

ENSURE YOUR PROJECT'S SUCCESS WITH ASG TECHNOLOGIES' DEDICATED EXPERTS

Best Practices and Planning for Project Management

ASG Technologies provides enterprises with information access, management and control. To help these companies achieve peace of mind, ASG offers Project Management services. These services offer planning, guidance and best practices to ensure that projects are being professional managed and controlled. Your solution implementation project is ensured successful results with ASG's Project Management.

We deliver on all expected performance targets including cost, time, quality, scope, benefits and risks (source: PRINCE2¹). ASG Technologies follows a pragmatic approach that has resulted in successful for managing projects. It is based on the industry standard PRINCE2.

PROVIDING DEDICATED PROJECT STAFF

ASG believes that only with dedicated staff can projects be managed and executed successfully. Your implementation will be held to strict standards by the following dedicated experts.

- The project manager is responsible for the overall execution (end-to-end) of the projects within the agreed upon scope and budget. They interface with the project manager of the customer organization.
- The lead architect is the solution design authority. They devise or review detailed and high level design documents and advise consultants and system engineers. For aspects out of their expertise, subject matter experts are called in to provide this special aspect of the design.
- Work stream leads will be established if the amount of project resources reaches a level that does not allow an efficient and effective project supervision by the project manager. Work stream leads are – by nature – project managers well versed in the ASG project methodology.
- The steering committee is an integral part of each project

IT & BUSINESS GOALS

- Successful execution of projects within the expected performance targets for cost, time, and quality.

¹ PRINCE2 - Projects IN a Controlled Environment

PLANNING FOR SUCCESS

The project initiation and the project set up are key for the successful and efficient execution of projects. Like a building – each project needs a solid foundation on which it is built on. Project initiation must not be conducted hastily but with the necessary diligence.

ASG's Project Management team ensures the following components for project initiation.

- Definition of statement of requirements / statement of work
- Project plan / milestones / KPIs
- First risk sessions
- Reporting schedule and report formats
- Tools to be use in the project
- Communication matrix

DEFINING A CLEAR SCOPE

Project success derives from a clearly defined scope (statement of requirements). Without the proper procedure and a plan for adapting to changes to the scope, your project can easily get off track. ASG helps to keep you on the rails.

Optimally, the statement of requirements consists of a positive list (tasks in the scope of the project) and a negative list (tasks and timelines that are explicitly out of scope). Using SharePoint as the project tool, ASG's project manager uses the statement of requirements to maintain expectations and common practices for success.

Minor changes with little to no impact on the project budget will be arranged by the project managers, documented and presented to the steering committee as part of the weekly reporting routine. While significant changes need the approval of the steering committee. Your project manager presents these changes in a decision template, outlining the extent and impact on the timeline and the budget.

Not all projects go according to plan, but with ASG Project Management you won't be surprised by costly or time-consuming shifts in scope.

PROJECT MANAGEMENT INCLUDES

- Project Management based on a proven methodology, supported by a constantly improved toolset and executed by certified Project Managers
- Understanding of the project objectives due to the effective cooperation between Global Practices, Engagement Management and Project Management
- ASG's best practices and expertise from 10+ years of successful IT projects

DELIVERABLES

- Dedicated ASG project staff
- Clearly defined definition of statement of requirements / statement of work (Project Definition Document)
- Continuous controlled project plan / milestones / KPIs
- Escalation and de-escalation procedures
- Ongoing Risk and Issue Management

SUPPORTING EFFICIENT PROJECT TOOLS

ASG uses Microsoft SharePoint® to support the methodology outlined above. For each project, a dedicated SharePoint Site will be provided, hosted in one of ASG's data centers.

Project Managers are the site administrators and have full jurisdiction over the site. It is guaranteed that there is no interaction with other customer's SharePoint sites.

Sites are available in English and other display languages of SharePoint.

SharePoint is used with most of its features and is hence a true central information repository and knowledge database – even though documents will be saved there, information gathering and maintenance is predominantly done through SharePoint lists and calendars with the integration into other MS Office products if required.

Each project site contains the following:

- Statement of requirements / milestones
- Who-is-Who list
- Action / Information / Decision repository
- Risk and Issue repository
- Project calendar
- Document library
- Graphics and logo library

Additionally, using the advanced features has helped projects tremendously in the past to keep track of information and activities and keeping inboxes of participants clear of project related information.



