Attachment 1:

AT&T Mobility

Project Managed Deployment Services

Transition Project Plan

SAMPLE

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1 Project Scope Statement

1.1 Project Scope

This section describes in detail the initial Project Scope, the *work* which needs to be done to produce the deliverables while achieving the objectives, including quantities of sites and the number of each type of device per site.

The Project Scope will be fully determined during the planning phase of the project. Initially the scope will include moving accounts from one Foundation Account Number (FAN) to a new FAN and also upgrading to a new device. Port is the process of transferring a number from another carrier to establish a new AT&T Mobility Service.

	Device Model	# of Devices	Device Type (Voice, Data)
Estimated Number of New Users to be deployed			
Estimated Number of Upgrades to be deployed	TBD	[redacted]	TBD
Estimated Number of Ports to be deployed			
Total users after deployment is complete		[redacted]	

1.2 Schedule Milestones

This section lists the high level project milestones and associated dates.

This deployment is expected to take:

☐ 1 - 3 months ☐ 3 - 6 months ☐ 6 - 9 months ☐ 9 - 12 months ☐ longer than 1 year

Planned Start Date	TBD	Planned End Date	TBD

Milestones	Planned Date	Actual Date
Phase 3 - Authorize		
Contract Signed and Received		
Project Resources Assigned		
Phase 4 - Plan		
Scope Defined		
Customer Data Received		
Schedule Finalized		
Provisioning and Activation Plan Finalized		
Training Plan Finalized		
Staging Plan Finalized		
Communication Plan Finalized		
Phase 5 - Implement		
Pilot Conducted and Results Reviewed		
Quality Assurance Reporting Conducted		
Plan Executed		
Implementation Completed		
Phase 6 - Close		
Lessons Learned Documented and Reviewed		
Satisfaction Surveys Sent		
Satisfaction Surveys Received *(2 weeks from date sent)*		
Project Close Completed		

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1.3 Project Team Contact List

The Project Team consists of the key contacts listed below.

Customer Project Team

Name	Role	Office #	Mobile #	Email

AT&T Project Team

Name	Role	Office #	Mobile #	Email
	Project Manager			
	MDS Manager			
	Account Manager			

1.4 Initial Risk Assessment

[redacted]

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2 Subsidiary Management Plans

The Subsidiary Management Plans define ***how*** the project will be implemented.

2.1 Scope Management Plan

This section describes how the project scope will be defined, the process for managing change, and the procedures for acceptance of the project's deliverables. It also provides additional guidance on how the project scope will be managed and controlled by the project management team.

2.1.1 Scope Change Control

In order to preserve the integrity of the project, any proposed changes to the project scope will follow a formal change management process.

All changes to the project scope must be submitted in writing to the full AT&T Project Team. Change requests will be considered and approved based on the impact to the overall project. Approved changes may affect the project schedule.

	Project: Enter Customer / Project Name						
Item #	**Description of Change**	**Impact Analysis**	**Priority**	**Requested By**	**Date Requested**	**Decision (Approved / Denied)**	**Reason**
1							
2							
3							
4							
5							

2.1.2 Scope Verification

This section describes the process for accepting individual deliverables, as well as obtaining approval for completion of the overall project.

2.2 Schedule Management Plan

This section outlines the process for determining the baseline schedule of the project and controlling any changes. The schedule is determined by the Project Manager with input from the Customer, Account Team, and internal organizations.

The initial schedule will be developed from the information gathered from the account team and the customer. This schedule will be reviewed and expanded as needed. Completion of tasks and next steps will be reviewed on the weekly project calls. Any schedule changes should be reported to the Project Manager who will filter the information to the Project Team.

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2.3 Quality Management Plan

From the perspective of Project Management, quality is designed into the processes used to carry out the project. This section addresses the quality policies and quality objectives adopted to ensure the correctness of the services to be installed and accuracy of the billing for them.

Quality will be ensured by the production of MDS audit reports. Reports can include verification of rate plans, devices, features, activation status, etc. A bill review will also be completed by the Account Team to ensure billing accuracies.

2.3.1 Order Assurance

This will include a description of the reports to be provided by the MDS Manager to the Project Team, including distribution lists, and frequency of reports.

2.3.2 Provisioning and Activation Plan

AT&T understands and will comply with the Government's preference to utilize a unified portal for ordering services. AT&T will assist in implementing and training the Ordering Entity to utilize the unified portal interface. The MDS team agrees to manage and audit the end to end order process for each device, and will monitor the features and rate plans agreed to below.

Additional audit points can be incorporated into the audit process via written request from the Account Team.

Account Setup Details

Ordering System	
FAN/s	
BAN/s	
Premier Site URL	[redacted]
Voice Rate Plan/s:	
SOC	
Price	
Data Rate Plan/s*:	
SOC	
Price	
Features:	
SOC	
Price	
Custom APN	
User Name	
UDL/s	
Device	
SKU	
Device Pricing*	
Accessory Pricing*	

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2.3.3 Ordering and Tracking Tools

This project will utilize the standard ordering and tracking tools. Online tools help increase productivity, enable controls, and manage wireless inventory.

