#### PROJECT MANAGEMENT FOR NON-PROJECT MANAGERS



## AGENDA

- What is Project Management?
- Formal Project Management
- How much Project Management is required?
- Formal vs Flexible Project Management
- Examples of Project Management deliverables
- Summary and contact info



# WHAT IS PROJECT MANAGEMENT?

- Definition
  - "Project Management is the application of knowledge, skills, tools and techniques to project activities to meet the project requirements." —PMBOK, Fourth Edition
- PM is considered a formal field of practice
  - PMI certification
  - Training, testing, CEUs and recertification
  - Valuable, but expensive and time-consuming
  - What's it like to get certified as PMP
  - Often rely on common sense and intuition combined with the formal process



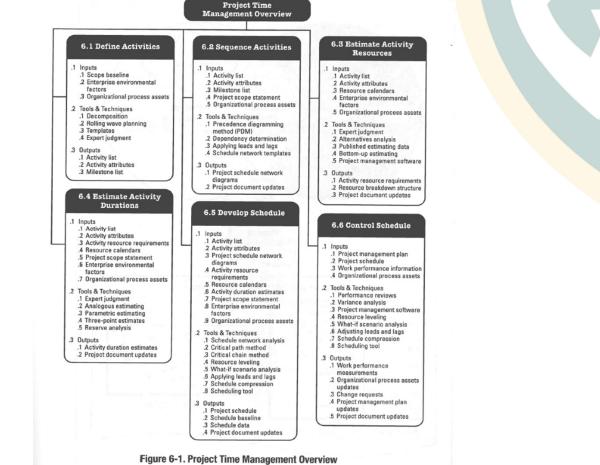
- Project lifecycle
  - -What work must be accomplished
  - –What deliverables must be generated and reviewed
  - -Who must be involved
  - -How to control and approve each phase



- PMBOK knowledge areas
  - Project Integration Management
  - Project Scope Management
  - Project Time Management
  - Project Cost Management
  - Project Quality Management
  - Project Human Resource Management
  - Project Communications Management
  - Project Risk Management
  - Project Procurement Management









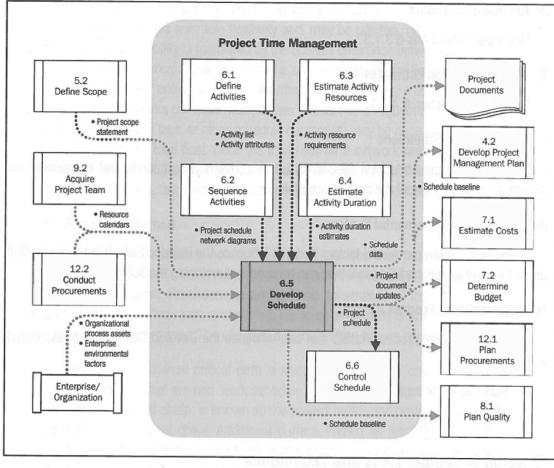
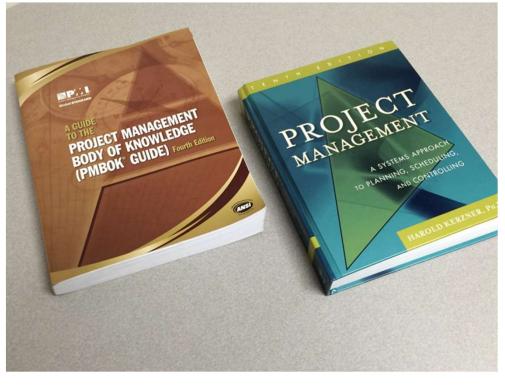
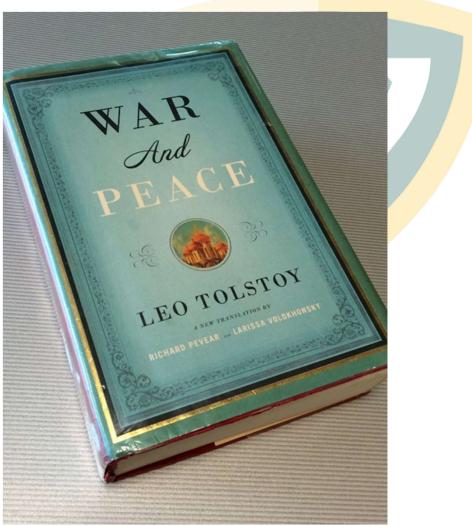




Figure 6-13. Develop Schedule Data Flow Diagram







Merit Member Conference 2018

• PM can be highly complex

- -It is possible to simplify the process
- -See the PMO office
  - Might not have this luxury...
  - If not...



