

General Project Approach and Methodology

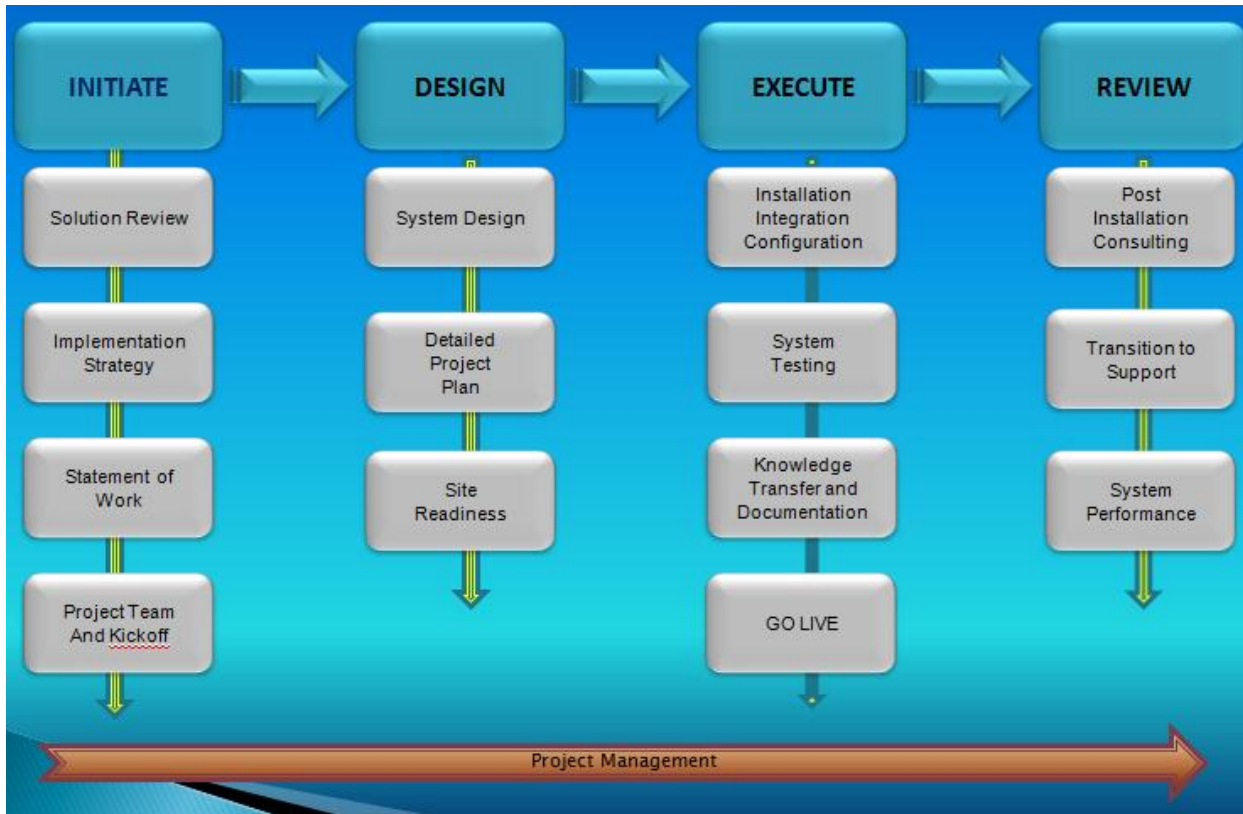
Change Log

Version and Description	Updated on:	Updated by:
Ver2 risk, resource modifications	28/08/11	J, Ellis

Table of Contents

General Project Approach and Methodology	1
Table of Contents.....	2
General Project Approach and Methodology	3
Initiate	3
Design	4
Execute	4
Review	4
Project Management Details	6
QA/QC plan linked to project stage	6
Project risk Assessment.....	10
Implementation Teams Role Definitions	10
Resources	10
Implementation Teams	10
VOL Implementation Team	10
Customer Implementation Team.....	11
Outline project status report.....	12
Change Control	13

General Project Approach and Methodology



Our consultants have extensive experience with implementing sophisticated communications technology projects. Our implementation methodology aims to deliver a quality end product and comprises phases that involve different functions and people within your organization:

Initiate — We'll get started by examining your business and technical requirements, defining criteria for project success, and identifying risks. As a result of this activity, we define expectations and determine the resources required to deliver your solution. We'll finalize the statement of work which will include hardware requirements, high-level solution design, project plan and client prerequisites. We'll assign a project manager who will work with your organization's project manager, business and IT representatives, and other

internal stakeholders to define realistic timelines in accordance with the statement of work. We'll also provide your team with site readiness checklists to prepare for system installation. Upon your approval, we'll commence with the next phase of implementation

Design — During this phase, the Voice Outsourcing Limited project manager and our technical and application consultants will work with your internal project manager, IT and business representatives, and other stakeholders to finalize the solution design and confirm that the hardware, cabling, network, and resources at your site are in place.

