eurotech
computer services ltd

Introduction

Eurotech offers a professional project management service to assist clients with the successful implementation of new IT solutions and services, in accordance with PRINCE2 standards. The Eurotech project manager will work alongside the client to draw up a project plan and will manage the implementation of the service and/or IT solution from kick-off to sign-off. Upon a confirmed order being placed, a Eurotech project manager will contact the client to schedule a project kick-off meeting to clearly define the scope and requirements of the project and to plan its implementation according to the following stages:

1. Kickoff Meeting

Prior to the kick-off meeting being arranged, the Client must complete and submit a technical pre-requisites form to ensure compatibility of the required Solution/Service with the customer environment. Eurotech and client representatives/project stakeholders will then engage in a project kick-off meeting, the objective of which will be to:

• Verify and agree the technical and business requirements for the project

• Identify project resources and agree roles and responsibilities

• Agree on a high level project plan (which will be refined by the project manager and submitted to the Client for final signoff and which will subsequently serve as a baseline for the project)

2. Information Gathering and Solution Design

The first phase of the project will be concerned with gathering information about the project requirements to ensure these are properly understood and delivered upon. At the end of this phase, the Eurotech team will present a Solution Design (typically a Visio design with supporting documentation), along with a Statement of Work, for verification and approval by the Client before any project work commences.

3. Solution/Service Implementation

The next phase of the project will involve the installation of the required hardware/software and/or provisioning of services to meet the agreed solution/service design parameters. This will be followed by the configuration and integration of the hardware/software/ service into the client's environment. This may include, but is not limited to:

• Active Directory, DHCP and DNS configuration/integration

• Firewall and/or Gateway deployment/configuration

• Provision of leased lines and/or internet connectivity

• Installation and configuration of required hardware/software

During this phase Eurotech will require access to the Client's production site (remote and/or physical) and the support of technical resources from the Client to assist with the integration work.

4. User Acceptance Testing and Verification

This phase of the project will involve testing the solution/service to ensure that it meets the design requirements. It will require both Eurotech and Client technical resources as well as end users of the solution/service.

5. Service Transition and Knowledge Transfer

In the last phase of the project, Eurotech will work with the client to ensure that users of the solution/service are aware of its features and functions and are trained in its use and management (where applicable).

6. Sign-off and Go-live

Once the client is satisfied with the service/solution that has been provisioned, a final "close out" meeting will be arranged and the service formally signed off by the client, at which point it will officially "go live" and a "cutover" will take place.

For more information, please get in touch with the Eurotech project management team:

Email: projects@eurotech-computers.com   **Phone:** +44 (0)1932 260 470