# HOW MUCH PM IS REQUIRED?

- Determined by scope of project
- Formal full blown approach not always required
- Why bother at all?
  - It's possible to implement PM without going over the top
  - -Basic tools and understanding of the PM process may be all that's necessary



# **PROJECT FLOW**

- Professional and Social Responsibility
- Initiating
- Planning
- Executing
- Monitoring and Controlling
- Closing

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#### HOW MUCH PM IS REQUIRED?

Area of PM	Traditional waterfall project	Straightforward and short term project	Agile/innovation/my latest crazy idea
Scope	Well known	Well known	High level agreement
Resources	Available	Available	Limited
Duration	Long term	Short term	Short term
Risk	Low risk	Low risk	High risk
Project Manger	PM or other Manager	Team Lead	Varies, but often Team Lead
PM Method	Formal PM	Flexible PM	Flexible PM



### FLEXIBLE PROJECT MANAGEMENT

- Easier and faster for those who are not experienced project managers
- Simplify as required... Provide the PM deliverables your boss wants in a mechanism that works for you...
  - -Email, Word document, SharePoint, Ticketing system
  - -Some form of **written documentation** that you can refer to later



#### FLEXIBLE PROJECT MANAGEMENT

- The minimum PM deliverables required by WSU IOPS are:
  - -Project request/approval
  - -Project Plan
  - -Issue Log
  - -Status Updates
  - -Budget Tracking



#### FORMAL VS FLEXIBLE PM DELIVERABLES

PM Deliverable	Formal PM	Flexible PM
Project request and approval	Project Charter identifying scope, budget, resources, etc.	Simple written statement.
	Approved by sponsor.	Approved by your boss
Project plan	Formal project plan	Simple – Excel, bullet list, etc.
Issue Log	Formal issue log	Simple – Excel, bullet list, ticketing system, etc.
Status Reports	Formal tracking mechanism	Simple - Email, SharePoint, etc.
Budget tracking	Formal tracking mechanism	Simple– Excel, email, etc.



### FORMAL VS FLEXIBLE UPDATE SCHEDULE

#### Formal PM

-Weekly written formal updates, often reviewed in person at Oversight meetings or sponsor meetings

#### • Flexible PM

-At WSU IOPS, provide some form of written updates **1-2 times a month** or whenever a significant event occurs



### PROJECT REQUEST AND APPROVAL

- Project charter or written statement
  - Very important initiating document
  - Description of the business need the project will meet
  - Description of the **product** resulting from the project
  - Makes project legitimate
  - Makes PM's role legitimate
  - Sets the target for the project
  - Typically only done once at the start of the project



#### **PROJECT CHARTER**

	Project Charter	
Project Name:	VoIP Transformation	
Project Sponsor:		
Project Leader:		
Project Start:		
Project End:		
Project One-time	Budget:	
Project Recurring	Budget:	
Prepared by:		
Date Prepared:		
Problem Stateme	nt	
Project Scope/St	atus	
Project Scope/St Major Project Ob	atus	
Project Scope/St Major Project Ob Approach	atus	
Project Scope/St Major Project Ob Approach Deliverables	atus jectives	
Project Scope/St Major Project Ob Approach Deliverables Key Stakeholder	atus iectives	
Problem Stateme Project Scope/St Major Project Ob Approach Deliverables Key Stakeholder Resources requi Personnel	atus iectives	
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# **PROJECT PLAN**

- List of tasks with duration and dependencies
- Shows deliverables and resources
- May or may not include milestones



