**Include what project planning tools your company uses for the project plan and communications.**

Project management tools and techniques make planning and managing projects easier and more effective. PP uses the following project management tools:

* PPT-Gantt Charts- Gantt charts are being used throughout the various phases of our projects to help with project planning, project scheduling and project tracking. Gantt charts facilitate the process of creating a project timeline (adding tasks and due dates to automatically create interactive project plans).
* Work Breakdown Structure (WBS)-a work breakdown structure (WBS) is a way to organize work into smaller, more manageable pieces. WBS is a “deliverable-oriented hierarchical decomposition of the work to be executed by the team.
* Project Network Diagrams- Project network diagrams are graphical representations of a project. The purpose of the network diagram in terms of project management techniques is that it helps our project managers track each project element. It also makes it easier to share and communicate with others on the project team. Network diagrams are used in various project management techniques that require a graphical representation of task sequences.
* Risk Matrix- a risk matrix is another key project management tool that is being used by our project managers. This tool helps PM to figure out the likelihood and severity of potential project risks. This allows project managers to assign priority to the risk and determine the response if it becomes an issue in the project.
* Project Reports-Project reports are documentation that detail either an overview or details of a project. Another aspect of project reporting as a project management technique is that it’s a communication tool. Our PMs using weekly project status reports, progress reports and workload reports that are crucial to resource management.
* Critical Path Method (CPM) is a cornerstone of project management techniques.
* CPM involves the use of network diagrams, WBS and Gantt charts. CPM consists in using these tools to create a project timeline and identify the critical path, which is the longest sequence of activities in the project.
* Earned value management (EVM) is used in project management to integrate schedules, costs and scope as a way to measure project performance. By looking at planned and actual values, EVM can help make predictions that allow PP project managers to better manage projects.
* PP project managers using RACI matrix.
* Communications Plan

**Change Management plans and practices.**

A pillar of a successful project is the ability to properly manage scope while allowing the appropriate level of flexibility to incorporate approved changes.

Changes to contractual requirements will follow the change control process specified in the final contract/plan.

Should the need for a change to the Project scope, schedule, and/or cost be identified during the Project, the change will be brought to the attention of the Steering Committee and an assessment of the change will occur.

The Change Request will include the following information:

* The nature of the change.
* A good faith estimates of the additional cost or associated savings to the Agency, if any.
* The timetable for implementing the change.
* The effect on and/or risk to the schedule, resource needs or resource responsibilities.

**GIS approach and maintenance plan**

GIS data is a core part of many ProPhoenix applications.

ProPhoenix PM provides to Customer GEO Startup spreadsheets

Upon GEO Spreadsheet Completion PM will review accuracy with SME and customer

PM will participate in GIS/GEO planning activities.

The customer is responsible for management and maintenance of customer GIS infrastructure and data.

The customer ensures GIS data/service endpoints are in alignment with ProPhoenix software requirements.

The customer provides ProPhoenix implementation team with GIS /GEO data/service access information.

**Training methodology**

ProPhoenix has developed a variety of comprehensive training methods that fall into two categories: Training for New Implementations and Ongoing Training Opportunities provided through our Client Success Team.

Prior to any training commencing, ProPhoenix, together with the Customer’s staff, will develop a comprehensive training plan as part of our overall implementation plan that will be reviewed and approved by both parties. The plan will define a detailed course of action to guide the progress of the project training for the system. The agenda plan will include course outlines, proposed daily schedules, required attendees, location of the recommended training, hardware requirements for the training and methodology of instruction.

**The Trainer Completes the Following:**

* + Conduct remote System Administration customer ‘preparation training’.
	+ Provide Training and access to CRM.
	+ Send the CRM ‘Welcome Letter’ to all users participating in System Admin Training.
	+ Schedule System Administrator Training with the customer.

**System Administrator Training**

* Conduct Onsite System Administration Overview and Training for all installed ProPhoenix application(s).

**Train the Trainer Training (TTT)**

Schedule the Train the Trainer Training (TTT) with the customer in accordance with the Project’s Timeline.

Schedule a Live to Train copy prior to the Train the Trainer Training so that any updated configurations, code values and System Parameter settings done in the Production/Live DB after System Admin Training, are available in the Train DB. This should be done as close to the start date of the TTT sessions so that all updates are brought over to Train DB.

Verify that the customer has workstations available for each attendee, that they are on the network and have access to all applicable ProPhoenix applications. Verify that each attendee has a login (Username and Password), assigned role permissions, and is able to log in to each of the applications.

Verify whether the customer can provide a projector to attach to a computer on the customer’s network to be used for Training. If they are unable to provide this, make sure that the assigned trainer is aware that they must bring one of our company projectors for the training. If the customer does not provide a computer for the instructor on their network to conduct training, verify that the Trainer can add their computer to the customer’s network and access the customer’s ProPhoenix applications.

**End User Training**

* The customer conducts End-User Training in accordance with the Project’s Timeline.
* The Project Manager must keep close watch on End-User training to ensure that Timeline deadlines are met.
* ProPhoenix provides follow-up and specialized training for additional modules (Property Manager, Accounting Module, Document Management, etc.) with the appropriate individuals.

**Include Pre-Go-Live performance and load testing plan for the Agency**.

The Go-Live Readiness begins once the customer has completed all End-User training, and a definite Go-Live date has been set. This phase is designed to verify that all items and tasks have been completed in accordance with the Project’s Timeline. A verification that the software is working properly and completely and that all Go-Live requirements are met, including interfaces, that are required for Go-Live.

* + Develop a Readiness Assessment plan.
	+ Create a custom Go-Live Playbook for the Go-Live at least 3 weeks prior to the GO-Live date.
	+ Review and verify the custom Playbook is complete both internally and with the customer.
	+ Notify Team Leaders of the Go-Live date and time.
	+ Obtain a customer ‘Sign-Off’ for verification that a backup process is in place and is functional.
	+ Conduct a ‘Go/No Go’ decision meeting with the customer.
	+ If a ‘Go’ decision is made, schedule interfaces to be configured in the Production/Live DB if this has not already been completed.
	+ Consult with the Conversion Manager for counter numbers that need to be set in System Parameters on the day of Go-Live.

**Go-Live**

* + Copy the Live DB into the Train DB (On-going throughout the Project).
	+ Perform data conversion into the Train DB.
	+ Customer to verify conversion data is complete and accurate in the Train DB.
	+ Provide Onsite Go-Live support.

**Include** **Post Go-Live delivery of outstanding deliverables.**

Post Go-Live training is provided on site/remotely to allow a smooth transition to the new software environment. This support enables end users of the ProPhoenix solution to become comfortable with their daily tasks in a production environment.

Post Go-Live training can be conducted at any time after Go-Live based on the number of training days an agency has remaining. There is no time limit by which the remaining days must be used and there is no expiration of these remaining days. If an agency does not have any remaining days of training after Go-Live, additional training days may be purchased. During this week, we will also introduce our Support Services Team to the client and review Support procedures.

Post Go-Live of outstanding deliverables: Data Conversion, Interfaces and other contracted tasks.