Upon completion of the readiness assessment, the project plan will be updated, clearing the way for deployment. Project Plans are managed in Microsoft Project. In addition VOL submits weekly status update reports to all team members indicating achievements and any challenges facing the implementation

Execute — This phase involves installing, configuring, integrating, and testing your solution. Installation is performed by our technical consultants and will be conducted on site as well as remotely. Our project manager and consultants will work with your internal project manager, end users (including system administrators), and IT representatives to provide the knowledge transfer required to operate your solution. We will work with your company to ensure smooth transition from old to new system where necessary and GO LIVE. We'll also deliver site documentation detailing the architecture and components of your solution to facilitate the transition from our Installation group to Customer Support.

To help your team administer and operate the solution, we offer on site training.

Through training and application consulting, we work closely with you to implement a solution that reflects the specific requirements of your business.

Review — After your system is deployed, our business consultants will provide you with best practices to help you fully leverage it. The VOL project manager will conduct a wrap-up meeting with your team to transition your account to Customer Support, marking the official conclusion of implementation. Your completed project documentation will be given to Customer Support, who will provide you with ongoing assistance as defined in your support and maintenance agreement.

Key project management Deliverables

The following describes some key project management deliverables. These deliverables will be customised based on the particular project.

Scope of Work – The scope of work will be the project deliverables as identified in the project plan contained in the sales proposal and any additional detail which together form the scope of Work (SOW). In some instances a specific scope of work document may be developed further to the sales agreement being signed and on signing this will become the SOW.

Initial Kickoff meeting – The Voiceoutsourcing TT Ltd project manager will contact the Customer project manager to arrange a kickoff meeting. This meeting may occur via conference call or on-site as deemed appropriate. During this call introductions will be made and the scope of the project will be outlined by the Voiceoutsourcing TT Ltd Sales Rep. A key task of this meeting is a review of the Scope of Work

Project prerequisites –The project prerequisite document and the agreement of dates by the client for the delivery of all stated prerequisites is a key deliverable of the Initial Kickoff meeting.

Project status meetings – Regular project status meetings will be held by the VOL project manager to ensure all parties aware of progress and any issues which are affecting deliverable completion are addressed in a proactive manner. Project meetings will be formerly minuted and these minutes circulalet to team members as well as executives.

Training – Any training conducted onsite will be based on a “Train the trainer approach”. This is to ensure that class sizes are at the correct level to deliver the training in an effective manner.

Project Management Details

Projects are delivered according to VOL’s Solution Implementation Methodology. This methodology allows customization for the specific Solution implementation and is designed to support both CLIENT as well as VOL project objectives.

QA/QC plan linked to project stage

Project stage	PM deliverables	QA/QC deliverables
Initiate	<ul style="list-style-type: none"> • Prepare Statement of work (SOW) • Contract negotiation • Payment terms and acceptance criteria • Preliminary project plan • Resource assignment • Agreement on communication and project standards • HSE issues defined and measures identified. HSE log initiated • Risk assessment performed 	<ul style="list-style-type: none"> • As part of statement of work SOW, client will be issued a complete list of prerequisites and these must be signed off before dependant project deliverables can begin. • Assign support manager responsibility of delivering expected quality • All client provided project prerequisites reviewed with client • Project plan built to include all necessary milestones, testing deliverables, resource assignment to deliverables, and status meetings • Project management approach agreed to include meeting schedule, project reporting approach , deliverable signoff procedures, change management and escalation procedures. (See sample project status report and change management form below) • Assign correct resources to get the job done (See role definition below) • Any resource knowledge gaps addressed • All documents delivered have appropriate change control and meet company standards

<p>Design</p>	<ul style="list-style-type: none"> • Detailed Project Plans, • Resource Plans, • Quality Plans, • Risk Plans • Communications Plans • Procurement logistics • Training plan • Specification of information for solution configuration • Test plans 	<ul style="list-style-type: none"> • VOL will provide /allocate qualified staff to manage, advise, implement and configure the solution according to the defined scope of the project. • The tasks to be performed during the installation of the solution is documented in the manufacturer’s literature and VOL will utilize manufacturer provided installation resources and approach to ensure Quality of deployment • The detailed WBS for the project including project management and quality assurance deliverables are defined in detailed project plan. • Sign off of all plans developed in this stage • All documents delivered have appropriate change control and meet company standards
---------------	---	---

<p>Execute</p>	<ul style="list-style-type: none"> • Detailed Project Plans, • Resource Plans, • Quality Plans, • Risk Plans • Communications Plans • Training plan • Project manager review all completed deliverables • Pm requests client signoff of all project milestones 	<ul style="list-style-type: none"> • VOL PM reviews all installation deliverables • Project control will be maintained through regular formal communication including email, meetings, project plan updates and minutes. • VOL will maintain an issues log which will be reviewed internally on a regular basis by VOL senior management. Issues which could affect the delivery will be highlighted to client together with remedial action being taken. • System testing will be based on the completion of well documented test plans. • Project manager review all completed test deliverables • System acceptance will be requested of client when system performs to manufacturer specifications. Clients are invited to have resources witness testing. • Any cutover activity will be well planned and involve the prior preparation of a MOP which defines the activities to be carried out as part of the cutover as well as rollback plan. • Course evaluation of all training conducted for client to assess quality of delivery • All documents delivered have appropriate change control and meet company standards
----------------	--	--