#### **EXAMPLE PROJECT PLAN**

	TASK	RESOURCE	REPORT PROJECT VIEW ACROBAT	FORMAT			David William Fleig - 🔍 🗗 🗴
	Outline Level	Duration -	Task Name	Start 👻	Finish 👻		, '16 Oct 23, '16 Dec 18, '16 Feb 12, '17 Apr 9, '17 Jun 4, '17 Jul 30, '17 Sep 24, '17 Nov 19, '17 Jan 14, '18 M F T S W S T M F T S W S T M F T S W S T M F T S W S T N
	0	New Western		120220	Tue 10/31/17	10/31/17	VoIP PHASE 5 - SCOTT HALL
	1	0 days		Sat 10/1/16	Sat 10/1/16	10/1/16	START
2	1		Network Readiness Advance Work - All Floors		Mon 6/19/17		Network Readiness Advance Work - All Floors
3	2	172 days	First Floor Room 1206 - New IDF Construction	Sat 10/1/16	Wed 5/24/17		First Floor Room 1206 - New IDF Construction
4	3	0 days	Approve 1206 FP&M Construction	Sat 10/1/16	Sat 10/1/16	10/1/16	Approve 1206 FP&M Construction
5	3	1 wk	Estimate IDF 1206 IT Equip, First Floor, Basemer	Wed 11/30/16	Tue 12/6/16		11/30/16 🖢 Estimate IDF 1206 IT Equip, First Floor, Basement Rewire and Pathways
6	3	3 days	Approve 1206 IT Construction	Wed 12/7/16	Fri 12/9/16		12/7/16 Approve 1206 IT Construction
7	3	1 wk	Approve First Floor and Basement Rewire	Wed 12/7/16	Tue 12/13/16		12/7/16 🖕 Approva First Floor and Basement Rewire
8	3	2 days	NO CONSTRUCTION - LCME Visit	Mon 3/6/17	Tue 3/7/17		NO CONSTRUCTION - LCME Visit
9	3	43 days	Build IDF 1206 (FP&M)	Wed 1/18/17	Wed 3/15/17		1/18/17 Build IDF 1206 (FP&M)
10	3	18 days	Equip IDF 1206 for IT (C&IT/SSI)	Wed 3/1/17	Fri 3/24/17		3/1/17 Equip IDF 1206 for IT (C&IT/SSI)
11	3	3 wks	Prepare MDF for First Floor and Basement Rewin	Sun 3/26/17	Thu 4/13/17		3/26/17 📩 Prepare MDF for First Floor and Basement Rewire
12	3	1 wk	Establish New Pathways First Floor and Basemen	Fri 3/31/17	Thu 4/6/17		3/31/17
13	3	3 days	NO CONSTRUCTION - LCME Visit	Mon 4/24/17	Wed 4/26/17		NO CONSTRUCTION - LCME Visit
14	3	0 days	Med Reunion Day - No First Floor Work	Sat 5/20/17	Sat 5/20/17		5/20/17 🔶 Med Reunion Day - No First Floor Work
15	3	35 days	Rewire First Floor	Fri 4/7/17	Wed 5/24/17		4/7/17→ Rewire First Floor
16	3	35 days	Rewire Basement	Fri 4/7/17	Wed 5/24/17		4/7/17
17	3	1 wk	Build Fiber/Cu Uplink from MDF to IDF 1206	Fri 4/7/17	Thu 4/13/17		4/7/17 🎽 Build Fiber/Cu Uplink from MDF to IDF 1206
18	2	102 days	Net Ready Advance Work - 1st Floor, Basemen	Wed 1/25/17	Fri 6/9/17		Net Ready Advance Work - 1st Floor, Basement
28	2	108 days	Net Ready Advance Work - 2nd Floor	Wed 1/25/17	Mon 6/19/17		Net Ready Advance Work - 2nd Floor
37	2	108 days	Net Ready Advance Work - 3rd Floor	Wed 1/25/17	Mon 6/19/17		Net Ready Advance Work - 3rd Floor
47	2	108 days	Net Ready Advance Work - 4th Floor	Wed 1/25/17	Mon 6/19/17		Net Ready Advance Work - 4th Floor
56	2	108 days	Net Ready Advance Work - 5th Floor	A REAL PROPERTY AND	Mon 6/19/17		Net Ready Advance Work - 5th Floor
4	2	100 4-100	Not Doody Advance Work - 6th Elear	Wad 1/25/17	Man 6/10/17		Net Ready Advance Work - 6th Floor



### **PROJECT PLAN - HIGH LEVEL**

FILE	TASK	RESOURCE	REPORT PROJECT VIEW ACROBAT	FORMAT	VOIP P	PHASE 5 SCOTT HALL - Project Professional Phase 5 SCOTT HALL - Project Phase 5 SCOTT HALL - Profession Phase 5 SCOTT Phase 5 SCO
	Outline Level	- Duration -	Task Name	Start 🗸	Finish 👻	16         Aug 28, '16         Oct 23, '16         Dec 18, '16         Feb 12, '17         Apr 9, '17         Jun 4, '17         Jul 30, '17         Sep 24, '17         Nov 19, '17         Jan 14, '18         Ma           S         T         M         F         T         S         T         M         F         T         S         T         M         F         T         S         W         S         T         M
0	0	286 days	VoIP PHASE 5 - SCOTT HALL	Sat 10/1/16	Tue 10/31/17	10/31/17 VoIP PHASE 5 - SCOTT HALL
1	1	0 days	START	Sat 10/1/16	Sat 10/1/16	10/1/16 + START
2	1	190 days	Network Readiness Advance Work - All Floors	Sat 10/1/16	Mon 6/19/17	Network Readiness Advance Work - All Floors
3	2	172 days	First Floor Room 1206 - New IDF Construction	Sat 10/1/16	Wed 5/24/17	First Floor Room 1206 - New IDF Construction
18	2	102 days	Net Ready Advance Work - 1st Floor, Basemer	Wed 1/25/17	Fri 6/9/17	Net Ready Advance Work - 1st Floor, Basement
28	2	108 days	Net Ready Advance Work - 2nd Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 2nd Floor
37	2	108 days	Net Ready Advance Work - 3rd Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 3rd Floor
	2	108 days	Net Ready Advance Work - 4th Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 4th Floor
56	2	108 days	Net Ready Advance Work - 5th Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 5th Floor
00	2	108 days	Net Ready Advance Work - 6th Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 6th Floor
	2	108 days	Net Ready Advance Work - 7th Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 7th Floor
83	2	108 days	Net Ready Advance Work - 8th Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 8th Floor
92	2	108 days	Net Ready Advance Work - 9th Floor	Wed 1/25/17	Mon 6/19/17	Net Ready Advance Work - 9th Floor
101	1 2	0 days	Network Ready for VoIP	Mon 6/19/17	Mon 6/19/17	5/19/17 🔶 Network Ready for VoIP
102	2 1	118 days	AT&T Advance Work and Phone Placement -	Tue 2/7/17	Fri 7/14/17	AT&T Advance Work and Phone Placement - All Floors
118	8 1	0 days	FINISH	Fri 7/14/17	Fri 7/14/17	7/14/17 ♦_FINISH
119	9 1	0 days	Start of Classes - Medical School	Mon 7/31/17	Mon 7/31/17	7/31/17 🍾 Start of Classes - Medical School
120	0					
121	1 1	66 days	Telethon Readiness - Room 1328	Tue 8/1/17	Tue 10/31/17	Telethon Readiness - Room 1328
4		TASKS : AUTO SC			Þ	



