are being met. The Project Plan will be kept up to date by the Project Manager with the actual information regarding task duration and completion dates; the information gathered may then be used for analysis purposes and to improve future accuracy of resource requirement estimating.



Project Closure

17. Part of the project process is to ensure an effective hand over of the installed systems to Operational Support. The process to achieve this forms part of the Project Plan. Acceptance of the system by Operational Support is required before the project can be closed and must be confirmed by Service Management.

18. The Project Manager must complete an end of project report. This is presented to the Project Board who will then if the report shows acceptable completion of the project authorize project closure.

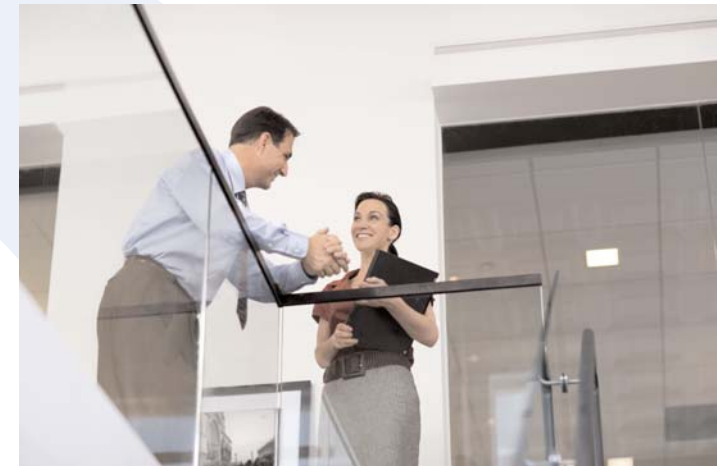
19. When the project is complete, then a formal sign off of project completion both internally and from the customer will be sought by the project manager. In effect this will be provided by the Project Board as part of the authorisation of closure of the project.



Quality Review Process

The quality review process will check projects to:

1. ensure that the project's management products have been correctly completed and authorized by the project board
2. ensure that the specialist products have been completed to the agreed schedule and to the agreed customer acceptance criteria and if this is not the case to identify and report on the reasons why
3. ensure that test plans have been developed for the project, that they have been executed and results recorded
4. ensure that the project has been accepted into operational support
5. ensure that the project board has authorized project closure
6. ensure that internal and customer sign off of project completion has been achieved
7. review any errors or off specifications with the job and remedial action required
8. review the project to identify and report on any lessons learned





Hand over to Operational Support Process

The requirements for hand over to operational support need to be defined, however as a minimum this should include:

