



PROJECT MANAGEMENT

United MHC has been installing and servicing products and solutions from all the major technology manufactures for over 40 years. From this experience we've developed a specific project plan for communications projects that has been continuously improved over time. United MHC SPEC methodology is at the heart of all our project plans.

The United MHC approach to Project Management maintains, at its core, a primary focus on quality, on-time completion and bottom-line management. To achieve these goals, the SPEC Methodology has been developed and implemented as, the standard by which our Project Managers operate. We believe so strongly in this methodology that, all of our Project Managers attend a specific United MHC course that includes an integrated project simulation. From the Data Center to the Desk Top, MDF to IDF our Customer's are covered; IP, Wireless, Structured Cabling (Fiber and Cooper), Network Switches, Digital sign-age, Audio/Visual, Point of Sale, Security Camera, Servers and Desktops... we design, configure, stage, install, project manage, integrate and provide 2nd day support services.

SPEC IN BRIEF

The United MHC SPEC methodology is comprised of four phases: Scope, Plan, Execute and Conclude. The phases have both goals and deliverables, which are generalized in the figure below.

Scope

Scope is the phase of the project that is carried out by the Account Team. It includes everything required to prepare the project proposal and the sales related documentation for hand-off to a Project Manager.

Plan

Plan is the phase where the Project Manager takes over. It includes a thorough review of the Job Package and Supporting Documentation and development of a comprehensive Project Plan.

Execute

Execute is the phase where the United MHC actually delivers whatever the contract promised (or whatever change control modifies it to be). It starts with the Customer Kick-Off Meeting and ends with Customer Acceptance.

Conclude

Conclude is the wrap-up phase. It includes solidifying accounting details, completing documentation and addressing any remaining Partner Customer/Client concerns.

DETAILED SPEC ACTIVITIES

Scope

The proper deliverables from the Scope phase are provided to the PM (from the Account Managers and Network Consultants) which include:

- ▶ All date commitments such as delivery, installation and cut-over
- ▶ Specific or unique requirements as they relate to project tasks
- ▶ Descriptions of project specific processes to be used for the implementation



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- ▶ Definition of legal terms, warranties, penalties and insurance or site requirements
- ▶ Workplace rules and safety requirements
- ▶ Any non-standard requirements
- ▶ Scope of Work to be performed
- ▶ List of hardware and software to be provided by the Provider or Customer
- ▶ Preliminary schedule of when the work will be done (milestones)
- ▶ Labor estimates (hours and rates) based upon a very high level Work Breakdown Structure (WBS)
- ▶ Any special quotes for equipment, services or labor
- ▶ Insurance required by the customer
- ▶ Payment schedule and terms
- ▶ Acceptance schedule and terms
- ▶ Warranty terms
- ▶ Project specific terms
- ▶ Amendment process and terms (change orders)

Plan

The PM will accept the project and proceed with the Plan phase of the methodology. The first step for the Project Manager in the Plan phase is to review the documentation with the customer. The Project Manager reviews the information and confirms that no issues exist with the scope and the dates and proceeds with the actual planning. Initial responsibilities are:

- ▶ Create a Project Summary
- ▶ Start project constraints, risk assessment and assumption documents – these will be living documents for the life of the project and end up a part of the final job package during closure phase.
- ▶ Establish best resources for project success.
- ▶ Distribute baseline documentation – SOW, equipment list, as sold drawings, preliminary budget and high level WBS.
- ▶ Obtain feedback from the client/customer.
- ▶ Establish the internal reporting needs / expectations.

When all of these items have been completed, an internal kick-off meeting will be scheduled with the team to establish the mutual project expectations. It is important to have plan buy-in with the United MHC and the Customer to establish a unified implementation team which is instrumental in achieving project success. At this point the PM will establish the following:

- ▶ A detailed WBS and resource assignment (stakeholders).
- ▶ Entry of this information into a project-tracking tool.
- ▶ An update of the project constraints, assumptions, risk
- ▶ Prepare the change control log and issues log.
- ▶ Prepare the equipment procurement as per the established timeline through United MHC or the Customer.