## **PROJECT PLAN - MILESTONES**

vo	IP High Level	Milestones Rev A		
ID	Duration	Task Name	Start	2015         2016         2017           Qtr 1         Qtr 2         Qtr 3         Qtr 4         Qtr 4         Qtr 4
0	401 days	Voice Transformation 2014	Fri 5/15/15	
1	1			
2				
3	0 days	VoIP Deployment - Phase 0 (C&IT)	Fri 5/15/15	VolP Deployment - Phase 0 (C&IT)
4	0 days	VoIP Deployment - Phase 1	Fri 7/31/15	VolP Deployment - Pl ase 1
5	0 days	VoIP Deployment - Phase 1.5 (AAB, Maca	Mon 11/30/15	<ul> <li>VoIP Deployment - Phase 1.5 (AAB, Macabbees, FAB)</li> </ul>
6	0 days	VoIP Deployment - Phase 2	Fri 3/11/16	VcIP Deployment - Phase 2
7	0 days	VoIP Deployment - Phase 3	Fri 7/29/16	VolP Deployment - Phase 3
8	0 days	VoIP Deployment - Phase 4 (mostly SOM)	Wed 11/30/16	<ul> <li>VolP Deployment - Phase 4 (more</li> </ul>
				Page 1



#### **PROJECT PLAN - OUTLOOK**

New New New New New New New New New		Day Work Week Arrange		E-mail Share Publish Calend Calendar Calendar Online - Permiss Share			^	
September 2016 <sup>4</sup> MO TU WE TH FR SA	<ul> <li>September 2</li> </ul>	016		Search V	oIP Project - Med School Building A	ccess Dates (Ctrl+E)	٩	
29 30 31 1 2 3	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	VoIP Electrical - Lande	
5 6 7 8 9 10	Aug 28	29	30	31	Sep 1	2	Four Electrical - Euroc	
12 13 14 15 16 17	8:00am Mazurek and Shiffman - Install and Cutover Dell Switches			VoIP Electrical - Lande		1	Start: 8/29/2016 12:00 AM	
19 20 21 22 23 24	- Chuck and Carlo		Tolan Park 4 and 5	Tolan Park 2 and 3	Tolan Park MDF	VoIP Electrical - Athletic Complex Chuck out	End: 9/3/2016 12:00 AM	
26 27 28 29 30					Tolan Park MDP	Chack out	Reminder: None	
October 2016	4	5	6	7	8	9	10	
MO TU WE TH FR SA			VoIP Electrical - Athletic Con	nplex		Chuck out	Mott 2 post relay rack	
1		Labor Day				P Electrical - Beecher	replacements SSL Chuck	
3 4 5 6 7 8					6:00am Mott MDF Cutover			
10 11 12 13 14 15	11	12	13	14	15	16	17	
17 18 19 20 21 22	11	12	13	and the second sec			17	
24 25 26 27 28 29		ATT Phone Registrations at C&IT - Temp Halt - When Resume??? VoIP Electrical - Mott						
31 1 2 3 4 5		Chuck out			rs 6-8 Daily after SSI Updates		Elliman Basement Cable Move t	
							Ψ	
My Calendars	18	19	20	21	22	23	24	
Calendar 1	ATT Phone Registrations at C&IT - Temp Halt - When Resume???							
C&IT Absence			VoIP Electrical - Mazurek/Shi	ffman		MED SCHOOL - NETWORK REA		
VoIP Project		VoIP Rewire 1st Floor Mot	t		×	Lande Basement CAT3 Remediation		
Other Calendars	25	26	27	28	29	30	Oct 1	
CIT Group Cale			ATT Phone R	egistrations at C&IT - Temp Halt - Wi	nen Resume???		To Oct 3 🔿	
CIT Group Cale	1			one Placements - Temp Halt - When I			To Oct 3 🔿	
CIT Group Cale			Lande Base	ment CAT3 Remediation			-	
	ar People Tasks							

