



# PROJECT MANAGEMENT





### WHY ONI?

- A safe pair of hands – placing risk management at the heart of the project
- Proven methodology – employing a best practice approach to project delivery
- Communication – stakeholder engagement throughout the project lifecycle
- Versatility – a flexible project management framework to ensure quality of service
- Experience – over 25 years of systems deployment in the most challenging environments



# PROJECT MANAGEMENT

IT deployments can be complex. Given the critical nature of most business technology it is essential that any project is managed professionally, from start to finish, to ensure minimum disruption to day-to-day operations.

Project management is a critical factor in the timely and successful delivery of any systems deployment. Most IT projects contain a degree of complexity that requires a robust framework; one that emphasises a phased approach to project management, the efficient control of resources, maintaining clear lines of communication and the monitoring of performance against plan.

ONI project managers have many years of experience and have delivered successful projects for a wide range of private and public sector organisations; including deployments in complex environments, those that feature fast-paced technological change and those in sensitive or hazardous locations.



# BEST-PRACTICE METHODOLOGY

ONI adhere to two Project Management methodologies; MSP (Managing Successful Programmes) principles and PRINCE2 Project Management.

For complex transitional programmes – MSP is a best-practice framework for delivering transformational change in accordance with long term corporate strategies with the goal to deliver new business capabilities which, in turn, produce business benefits.

Like Prince 2, MSP was developed for and is owned by the UK Office of Government Commerce (OGC). It provides a framework of best practice principles and concepts for programme management drawn from latest experiences and proven practice in setting up and managing programmes.

For individual projects, we work to PRINCE2 methodologies that have been shaped by the successful delivery of previous projects.

The standards we have developed provide us with a consistent, flexible approach to project delivery that ensures we continue to deliver on time and within budget.

All projects start with identifying the business case and establishing defined roles and responsibilities. The framework allows for greater control over both project resources and risk management.

By adopting a consistent, repeatable approach to project management we are able to maintain transparency, ensure effective communication to both technical and managerial stakeholders and monitor project performance across a range of KPIs.

## **QUALITY ASSURANCE**

ONI project managers are ultimately responsible for ensuring we deliver on our promises. They work closely with our team of consultants and systems designers throughout the stages of project delivery and are responsible for helping with risk identification, assessment and mitigation.

The project manager is responsible for overall quality assurance and project delivery; including key-stage sign-off, customer engagement, reporting and change control. Post-implementation they will also ensure users receive the right training so you can make the most of your investment in technology.

## PROJECT MANAGEMENT OPTIONS

ONI provides a range of multi-tiered management services, designed to match the degree of complexity and risk associated with your project.

The table below highlights the standard service components. Bespoke options are also available for larger, multi-phase projects.

Project Components	PMO Light	PMO Classic	PMO Enhanced
Project Kick Off Meeting (Conf Call)	✓		
Project Kick Off Meeting (Face to Face)		✓	✓
Technical Workshop (Conf Call)		✓	
Technical Workshop (Face to Face)			✓
Project Initiation Documents		✓	✓
Project Plan (Gantt)		✓	✓
Advanced Project Controls Workbook (including risk management)		✓	✓
Basic Project Control Workbook (actions only)	✓		
Project Status Reporting		✓	✓
Project Check Point Meetings (Conf call)	✓	✓	
Project Check Point Meetings (Face to Face)			✓
Financial Burn Rate Report			✓
Resource Management	✓	✓	✓
Third Party Supplier Management		✓	✓
Dashboard Reporting (programme of works)			✓
Project Stage Verification Report (programme or long lifecycle projects)			✓
Lessons Learnt Report (may be multiple on phased implementations)			✓
Project Closure Report (sign off)	✓	✓	✓
Project Contingency (dependent upon project risk and complexity)	✓	✓	✓
Transition Process and Documentation		✓	✓
Project Review	✓	✓	✓
Dedicated Project Manager	✓	✓	✓



# A FLEXIBLE FRAMEWORK

Our project management methodology conforms to the exacting BS6079 standard. It is a flexible framework, covering all key stages of project delivery



## RISK MANAGEMENT

Risk Management is a cornerstone of any good project management methodology. The greater the degree of change or complexity involved in any new deployment, the greater the risk. Our project management teams focus on risk management or mitigation throughout the lifecycle of any project, large or small.

Risk management is not a component element of our methodology, it is a fundamental ethos that underlies the entire process. Early identification of risks is essential; that's why we take a holistic view of the project and leverage the years of experience of our technical teams to identify all areas of potential risk.

Once risks are identified, they can be analysed, prioritised and remediated. Part of good risk management is having a detailed response plan in place; one where you either address the identified risk according to its potential impact on the project.

Risk avoidance is the preferred approach but, from a practical perspective, isn't always achievable. A project designed to avoid all risks will have a significant impact on budgets and timelines.

The most common response will be one of mitigation – minimising the potential for negative impact on your project. In some cases, when the risk is small, the best option is acceptance.