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- ▶ Schedule, if necessary, any and all lab work that may be needed prior to project start.
- ▶ Establish the final project budgets as per the detailed WBS created above.
- ▶ Prepare the task definitions and schedule the appropriate resources.
- ▶ Redistribute detailed information to the team, with the appropriate checklists attached, during the internal kick-off meeting.
- ▶ Schedule kick-off meeting with the customer to:
 - Final review of SOW
 - Present project plan and confirm customer concurrence
 - Review responsibilities of both the project team and the Partner customer/client prior to project start.
 - Review risks and contingency plans
 - Establish actual project start date as allowed by United MHC customer/client limitations (i.e.: site constraints, carrier issues, other sub-contractors, etc.)

Execute

Upon completion and agreement to the above, the Execute phase can begin. It becomes the PM's sole responsibility to manage the resources to the tasks and timelines established. The management of risk and implementation of any contingency plans also, rests solely on the PM. It is imperative during this phase to always keep the United MHC customer/client contact up to date on the project's progress and manage any and all changes as set forth in the kick-off meeting. During this phase the PM will be:

- ▶ Maintaining the project timeline and task lists.
- ▶ Monitoring dates assigned to tasks.
- ▶ Keeping all project logs current.
- ▶ Maintaining, with the feedback from the implementation team, the as-built documentation.
- ▶ Staying in normal, as defined, contact with the United MHC customer/client and the team with written progress reports.

Conclude

The Conclude phase is the final review of the project. The goal of this phase is to determine the project's effectiveness, close the project and transition the Customer/Client into 2nd days service support status. Some of the tasks associated with this phase are as follows:

- ▶ Ensure completion as defined in the SOW.
- ▶ Obtain signed acceptance as defined in the SOW from the Partner customer/client during project review.
- ▶ Ensure proper billing for the original project and any changes, as per the change approval process.
- ▶ Finalize all as-built documentation, ensure proper on-going service support is in place and distribute to the customer/client upon acceptance.
- ▶ Finalize all logs and project folder and pass on to the PMO for archiving/ portal depository.
- ▶ Ensure final project closure as per the internal process requirements.



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PROJECT MANAGEMENT - DETAILS

The United MHC project management team utilizes Microsoft, an automated project management tool, for project documentation. Project personnel will utilize software tools to develop work breakdown structure, schedules, manpower requirements, charts, spreadsheets and progress reports. Reports can be custom generated that demonstrate the overall plan, sub plans, schedules, percentage completed, and issues jeopardizing the critical paths.

The complexity and magnitude of the customers/clients initiative will determine the quantity and type of personnel assigned to the account.

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As the primary point of contact, a project manager is recommended for Customers/Clients who require a management resource to plan and manage project such as a network implementation, wireless implementation, multi-site implementation, reconfiguration, or control center/Data center move/consolidation/ upgrade.

The Project Manager will direct a project team for the Customer/Client that will include: (depending on scoped project requirements)

- ▶ On-site Network Coordinator
- ▶ Staging Manager and Network Assurance Manager
- ▶ Service Operations Manager
- ▶ Network Consultant
- ▶ Network Design Center personnel
- ▶ Account Executive
- ▶ Corporate Management

Project Manager Responsibilities

The Project Manager provides overall management to the assigned customer/client communications project, and directs the activities of the associated project team members. He/she takes ownership of the project and performs the day-to-day activities required to complete the assigned project on time, and with minimal disruption to network service and business functionality.

The Project Manager is the decision maker for the project-related issues and is responsible for the following tasks with our Customer Project Manager: (if, assigned)

- ▶ Manage/supervise equipment shipments to customer sites.
- ▶ Establish and manage installations, test and final comprehensive implementation work plans, estimates, and schedules.
- ▶ Establish project training and staging schedules.
- ▶ Conduct planning, implementation and progress status meetings.
- ▶ Present plans and status to the customer.
- ▶ Track and report project progress, implementation schedule, and status of Provider or Customer products installed.



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- ▶ Establish and Administer Change Control Procedures as required.
- ▶ Review and approve project Change Requests/Change Orders.
- ▶ Prepare and present project status presentations for project reviews.
- ▶ Interface with the Partner Customer to establish necessary standards.
- ▶ Estimate and report estimated time and tracking for completion.
- ▶ Adjust overall project schedule, applying logical uses of resources to complete task in a timely and effective way.

At-A-GLANCE	
SERVICES	TECHNOLOGY SUPPORT
Service Delivery	◆
Project Performance	◆
Resource Management/Utilitization	◆
Quality	◆
Risk Management	◆
Stakeholder Management/Coordination	◆
Project Budget/Cost Control	◆
Project and Vendor Collabratoration	◆
Reporting Analytics	◆