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#### **ACTIVITY/RESOURCE TRACKING TOOLS**

4	A	В	с	D	U	V	W	х	Y	Z	AA	AB	AC	AD	AE	AF	A
1	Building	Room	Primary Engineer	Backup Engineer	Switches	Network Switches Ordered	Switches	Network Switches Configured	Switches	Network Switches Ready except for cross connects		Walkthrough Audit Complete	VoIP Cross-		IT Closet VolP- Ready		
2				RED = R	Dave	Dave	Dave	NES	NES	NES	NES	Kathy	NES	NES	11/16/2016		
1	Schaver Hall #038	001	Tim	Joe	X	x	x	X	X	x	x	x	X	x	x		
4	CAT 6	312			X	x	x	x	x	x	x	x	x	x	x		
5				12307										×			
5	Community Arts Center #039 CAT 3/6	039.1	Laurie	Joe	x	x	x	x	x	x	x	x	x	x	×		
1	CAT 3/0		1														
	Art Building #040	159	Laurie	Joe	x	x	x	x	x	x	x	x	x	x	x		
	CAT 6																
1			1														
2	Alumni House #042	030 Cage	Laurie	Joe	x	x	x	x	x	x	x	x	x	x	x		
3	CAT 3/5/6			Joe													
4																	
	McGregor Conference Center #043	036	Laurie	Joe	x	x	X	x	X	x	x	x	x	x	x		
5	CAT 6		-														
7	the part of the second			Tim	×	v	x	x	x		x	v	x	x	~		
	Walter Reuther Library #036 CAT 3/5/6	016	DeVaughn	lim	x	x	x	x	x	x	x	x	x	×	x		
	Actual Splits Unknown	150/112/152			x	x	x	x	x	x	x	x	x	x	x		
	Actual spins onknown	228			x	x	x	x	x	x	x	x	x	x	x		
2		258			x	x	x	x	x	x	x	x	x	x	×		
3		328	1		x	x	x	x	x	x	x	x	x	x	x		
4		350/358			x	x	x	x	X	x	x	x	x	X	x		
5		428			x	x	x	x	x	x	x	x	x	x	x		
6		458			x	x	x	x	x	x	x	x	x	x	x		
7																	
	Rands House #028	001 (229?)	Chuck	Laurie	x	x	x	x	x	x	x	x	x	x	x		
2	CAT 6		-														
			Dutterster	1			v	v	v	~	~	~	~	~			
	acobs House #033	013	DeVaughn	Laurie	X	x	x	X	x	X	x	X	X	x	x		



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# **ISSUE LOG**

- Especially important in project with little precedent or many unknowns
- Risk Register: Can be combined with Issue Log
- Require input/decision from management
- Items that are technically complex and/or can't be easily addressed



