# abavus

# OUR PHILOSOPHY
## MANAGING YOUR PROJECT

## IDENTIFY PRINCIPAL STAKEHOLDERS AND RESOURCES

At the start of the project, we will work closely with you to identify the right people to form the core project team.
In the first planning meeting, we will ask you a set of questions that help us understand your business to ensure the project succeeds.

## PROJECT ORGANISATION

We will work with you to understand:-
- Your priorities and challenges driving the project
- Political considerations and how these map into the wider organisational objectives
- Identify any potential quick wins

## IDENTIFY PROJECT RISKS

We will work with you to create and monitor a register of potential project risks, considering wider resourcing issues including people, budget and assets.

## PROJECT PLANNING TIMELINES

We will agree a realistic project plan with SMART deliverables:
- Specific
- Measurable
- Achievable
- Relevant
- Time-based

# PROJECT KICK-OFF

## SYSTEM DESIGN

A well-designed system is central to a successful project. We will prepare a set of relevant questions to challenge business owners on the robustness of the system design.

## BACK OFFICE & AUTOMATED WORKFLOW

We will identify opportunities to fully automate processes.

## CUSTOM DEVELOPMENT

We will work with customers to identify if any custom development is required. If necessary this will be delivered by the Abavus teams in line with a detailed product specification and timelines that will be agreed in advance.

## SYSTEM TESTING AND USER ACCEPTANCE TESTING

Once the system has been set-up incorporating back-office processes and automated workflow, then a full testing cycle will commence.

## USER TRAINING

We will conduct a training needs analysis.

We create a tailored training plan throughout the design and build phase and beyond that is relevant and aligned to staff members activities and responsibilities.

## GO LIVE!

During a go-live process, the Abavus project team are available throughout to respond to any 'snags' or problems.

We will work with you to create an effective 'cutover' plan which outlines the steps needed to move processes from their legacy state to the new solution and from the non-production, testing environments into the production environments.

## POST GO LIVE SUPPORT

We will also agree with you a post go live plan with a critical response period included. This means that the standard support level agreement (SLA) does not apply; instead there will be an elevated SLA with heightened response time during this phase of a project, which could run for up to 30 days following the go live date.