The method used for ordering will depend on the provisioning process selected and may include one or more of the options below.

[redacted]

2.3.4 Billing Assurance

Billing is a key point of customer satisfaction. This section describes how all charges related to the products and services being implemented will be verified prior to issuance of the first bill.

2.4 Staffing Management Plan

The Staffing Management Plan documents the various responsibilities of the individuals who will be involved with the project.

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2.4.1 Project Team Assignments

The resources listed below are key members of the project team and may or may not be assigned in each project.

Role	Responsibilities
[redacted]	[redacted]
[redacted]	[redacted]

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Role	Responsibilities
[redacted]	[redacted]
[redacted]	[redacted]
[redacted]	[redacted]

2.4.2 Responsibility Assignment Matrix (RAM)

The Responsibility Assignment Matrix indicates the various roles involved with the project and their relative degree of responsibility.

[redacted]					
[redacted]					

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[redacted]

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[redacted]

2.5 Communication Management Plan

Timely, accurate, easily understood communications are a vital part of any successful project. The Communications Management Plan documents the information needs of the various stakeholders and how the distribution of information will be handled.

2.5.1 Communication Requirements

This section details the expectations surrounding all of the major communications associated with the project, including the format and frequency of meetings, reports, and other information to be shared among stakeholders.

Project Team Communication	
Frequency	Weekly status meetings (virtual) to begin *(day and time TBD)* **Conference Bridge:** 8XX-XXX-XXXX **PIN:** XXXXXXX # ** if you do not have an att uid, please enter a "#" and then the PIN* Meeting minutes will be distributed after the status calls. Call schedule may be adjusted as needed when determined by the project team. Weekly internal calls will also be held *on day of week* with the appropriate AT&T support personnel including: *list names of personnel and titles.*
Required Attendees	Designated Project Team members
Requested Information	Schedule Updates, Timeline Updates, Issues Update, Action Item Updates, and Meeting Minutes (highlighted in email)
Distribution	All Project Team members

2.5.2 Issue Management Plan

The nature of projects means issues will inevitably arise. Any issue that cannot be immediately resolved will be assigned to a resource and tracked to completion.

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Items which need action will also be tracked to completion.

2.5.3 Technical Support and Escalation Contact List

The nature of the environment in which projects are executed may at times require the need for escalation. Escalations should only be done when there is a threat to the success of the project, and when normal channels are either unavailable or unresponsive.

Contact	Use / Role	Contact Info
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

2.5.4 Jeopardy Process

The Project Manager will continuously monitor the health of the project. When necessary, the standard jeopardy process outlined below will be followed.

This project could be put into jeopardy status due to various reasons. If a jeopardy should occur, the issue will be documented, reviewed by the Project Team, and a plan to resolve it will be put into action. Depending on the severity of the jeopardy, a delay to the overall project may be caused. Any issue or risk which is not resolved in a timely manner may become a jeopardy.

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2.6 Risk Management Plan

Risks need to be proactively identified and managed throughout the project lifecycle. The Risk Management Plan details the steps that will be taken to document potential areas of concern, determine the most appropriate plan of action, and continuously monitor the likelihood of risk events.

		Project: Enter Customer / Project Name					
						Response Plan Needed	
					Very High	Yes	
					High	Yes	
		High			**Medium**	Yes	
		Medium			**Low**	No	
		Low			**Very Low**	No	
Item #	**Description of Risk and Impact**	**Probability High / Medium / Low**	**Date Opened**	**Owner**	**Risk Level**	**Response**	**Contingency Plan**
1							
2							
3							
4							
5							

2.7 Training Plan

The training needs of the customer will be determined during the planning phase of the project.

2.8 Life Cycle Transition Plan

Every project should come to an orderly completion, with a smooth transition from project work to ongoing day-to-day maintenance. This section describes the steps for closing the project and handing off responsibility to the lifecycle team/s.

2.9 Project Closure

All project goals and objectives have been met: Yes ☐ No ☐
All success criteria for this project have been met: Yes ☐ No ☐
The customer support function has been established and the customer has been transitioned to the Account Team for on-going account maintenance (Life Cycle Management): Yes ☐ No ☐
All project action items and issues have been resolved, sufficiently closed or turned over to the appropriate owner: Yes ☐ No ☐
All project documentation is updated, finalized, and archived for future reference: Yes ☐ No ☐
Customer and Account Team satisfaction surveys have been set: Yes ☐ No ☐
Lessons Learned have been document and reviewed: Yes ☐ No ☐
If answering "No" to any of the above, has a completion plan been communicated? Yes ☐ No ☐
Please provide supporting information here, as well as note actionable owners and timeframe to completion:

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