#### **ISSUE LOG**

COMPLETED ISSUE/ACTION         *           Status         Status         Owner         LEAD PM         SME         Date         Complete         Complete           48         Migration to M9k - What changes are needed in the Aking Mitel apprent provided. @AP phones and they did not register at the new M9k. Aking Mitel apprent provided. @AP phones         All power cycled 2 phones and they did not register at the new M9k. Aking Mitel apprent provided. @AP phones. Will turn off and these phones to then register to the M9k. 4/3 - Wull investigating these phones. Once MACD is identified power to be cut to the port. 3/2 - New report provided. @AP phones still on M4k. Kathy will investigate that report. 3/2 - Requesting a new report for what remains on M4k. 1/3 - Dennis load and report. The 3 has ran a new report for the WSU M4K HA Plat. The total final remaining users on the M4K AP Plan is S1 users. 1/3 - Dennis to actual final remaining users on the M4K AP Plan is S1 users. 1/3 - Dennis to actual final remaining users on the M4K AP Plan is S1 users. 1/3 - Dennis to actual final remaining the phone configs that did not move to the M9k. 1/3 - Dennis to actual final remaining the phone tong to actual final remaining users on the M4K AP AP in it S1 users. 1/3 - Dennis to actual final remaining users on the M4K AP AP in it S1 users. 1/3 - Dennis to actual final remaining the phone tong remain for additional help and will run another report. 1/3 - Dennis to actual final remaining to be Shared. 1/3 - Dennis to actual final remaining to be Shared. 1/3 - Dennis to actual final remaining to be Shared. 1/3 - Dennis to actual final remaining to be Shared. 1/3 - Dennis to actual final remaining to be Shared. 1/3 - Dennis to actual final remaining to be Shared. 1/3 - Dennis to actual final remaining ton the M4K A Plan it S1 users. 1/3 - Dennis to actorthe not too Dou	Issue / Action Status 48 Migration to M9k - What changes are needed in the Mittel databases. 4/25 - M Mittel databases. 4/25 - M Mittel databases. 4/29 - V to then 4/12 - K cut to 3/29 - N 1/17 - D 4/12 - K confirm 1/16- 1/11- 1/16- 1/11- 1/15- 50 IP vs. NAME for DNS - HOLD 1/11-1	Dennis to get engineering to assist as to why these 2 phones did not register.     Matt power cycled 2 phones and they did not register at the new MSk.     mg Mitel engineering to assist with what is the issue and next steps.     ViSU has identified the MAC and IP of phone. Will turn off and these phones     hen register to the MSk.     Year to the MSK that is the issue and     Year.     Year to the MSk.     Year to the MSK.     Year to the MSK that Pain is 51 users.     Year to the MSk that did not more to the MSk.     Year.     Year to the MSk.     Year to the MSK that pain is 51 users.     Year to the MSK that did not more to the MSK.     Year to the MSK.     Year to the MSK.     Year to the MSK.     Year to the MSK that pain is 51 users.     Year to the MSK that did not more to the MSK.     Year to the MSK that did not more to the MSK.     Year the to the MSK.     Year to the MSK the pain is 51 users.     Year to the MSK the pain to the MSK that did not more to the MSK.     Year the too the MSK that did not more too the MSK.     Year the too the MSK that did not more too the MSK.     Year the too the MSK that pain the most to the MSK that pain the most to the MSK that pain the most to the MSK that pain the most too too too too too too too too too	Owner Dennis King			Date Opened 10/05/16	Due Date 10/12/2016 10/26/16 11/23/16 1/18/17 2/15/17 2/15/17 2/22/17 3/29/17 4/5/17 4/19/17	12/7 - Kathy needs another report on what remains on the M4k at the user 11/2 - Dennis will share this report. 11/2 - Dennis verse report that identifies what remains on the M4k? Dennis vi- reach out to tier 3 for this report. David Grooters shared that the outbound proxy at the template level will is to be removed. This cleanup to be done after the porting associated with it 11/9 - Outbound proxy on some phones and not others. Changes made at group level will not have the outbound proxy at this is ok. 11/7 - Mitel changed all the users over from the M4K to the M9K on Friday group level. In that we not thend any reports of problems. It is possible that s phones have not yet picked up the change. We will monitor the M4K and the users are off the M4K, we will be modifying the phone templates to re the S8C settings we added for the migration.
Issue / Action         Status         Owner         LEAD PM         SME         Date Opend         Due Date Opend         Date Complete           44         Migration to MSk.         4/25 - Dennis to get engineering to assits as to why these 2 phones did not register. 4/25 - Matt power cycle 2 phones and they did not register at the new MSk. 4/36 - Matt power cycle 2 phones. In they did not register at the new MSk. 4/36 - Matt power cycle 2 phones. In they did not register to the MSk. 4/37 - WSU has identified the MAC and P of phone. Will turn if and these phones to the part. 1/27 - New report provided, @47 phones. Sing MI has the spannes to the part. 1/28 - New report provided, @47 phones. Sing MI has the spannes to phone. The part of the MAC to the MAC D is identified power to be cut to the part. 1/29 - New report provided, @47 phones. Sing MAK KRHy will investigate that report. 1/27 - New report provided, @47 phones. Sing MAK KRHy will investigate that report. 