Effective communication is a core component of risk mitigation; helping to ensure that all stakeholders are aware of the risks, who owns them and what the agreed response is. Maintaining a risk log provides an overview of all project components and their current status; including priority, ownership and mitigation tasks.

## ROLES AND RESPONSIBILITIES

Your dedicated project manager is the nexus around which the entire project revolves. Responsible for all aspects of delivery, the project manager has the authority to make decisions on any aspect affecting the successful deployment of your new solution.

Your project manager will be present at both design and progress meetings and depending on the project management service level taken, their responsibilities will include:

Ownership of the project plan	Timeline management
Project reviews & reporting	Establishing project objectives
Budget controls	Risk management
Quality assurance	Systems design & management
Resource planning & management	Change control
Health & safety	Contingency planning
Ensuring delivery against objectives	Stakeholder communications
User training and adoption	Customer acceptance & handover



# STAKEHOLDER MANAGEMENT

Projects typically involve multiple stakeholders from departments across the organisation; from end-users to finance, customer service, technical and senior management. Our project managers have a breadth of experience in identifying and engaging each key stakeholder in the process, so that their needs are identified and addressed.

## **ENGAGE**

Throughout our engagement, your ONI project manager will pro-actively report on all aspects of project delivery, host progress meetings and provide regular updates on project timelines, deliverables, risk analysis and change controls to all key stakeholders.

For major projects, engagement typically includes running a series of workshops and one-to-one-sessions with stakeholders. Part of this process involves identifying “champions” who can work with the project management team to ensure engagement throughout all levels of the organisation.

## **EDUCATE**

Once your new technology has been deployed, users will be tasked with testing every function and workflow to ensure the system is working as expected. Experience has taught us that this process works best if we are on hand to guide users through the test phase. Not only does this help ensure a better understanding of the technology during testing, but it also ensures faster adoption and fewer support incidents once the system has gone live.







# WHY ONI?

Established in 1992, ONI plc is a leading provider of IT solutions and services to both public sector and commercial markets. Privately owned, we offer a comprehensive range of on-site, cloud and hybrid technology solutions.

We have worked hard to establish ourselves as a centre of excellence for digital transformation, but we're not resting on our laurels. We have ambitious plans for even further growth over the coming years, which will see us increasing both our capacity and range of services. Keen adopters of new technologies, we are proud of our reputation as innovators.

Our expertise already spans core network infrastructure, unified communications and collaboration, contact centre solutions, data centre services, connectivity and cybersecurity.

ONI cloud services are delivered from our own Tier 3+ Data Centre, located in the South East of England, and include infrastructure, disaster recovery, UC, collaboration and contact centre solutions as-a-service.

ONI is committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges.

## **100% UPTIME GUARANTEED**

Most service providers promise four 9's or even five 9's in terms of availability, but 99.99% uptime still means you are without service for 52min 35s every year. When dealing with business-critical applications, we don't think you should compromise on availability. If you pay 100% of your fees, you should get 100% availability.

Our commitment to 100% uptime underpins our data centre and managed service portfolio; providing our customers with peace of mind that they will always have access to their data and applications.

## **ON-PREMISES OR CLOUD AGNOSTIC**

For many organisations, the future of IT lies in a hybrid converged infrastructure that features elements of on-premises, colocation and cloud-based products and services. But getting agnostic advice on the best place to deploy each application can be difficult.

Cloud service providers naturally will only ever promote as-a-service propositions. Likewise, legacy systems integrators will have experience of on-premises hardware but not the skills necessary to transition services successfully to the cloud. In contrast, ONI offers the best of both worlds.

By combining legacy on-premises solutions with our Data Centre services, our customers benefit from transformative digital solutions, deployed where they add most value. Our agnostic approach to deployment helps organisations to gain a competitive advantage by reducing costs and delivering leaner, less complex IT solutions.

## **PREDICTABLE AND TRANSPARENT COSTS**

Cloud services from ONI are provided from a single orchestration platform; one that offers a simplified product range and an all-inclusive price, based on customer usage. There is no need for specialist procurement knowledge to understand a complex product offering or EA pricing structure, let alone fluctuating exchange rates, making it easy to stay in control and avoid unexpected spiralling costs.

ONI Assure Managed Services provide unmatched details about the status of IT infrastructure devices; enabling IT professionals to make better informed investment decisions about life-cycle management and avoid unnecessary costs. Improved visibility of contract renewals, or when devices reach end-of-life and end-of-support, makes budgeting more accurate and more predictable.







## AVAILABLE FROM ONI:

- Managed Services & Support
- Hosting & Colocation
- Networking & Connectivity
- Back-Up & Disaster Recovery
- Cybersecurity Solutions
- Contact Centre Solutions
- Mobility & Collaboration
- Unified Communications



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver a unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, NetApp, Veeam, Gamma, BT and Microsoft.