Asset information including

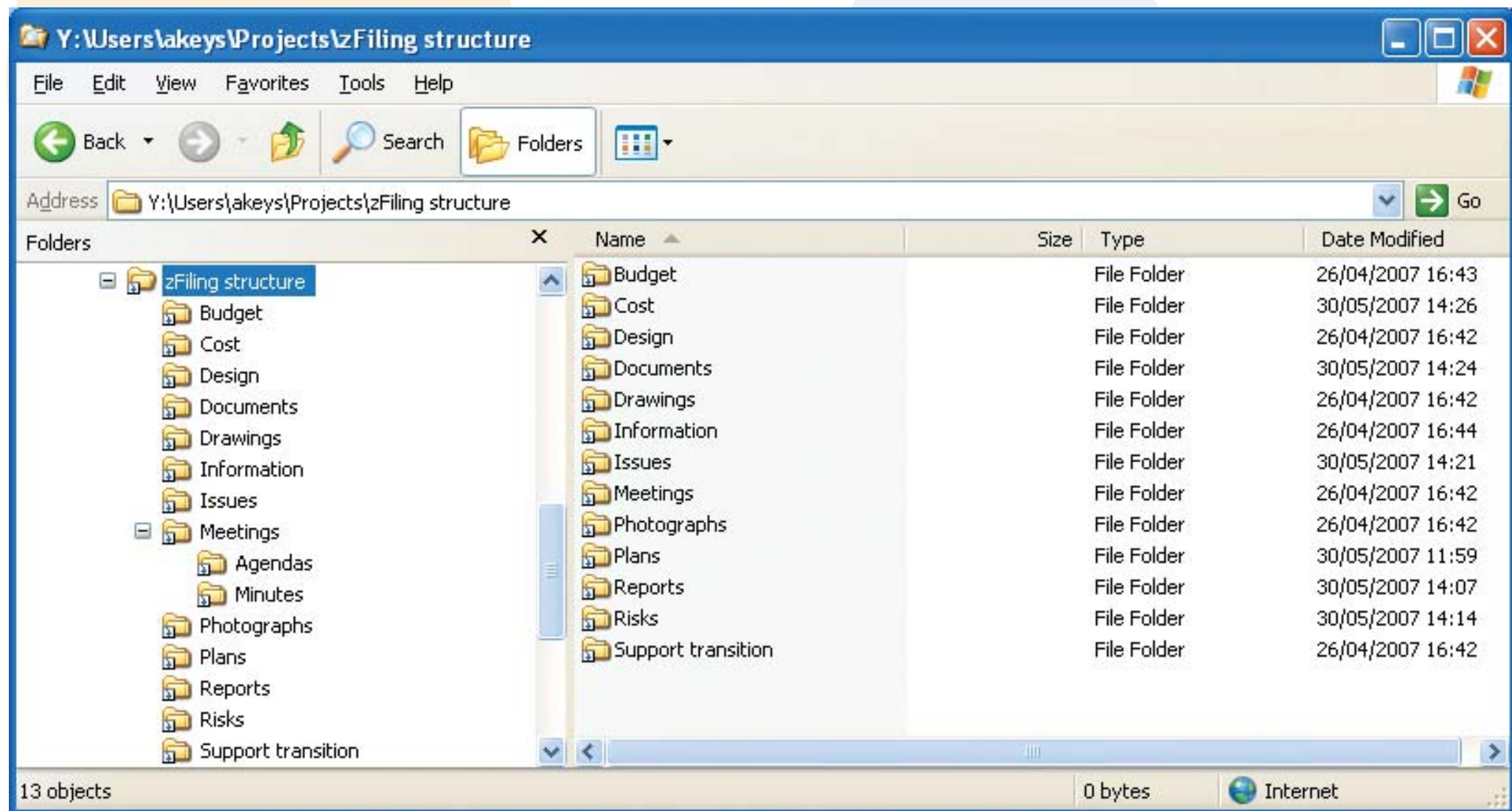
- Original Network/Telephony Design Document and Drawings
- Equipment installed
 - Part numbers and descriptions
 - Serial numbers
 - Modules installed
 - Fibre patch lead and connector types
 - Structured cabling type
 - Port to premises cabling connection information
- Network design documentation as installed including
 - Diagrams
 - Installed Configuration files
 - Connectivity
- Details of any installation problems encountered and their resolution
- Test plans and results
- Site contact details for support and maintenance
- Site access arrangements normal hours and for outside normal hours
- Details of any third party support arrangements





Project Filing Structure

Below is a print screen of the standard project filing structure.





absnet
UNIFIED COMMUNICATIONS

Project
Documentation

List of
Associated
Documents

Management
Process

Quality
Review
Process

Hand over to
Operational
Support Process

Project
Filing
Structure

ABSNet

ABSNet

ABSNet is a leader in IP infrastructure, unified communications and through-life-care solutions. By enabling seamless communications throughout and beyond the enterprise, ABSNet ensures that its clients gain true competitive advantage and rapid ROI. Corporations choose to partner with ABSNet because they can rely on its resources, expertise and technical excellence to deliver platforms and solutions that free clients to connect with their business objectives.



Wherever they are and whatever they need, your people should be able to access applications - effortlessly. Delivering the right information to those who need it, when and how they want it, doesn't just help - it offers real business benefit. Your people work better together - across virtual teams, across time zones, across applications. So your customers get the best possible service. IP infrastructure solutions from ABSNet achieve those goals by adding value, delivering enhanced productivity, business agility and competitive advantage to your enterprise

Connect to your objectives

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