1/27 - New report provided, @47 phones. Sing MAK KRHy will investigate that report. 1/27 - New report provided, @47 phone. Sing Has Asset. 1/27 - New report provided, @47 phone. Sing Has Asset. 1/27 - New report provided, @47 phone. 1/27 - New report provided, Bet provide the MKA As are to phone. 1/27 - New report provided phone nonthys that the next report. 1/27 - New report provided phone nonthys that the next report. 1/27 - New report provided phone nonthys that PA are 1/27 - New report provided phone	lssue / Action Status 48 Migration to M9k - What changes are needed in the Mitel databases. 4/19 - V to then 4/12 - N Mitel databases. 1/12 - N 4/19 - V to then 4/12 - N 4/19 - V to then 4/12 - N 1/12 - N 1/12 - N 1/11 - D 1/11 -	Dennis to get engineering to assist as to why these 2 phones did not register.     Matt power cycled 2 phones and they did not register at the new M9k.     mg Mitel engineering to assist with what is the issue and next steps.     Will busi identified the MAC and IP of phone. Will furn off and these phones     energister to the M9k.     Visit is investigating these phones. Once MACD is identified power to be     to the port.     New report provided. @47 phones still on M4k. Kathy will investigate that     rt.     ensuing a new report for what remains on M4k.     Tennis pulled another report. Tier 3 has ran a new report for the WSU M4K     Pair. The total final remaining users on the M4K HA Pair is 51 users.     Alkid public dout phone configs that did not move to the M9k. A new     rt/list to identify what is outstanding to be shared.     I ennis to reach out to Doug Schlarman for additional help and will run     there report.     The total sk6671 phones. 150 phones ustanding on the m4K report.     Dennis to reach with are the next steps.     Tring to avoid to report.	Dennis King	LEAD PM	SME	Opened 10/05/16	10/12/2016 10/26/16 11/23/16 1/18/17 2/15/17 2/15/17 2/22/17 3/29/17 4/5/17 4/19/17	12/7 - Kathy needs another report on what remains on the M4k at the user 11/2 - Dennis will share this report. 11/2 - Dennis verse report that identifies what remains on the M4k? Dennis vi- reach out to tier 3 for this report. David Grooters shared that the outbound proxy at the template level will is to be removed. This cleanup to be done after the porting associated with it 11/9 - Outbound proxy on some phones and not others. Changes made at group level will not have the outbound proxy at this is ok. 11/7 - Mitel changed all the users over from the M4K to the M9K on Friday group level. In that we not thend any reports of problems. It is possible that s phones have not yet picked up the change. We will monitor the M4K and the users are off the M4K, we will be modifying the phone templates to re the S8C settings we added for the migration.
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10/12 - This was discussed to be used as a potential solution for any future SBC changes.     Matt Lessins Garrav     12/14/16 HOLD       10/5 - The DVS servers in HVS could be altered to allow name vs. IP.     Matan/Logical Change Team     HOLD       53     MP118 - Another IP needed for international dialing - HOLD     10/26 - Suggestion was to make use of the M4k once it has been decommissioned. 10/24 - Need to update the MP118 FIC. Mittel to provide the template. For future reference, the 2nd MP118 FXC devices will need to bare new decommission the MAX HAp air, both MP118 FXC devices will need to have new routing to the MSK HA pair. USU currently has the one MP118 FXC during working at CSC that supports all International calls and is pointed to the existing MAK HA     International calls and is pointed to the MP118 FXC during working at CSC that supports all International calls and is pointed to the existing MAK HA     International calls and is pointed to the calls mark is pointed to the existing MAK HA		13 - WSU rebooted phone number 313-577-1417 today at 12:45 am (EST). Now						They are also aware of the porting event for this coming Friday (11/4) at 73 for Phase 3. Continue to see progress made for the migration via Option #3 completion 11/4/16. 10/26 - Dennis will update the dates associated with Option #1 for the mig Version #4 to be provided. The last date to migrate is 11/4/16. Revised pla
International dialing - HOLD 10/24 - Need to update the MP118 File. Mitel to provide the template. For future reference, the 2nd MP118 FXO that was disconnected will need to be Installed with new UAN IP address. At some point in the future before we decommission the MAX HA pair, both MP118 FXO devices will need to have new routing to the MSK HA Pair. WSU currently has the one MP118 FXO up and working at CSC that supports all International calls and is pointed to the existing MAK HA	change	12 - This was discussed to be used as a potential solution for any future SBC nges.	Matt Lessins Gaurav Madaan/Logical				12/14/16	
	international dialing - HOLD 10/24 - For futu installe decomm routing at CSC t	4 - Need to update the MP118 file. Mitel to provide the template. Unure reference, the 2nd MP118 FXO that was disconnected will need to be alled with a new UAN IP address. At Some point in the future before we ommission the MAK HA pair, both MP118 FXO devices will need to have new ing to the M9K HA Pair. WSU currently has the one MP118 FXO up and working SC that supports all International alls and is pointed to the existing MK HA	Dennis King			10/24/16	>11/23/16	