EXECUTING S.M.A.R.T PRINCIPLES

Your success is our success, so ASG Project Management follows the highest standards and practices to ensure efficient completion of every project. Accountability, Responsibility and Credibility aren't just words to ASG, they're the principles we use to guide every interaction with our customers and partners.

In addition, ASG's project management follows the S.M.A.R.T principle. Every project step, goal and resulting action must adhere to the following criteria.

- Specific – each step is clearly defined
- Measurable – each goal can be measured to determine success
- Agreed upon – every task is approved by you before initiation
- Realistic – while some may be aggressive, every goal can be achieved
- Terminating – there must be an end in sight

Strict adherence to the SMART principles has proven to avoid misunderstandings and critical project situations. You can have confidence in the management we provide.

You will collaborate with us to determine the specific project, measurements for success and process for review during vital project meetings. Each agreed upon action and task is recorded in “meeting minutes” and saved in the respective SharePoint list, providing a central record for all documents and approved planning.

Action items are assigned to at least one person (responsible), can be delegated (action by) and are always terminated. The action item list can easily be filtered and sliced and diced in a way that tracking of activities becomes a straightforward daily practice.

ESTABLISHING COMMUNICATION

A clear communication policy and matrix has proven to be a critical success factor for every ASG Project Management initiative. The bigger the scope of a project the more important it is to restrict relevant communication to the project managers. In the past the following model has proven effective.

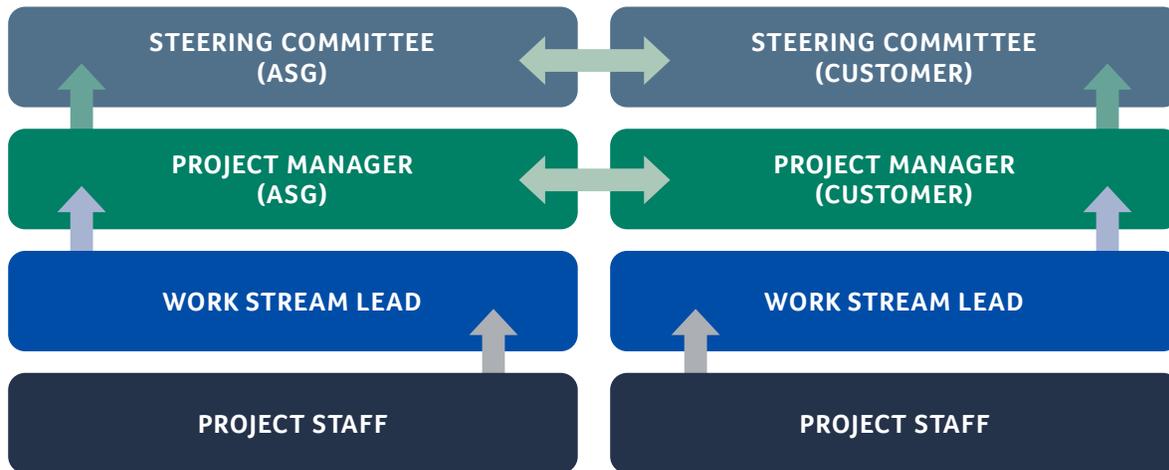


Figure 1 - Sample of a Communication Matrix

As illustrated here, project staff mark the foundation of communication, while only the Project Managers communicate with every stakeholder. Additionally, Project Managers are responsible for gaining the approval of the steering committee. This approach ensures that project managers are always aware of relevant activities and keep subordinate project levels focused on the work.

SOLVING PROBLEMS QUICKLY

ASG acts in the spirit of partnership and good will. Mutual trust and an open communication are paramount. Should a situation occur that the project managers cannot handle on an operational level, the following escalation / de-escalation path has proven effective in the past.

Any dispute or conflict that Project Managers cannot resolve will be addressed at the respective steering committees immediately with the appeal to provide guidance and a solution. In most cases any disputes can be solved by consulting the steering committees.

MANAGING RISK CONTINUALLY

ASG practices risk and issue management beginning at project ignition through the completion phase. This management continues throughout, ensuring your business can run confidently as we address each situation throughout the project.

All risks and issues are kept and managed in the respective lists on project SharePoint.

LASTING VALUE FOR YOUR ENTERPRISE

Customer feedback to ASG-conducted solution implementation projects is highly positive. Your solution implementation project is ensured successful results with ASG's Project Management.

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ASG Technologies is a global software company providing the only integrated platform and flexible end to end solution for the information powered enterprise. ASG is the only solutions provider for both Information Management and IT Systems and has over 3,500 customers worldwide. To learn more visit www.asg.com.

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