

Global Knowledge Course Name: Project Management for VoIP implementation

Course Code: 2827

Course Overview: In this course, you'll focus on practical tools and techniques as you spend 75% of the course working on a VoIP project from initiation to close. You'll work individually and in teams to write objectives, conduct stakeholder analysis, and develop a work breakdown structure and risk management plan using a specific case study project. You'll also practice using estimating techniques, dependency analysis, and network diagramming.

Course Length: Four Days

Who should Attend:

- Cisco engineers
- Avaya engineers
- Other technical professionals responsible for VoIP implementation
- Including:
 - voice/data integration
 - network engineers
 - VoIP project managers
 - IT managers
 - VoIP project team members

You will Learn:

- Basic terminology of project management
- The project and product life cycle of a VoIP implementation
- Project management knowledge areas
- High-level components on a VoIP implementation
- Project scope and stakeholder expectations
- Roles and responsibilities for project stakeholders
- Build an effective WBS and project schedule
- Ensure buy-in from your team and sponsor
- Identify, analyze, quantify, mitigate, and manage risks
- Create project management plans for communication, resources, and stakeholder management
- Manage project change through formal change control processes
- Close a project
- Build an effective project schedule
- Develop an accurate project budget
- Create project management plans
- Identify, assess, and manage common VoIP risks
- Monitor the project progress



- Turn the project over to production
- Close down a project

Suggested Prerequisites: None

Customizable Course: No

Course Content:

Project Management Framework

- Project Management Foundations
 - Process Groups
 - Life Cycles
 - Knowledge Areas

VoIP Fundamentals

- The VoIP Implementation Challenge
 - Components of PSTN
 - Components of VoIP
- VoIP Architecture
 - Transmission
 - Addressing
 - Call Routing
 - Switching
 - Signaling
- VoIP Life Cycle
 - PMI & VoIP Life Cycle Overlay
 - VoIP Discovery Phase WBS
 - Business Case for VoIP
 - VoIP Implementation Project Life Cycle
 - VoIP Plan Phase WBS
- Deployment Vendor Alternatives
- QoS Solutions
- CoS vs. QoS
- Latency Considerations
- Packet Loss Considerations
- Jitter Considerations
 - VoIP Design Phase WBS
- Traffic Engineering
- Grade of Service
- Traffic Modeling
- Firewalls
 - VoIP Implementation Phase WBS
 - VoIP Operate Phase WBS
 - VoIP Optimize Phase WBS



Initiating

- Five Steps to Project Initiation
- BOSSCARD Framework for Charter
 - Initiating Questions
 - Objectives
 - The Project Charter
 - Scope
 - Stakeholder Analysis
 - Constraints
 - Assumptions
- Project Roles and Responsibilities
 - The Responsibility Assignment Matrix
- Sign-Off Process

Planning

- Communications Planning
- Quality
- Risk Management
- Organizations and Change
- Developing the WBS
 - Decomposition
 - Sticky Note Technique
 - Estimating Methods
 - Precedence Relationships
 - Network Diagramming
 - Critical Path Analysis
 - Using the Network Diagram
- Creating the Schedule
 - Resource Allocation
 - Resource Leveling
 - Schedule Compression

Controlling and Closing

- Project Controls
- Challenges
- Expectations
- Organizations Style
- Closing Processes
 - Administrative Closure
 - Lessons Learned
 - Contract Closure
 - Procurement Management
 - Project Management Competencies