# **STATUS REPORTS**

- This is one of the most important PM activities!
- Updates need to be at 1-2 times a month or whenever significant events occur
- Keep it straight forward and brief
- **BLUF**: Bottom line up front



# **STATUS REPORTS**

1	VoIP Executive Oversight	Meeting Agenda	
Dat	e/Time of Session:	March 15, 2016	
1)	<ul> <li>Project Updates</li> <li>a) Phase 2 Outstanding items <ul> <li>i) 12 incidents &amp; 10 Service requests</li> <li>ii) Dave Foote assistance to create a single VOIP stilii) Centrex lines are still active (not disconnected by iv) WDET Newsroom</li> <li>v) WDET Newsroom</li> <li>v) Missing Phantom lines issue, workaround in place</li> </ul> </li> <li>b) Phase 3 <ul> <li>i) Change in go live date – August or September?</li> <li>ii) Campus phones/Red safety phones</li> <li>iii) Move Scott Hall and DMC buildings to Phase 4 <ul> <li>(1) Coordination issues with SOM &amp; DMC</li> <li>(2) Time required to update Scott Hall</li> <li>(3) Scott Hall (400) and DMC (6 buildings 550 ne stations</li> </ul> </li> </ul></li></ul>	AT&T)	
2)	Budget a) PCR 360 (\$75k one time, \$40/yr recurring)		



# **BUDGET TRACKING**

- Needs to include:
  - -Approved budget
  - -Actual amount spent to date
  - -Project expenses
  - -Amount over/under budget
  - -Format for finance
  - -Reconcile frequently (monthly)
  - -Accounting info





### **BUDGET TRACKING**

Expenses to c	late - Detail								
Date	Category	Contractor	Description	TSR	Requistion	РО	Cost	Index	Notes
	Wireless APs and		Replace existing access						
3/13/2018	Cabling - Campus	SSI	points in Computer Center	E34734		18-0303	\$1,170.00	773004	
			Install 10 additional data						
	Wireless APs and		drops and APs in Computer						
3/13/2018	Cabling - Campus	SSI	Center	E34760		18-0362	\$6,403.10	773004	
									Indoor
	Wireless APs and		APs, licenses and						and
3/26/2018	Cabling - Campus	AI	accessories		100661829		\$58,029.70	773004	Outdoor
									Matthaie
	Wireless APs and								Athletic
3/30/2018	Cabling - Campus	AI	AP's licenses, accessories		101327914		\$23,199.95	773004	Complex
						TOTAL	<u>\$88,802.75</u>		



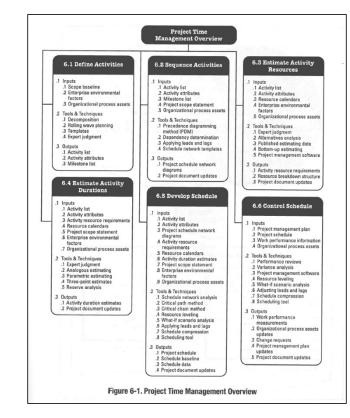
# **USE THESE**

- Simplify as required...
  - -Project Request and Approval
  - -Project Plan
  - -Issue Log
  - -Status Reports
  - -Budget Tracking
  - -Close Out and Review
  - -Lessons





#### **NOT THESE**





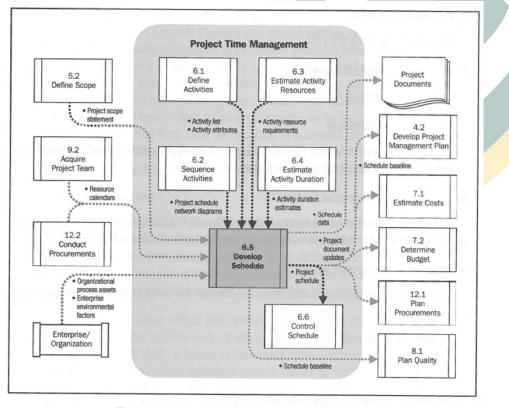


Figure 6-13. Develop Schedule Data Flow Diagram

#### TALK TO YOUR MANAGEMENT

- What PM deliverables?
- How often are updates needed?
- What formats are ok?





# **TEAM BUILDING**

- Success Breeds Confidence
- Running Smooth? Let it continue
- Management: Take chance and delegate
- Scary: When **\$\$\$** and **time** are involved
- Requires oversight, but not too much
- Let success build upon itself
  - -Careful: Don't micro-manage
  - -Confidence follows



# **TEAM AND STAFF SUPPORT**

- Simple things, like ensuring basic inventory and tools are provided
- Help one another
- Value individual contributions
- Involve the staff and team members



# COMRADERY

Team building

-Going out for pizza and beer is fun...

- -Working together toward a common goal
- -Acknowledging/sharing successes

-Works better



# **DISSEMINATE THE INFO**

- Share everything
  - -Budget
  - -Schedule
  - -Purchasing
  - -Planning
  - -Accountability...



• Why?

-Involvement

-Understanding

# **CULTURAL CHANGE**

- Consider as a project deliverable
- Somewhat intangible
  - -Part of Lessons Learned
  - -Still evolving
- Determine need in advance
  - -Cultural change necessary, desirable?
- Give it a **try**...





# **THANK YOU!**

#### **Contact us:**

• David Fleig, PMP *Project Manager, C&IT david.fleig@wayne.edu* 