Review	<ul style="list-style-type: none">• Manage all incidents• Change requests• Handover to support• Review HSE log	<ul style="list-style-type: none">• This will be conducted by reviewing will give VOL the opportunity to receive feedback from client and make any necessary system adjustments• Review quality impact of all change requests before approval• Project will be formally closed and support arrangements as well as escalation clearly communicated• All documents delivered have appropriate change control and meet company standards
--------	---	---

Project risk Assessment

As noted in the methodology outlined above VOL proposes a strict project management approach in order to deliver a quality solution and also to mitigate any risk. In general we link multiple QA/QC deliverables to each stage of the project. These QA/QC deliverables validate the project management deliverables.

For any particular project we assess the specific risks and build the necessary controls into the project planning. The risk assessment is identified in the SOW prepared for the project.

Implementation Teams Role Definitions

Resources

Voiceoutsourcing TT Ltd will provide the necessary resources to ensure successful implementation of the customer project. These resources include: Project Manager and system consultant.

The Voiceoutsourcing TT Ltd methodology utilizes a project team approach. With the exception of Voiceoutsourcing TT Ltd project manager, each resource assigned to your project will be engaged during the portion of the project for which they are responsible. Eg trainer during training deliverable.

The Voiceoutsourcing TT Ltd (VOL) project manager is responsible for all aspects of the customer project. Including acquiring resources, developing project plans, holding regular project status meetings, controlling scope creep and change requests.

Implementation Teams

All potential roles are described hereunder. Not all roles detailed will be applicable and/or necessary for every project. The specific roles necessary to fill for the purposes of completing the milestones will be detailed and confirmed by the VOL Project Manager at the outset of the project. The parties are responsible for identifying their respective resources to fill each necessary role.

VOL Implementation Team

Project Manager: This individual is responsible for managing the implementation process to completion and is the primary contact for the Customer. The Project Manager is the facilitator for all project activities, is responsible for scheduling all

VOL resources.

System Consultant (SC), Solution Designer (SD), System Integrator (SI): These individuals are responsible for the solution installation and integration to the Customer existing infrastructure when applicable.

Application Consultant, Business Consultant: These individuals are responsible for application of the solution to meet customer requirements.

On-Site Instructors: These individuals will conduct all on-site end user or project training

Customer Implementation Team

Executive Sponsor: Responsible for the decision to purchase the VOL software solution and is expected to contribute information about Customer's goals for the software to the organization.

Project Lead: Customer's primary point of contact that is responsible for onsite project coordination and data delivery. This individual must be authorized by senior management with the decision-making powers to ensure the success of the implementation or services engagement.

Customer System "Owners": The Customer's "Owners" team must include an individual(s) who is thoroughly knowledgeable about UTT's video conferencing requirements and also Policy and security requirements for the use of the platform. This team should also include one or more lecturers and other corporate users of the technology to participate in acceptance testing.

Networking Specialist / IT Contact: This individual is responsible for ensuring that the required IT infrastructure including network connectivity, bandwidth, network disk space, ports, firewall configurations etc is available.

System Administrator: This individual is responsible for the day-to-day administration of the solution including allocation and control of VC resources. This individual will also be trained on the data integration components of the solution(s) eg integration with MS Exchange and for managing the Lifesize infrastructure components including Control, Multipoint and multipoint extension functionality. The system administrator should ideally be knowledgeable in the existing VC systems, their configuration, and integration capabilities.

Telephony Specialist: This individual communicates with the VOL team regarding telephony infrastructure.

Training Coordinator: Responsible for the coordination of training on the

Software. The training coordinator must be able to schedule facilities and determine availability of coaches, supervisors and technical staff for training

Internal Instructor: These are the instructors and/or trainers on the Customer staff that will attend any “train-the-trainer” courses to then train Customer’s Business Users .

Outline project status report

Below is the standard format of the project status report to be used by PM to update client.

PROJECT STATUS REPORT



Company Name:			Project # :		
Project Name:			Report # :		
Project Timeframe:					
Team Members:					
<u>Project Manager</u>		<u>Technical Lead</u>		<u>Other Members</u>	
Prepared By:			Reporting Period:		
Current Status:			Issues/Challenges:		
TASKS COMPLETED/PENDING					
Task Description	Start Date	Targeted End Date	Action	% Complete Date Completed	Task Status Task Owner
PLANNED TASKS FOR NEXT REPORTING PERIOD (MIN 2 weeks)					

