



# PowerHouse Hub Project Plan

**Project Name**

**Date:**



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## Project Details

<b>Project Name</b>	
<b>Description</b>	
<b>Platform:</b>	
<b>Hosting:</b>	
<b>Project Type:</b>	<input type="checkbox"/> Commercial <input type="checkbox"/> Pilot <input type="checkbox"/> Other _____

## Project Contacts and Governance

<b>PHH Project Sponsor</b>	Name, Title	Email Phone
<b>PHH Success Officer</b>	Name, Title	Email Phone
<b>PHH Project Manager</b>	Name, Title	Email Phone
<b>PHH Project Coordinator</b>	Name, Title	Email Phone
<b>Client Project Sponsor</b>	Name, Title	Email Phone
<b>Client Project Manager</b>	Name, Title	Email Phone

## Project Communication Plan

<b>People &amp; Communication</b>	<p>PowerHouse Hub (PHH) will provide the following:</p> <ul style="list-style-type: none"> <li>Fortnightly project update meetings with PHH Project Manager, Success Officer, Production Co-ordinator (and other team as required).</li> <li>Regular contact with Project Manager, Project Coordinator via webinar/phone/email</li> <li>Full access to Support team</li> </ul>
<b>Project Variations</b>	<p>During development, the client may decide to include additional functionality. The process for the Project Variation register is as follows:</p> <ul style="list-style-type: none"> <li>Client requests project variation – PHH Project Manager and/or PHH Production Coordinator meets with client to discuss and document project requirements</li> <li>PHH Project Manager sends Project Variation paperwork to the client for review.</li> <li>Project variation approved by client.</li> <li>A change in any project date – escalation to client</li> </ul>

	<ul style="list-style-type: none"> <li>A change in project release date – escalation to client</li> </ul>
<b>Technical Support</b>	<p>During Project Lifecycle:</p> <ul style="list-style-type: none"> <li>Project Manager and/or Production Coordinator will be the direct communication sources (to and from)</li> </ul> <p>Post Project Lifecycle:</p> <ul style="list-style-type: none"> <li>Customer project will be put into Business As Usual (BAU) Support and be provided with support details closer to Go-Live.</li> </ul>

## Project Plan Variation History

To be completed by PHH Project Manager or Production Coordinator

Version	Date	Reason / Comments / Approval
1		
2		
3		
4		

## Document References

To be completed by PHH Project Manager or Production Coordinator

#	Document Name	Location
1		
2		
3		
4		

## Project Deliverables

### 1. PowerHouse Upskill LMS v7.3 core platform

<input type="checkbox"/> <b>PowerHouse Upskill LMS</b>		
Admin Dashboard	App Store	Asset Manager
Banner Manager (login)	Branding	Certificate Manager
Email Templates	Content Publisher	Dashboard Banner
Group Management	Document Library	Edit Profile
Scheduled Tasks	Workflow Manager	Framework Manager
Training Records	News Editor	Reports
Workforce Insights	Support	User Uploads
Web Content Editor	User Accounts	Event Manager
Training Program Manager	Webinar Manager	

### 2. Custom Scope

<input type="checkbox"/> <b>Functional Requirement</b>		
FR.No	Description	Comment

<b>Development Hours</b>	
<b>Testing Hours</b>	
<b>Project Management Hours</b>	

Key Notes:

## Project Tasks and Indicative timelines

From Functional Requirements

Task	Delivery date*	Status

*\* Any unexpected delays will be communicated to the relevant stakeholders and will impact the delivery date.*

*# If there are delays with Client UAT this will impact the delivery date.*

## Project Risk Assessment & Management Table

ID #	Risk description	Likelihood of the risk occurring	Impact if the risk occurs	Severity	Owner	Risk Treatment	Contingent action	Adequacy of Existing Controls
				<i>Rating based on impact &amp; likelihood.</i>	<i>Person who will manage the risk.</i>	<i>Actions to mitigate the risk e.g. reduce the likelihood.</i>	<i>Action to be taken if the risk happens.</i>	5 - Excellent 4 - Good 3 - Fair 2 - Marginal 1 - Poor or Non-existent
<b>Project Management Risks</b>								
1	Project and business requirements and definitions are not well-defined	Medium	High	High	Project Sponsor	Ensure functional requirements and comprehensive and well defined.	Escalate to the Project Board with an assessment of the risk.	5
2	Project schedule is not clearly defined or understood	Low	Medium	Medium	Project Manager	Hold scheduling workshops with the project team so they understand the plan and likelihood of missed tasks is reduced.	Share the plan and go through upcoming tasks at each weekly project progress meeting.	5
3	Lack of communication, causing lack of clarity and confusion.	Medium	Medium	Medium	Project Manager	Write a communication plan which includes frequency, goal, and audience of each communication. Identify stakeholders early and make sure they are considered in the communication plan. Use most appropriate channel of communication for audience e.g. don't send 3 paragraph email to Developers, have a call instead.	Correct misunderstandings immediately. Clarify areas that are not clear swiftly using assistance from Project Sponsor if needed.	4
4	Scope creep	Medium	High	High	Project Manager	Document the project scope in a Functional Requirements or Project Document and get it authorised by the Project Board. Refer to it throughout the project and assess all changes against it also ensuring alignment of any changes with the Business Case.	Document each and every example of scope creep NO MATTER HOW SMALL in a change order and get authorisation from the project board BEFORE STARTING WORK. This includes ZERO COST changes.	4
5	Estimating and/or scheduling errors	Medium	High	High	Project Manager	Break this risk into two: 'cost estimating' and 'scheduling errors'. Track schedules daily and include schedule review as an agenda item in every project team meeting. Flag forecast errors and/or delays to the Project team early.	Escalate to project sponsor and project board. Raise change request for change to budget or schedule.	4

