Project Management for Infrastructure Projects

Bill Chase, PMP
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A little about me

• Bill Chase, PMP, Project Manager at UMass President’s Office

• 16+ years managing projects in a variety of roles (Technical Support Engineer, Helpdesk Supervisor, Platform Support Manager, Project Manager)

• Range of projects; data center, network, servers, information security, applications, “cloud”, team building, process development, business continuity
Objectives

• Identify differences between managing an infrastructure project and application project

• Identify skills that are needed to be successful with infrastructure projects

• Learn strategies for successfully managing projects
What am I talking about?

- Infrastructure examples
  - Network equipment (ex. switches, routers)
  - Servers (physical and virtual)
  - Storage systems
  - Telephony
  - Data Center systems (ex. backup power systems, environmental controls)
Is there a difference?

- Project Phases
  - Initiation and Definition
  - Planning
  - Execution
  - Monitor and Control
  - Closure
Initiation and Definition

- Sponsor
- Stakeholders
- Charter
Where do you start?

- Meet 1:1 with sponsor, key stakeholders, leads
- What are your expectations of me?
- What are you expecting the project to achieve?
- What do you see as challenges?
Planning

- Scope
- Requirements
- Work Breakdown Structure
- Schedule / Milestones
- Risks
You’re more than a note taker!

- Leader
- Translator
- Observer
- Coach
- Listener
Execution

- Plan put into action / manage the work
- Team management
- Training
- Testing
- Communications
- Vendor management
- Issue tracking
Communication

• Pick up the phone
• Respond / acknowledge emails
• Provide feedback
• Respect time
• Agenda / Notes
• Be friendly!
Vendor Management

- Know the SOW (Statement of Work)
- Review the plan
- Keep notes
- Establish communication channels
- Contact lists
- Beware of time zones
- Separate meetings
## Issue Tracking / Logbook

<table>
<thead>
<tr>
<th>ID</th>
<th>Action Item / Issue</th>
<th>Assigned To</th>
<th>Open Date</th>
<th>Target Date</th>
<th>Status Notes</th>
<th>Next Status Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Performance concerns reported by Shelly J.: follow-up (possibly setup a webex to see real-time compare timings with prior test)</td>
<td>Bill C</td>
<td>6/8/2007</td>
<td>6/18/2007</td>
<td>6/22: Troubleshooting session setup for 6/18 with Shelly J. Expect to have more info next meeting. 6/11: No response has been received; additional follow-up to occur. 6/8: Bill C. to follow-up; report back at next meeting</td>
<td>7/5/2007</td>
<td>open</td>
</tr>
</tbody>
</table>
Monitor and Control

- Quality
- Scope
- Schedule
- Budget
- Risks
- Status reporting
Closure

- Confirmation of project/deliverable acceptance from sponsor
- Capture final costs
- Archive project artifacts
- Post-mortem / Lessons learned
Prepare for the future

- Recognize accomplishments
- Build relationships
- Save the plan
- Templates
- Tools
  - MS Project, Excel, Sticky Notes
  - Conferencing tools
  - File sharing
Challenge yourself

It's is very possible that you will achieve greatness in your lifetime.
Recap - Objectives

- Identify differences between managing an infrastructure project and application project
- Identify skills that are needed to be successful with infrastructure projects
- Learn strategies for successfully managing projects
Alexa, do you have any pets?

No, I don’t have any pets. I used to have a few bugs, but they kept getting squashed.