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6	Project becomes obsolete or is undermined by external or internal changes.	Low	High	High	Project Sponsor	No ability to reduce likelihood, but make sure early warning is given by reviewing business case on regular basis with the Project Board.	Initiate escalation and project close down procedure.	5
7	Delay in earlier project phases jeopardises ability to meet fixed date.	Medium	High	High	Project Manager	Ensure the project plan is as accurate as possible using scheduling workshops and work breakdown structure. Use agile project tools in Jira to identify schedule slippage early.	Escalate to project sponsor and project board. Raise change request for change to schedule.	4
8	Unresolved project conflicts not escalated in a timely manner	Low	Medium	Medium	Project Manager	Hold regular project team meetings and look out for conflicts. Review the project plan and stakeholder engagement plan for potential areas of conflict.	When aware immediately escalate to Project Board and gain assistance from Project Sponsor to resolve the conflict.	4
9	Customer refuses to approve deliverables/milestones or delays approval, putting pressure on project manager to 'work at risk'.	Medium	Medium	Medium	Project Manager	Ensure customer decision maker with budgetary authority is identified before project start and is part of the project board. Communicate dates for sign-off points up front.	Escalate to project Board and recommend action e.g. to stop the project.	5
10	Inadequate customer testing leads to large post UAT list.	High	High	High	Project Manager	Ensure customer prepares test cases/quality checks and protect testing/quality assurance window.	Raise risk immediately and raise issue if it is clear testing inadequate. Customer could extend testing & bring in additional resource.	5
<b>Resource Risks</b>								
11	Unplanned absences or staff turnover	Medium	High	Medium	Project Manager	Ensure technical work products and output are documented according to company protocol. Bring in additional resources.	Escalate to the Project Sponsor and Project board with plan of action, including impact on time.	5
12	Added workload or time requirements because of new direction, policy, or statute	Low	Medium	Medium	Project Sponsor	No ability to reduce likelihood.	Project Board to provide advance notice if possible.	4



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13	Pressure to arbitrarily reduce task durations and or run tasks in parallel which would increase risk of errors.	Low	High	Medium	Project Manager	Share the schedule with key stakeholders to reduce the risk of this happening. Patiently explain that schedule was built using the expertise of subject matter experts. Explain the risks of the changes.	Escalate to Project Board with assessment of risk and impact of the change. Hold emergency risk management call with decision makers & source of pressure and lay out risk and impact.	5
14	No control over staff priorities	Medium	Medium	Medium	Project Manager	The Project Sponsor will brief team managers on the importance of the project. Soft book resources as early as possible and then communicate final booking dates asap after the scheduling workshops. Identify back ups for each human resource on the project.	Escalate to the Project Sponsor and bring in back up resources if possible.	5
15	Level of project team experience	Low	High	High	Project Manager	Ensure hiring protocols are followed and new employees are properly skilled and vetted for relevant experience; ensure onboarding protocols for new employees are completed	Escalate to Project Sponsor including impact and bring in additional or alternate resources	5
16	Unplanned work that must be accommodated	Low	High	Medium	Team Manager	Attend project scheduling workshops. Check previous projects, for actual work and costs. Document all assumptions made in planning and communicate to the project manager before project kick off.	Escalate to the Project Manager with plan of action, including impact on time, cost and quality.	4
<b>Client Risks</b>								
17	Customer dissatisfaction with product in acceptance tests	Low	High	High	Client / Customer	Ensure UAT documentation aligns with functional requirements, and is comprehensive and well defined.	Customer to raise issue to Project Manager immediately. Project Manager to clarify areas that are not clear swiftly using assistance from Project Sponsor if needed.	4
18	Training of clients / users	Low	Medium	Medium	Client / Success Officer	Ensure any instructor led training is conducted and fully completed. Ensure access to Training Resources is provided for all for key users.	Customer to raise issue to PHH Success Officer. Success officer to work with customer to address	5

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<b>Other Risks</b>								
19	Legal action delays or pauses project.	Low	Medium	Medium	Project Sponsor	Ensure all contracts signed before starting the project. Follow all regulatory requirements and complete stakeholder management plan.	Escalate to Project Board who will notify legal department. Follow instructions from legal.	5
20	Theft of materials, intellectual property or equipment.	Low	High	High	Project Manager	Follow security procedures, ensure Non-Disclosure Agreements (NDAs), & compliance certificates are in place. Verify all physical security measures in place. Secure insurance.	Notify appropriate authorities e.g. police, project board and initiate internal investigations.	5
21	Acts of God for example, extreme weather, leads to loss of resources, materials, premises etc.	Low	High	High	Project Manager	Ensure insurance in place. Familiarise project team with emergency procedures. Where appropriate, initiate emergency plans i.e. alternate premises.	Notify appropriate authorities. Follow health and safety procedures. Notify stakeholders and Project Board.	5
22	Interdependencies with other systems etc.	Medium	High	High	Client project sponsor	Planning and effective communication to the relevant audience	Contact the relevant party to ensure any access or roadblocks are cleared immediately.	4