

Project Plan

Windows 7 Upgrade

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##### Information Technology Services

Version number: 1.0

Date of current plan: 25 May 2010

PMF V4.4

CRICOS Institution Code 00213J

# Project Plan Distribution List

The recipients of the project plan

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Interest in Project** |
| Adrian Whitaker | Manager Learning Environments Support | LABS, Melts, Desktop Environments (Tech support) |
| Hieu Vu | Team Leader IT Helpdesk | Helpdesk |
| Alison Davis | Manager Client Systems Infrastructure | Steering Committee Chair, Client Systems Infrastructure Manager |
| Phil Kent | Team Leader, CSI | Infrastructure requirements, Desktop Environments |
| Wayne Oswin | Project Manager | SAMS |
| Adrian Yarrow | Manager Enterprise Systems Service | Enterprise Systems Service Manager |
| Wendy Harper | Director eLearning Services | Blackboard ( eLearning Services) |
| Lena Wong | Intranet Services Manager | Corporate Apps, IT Services |
| Craig Windell | IT Coordinator | FacIIT |
| Michael Hatton | Client Services Manager | FaST |
| Wendy Jones | Executive Officer | DVC TILS Representative |
| Warren Fraser | Director, ITS | Project Sponsor |
| Seema Patel | Director Assurance and Risk Management Services | Assurance and Risk Management Services |
| Bergita Shannon | Manager, Blackboard Support | Blackboard ( eLearning Services) |

# Version Control

Record changes to the project plan.

|  |  |  |
| --- | --- | --- |
| **Version Number** | **Date** | **Reason/Comments/Approvals** |
| 1 | 25 May 2010 | Original Draft |
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# Management Summary

With individual pilot programs and projects with QUT working on the implementation requirements for a Windows 7 upgrade it was establish a need to coordinate these activities to ensure effective use of resources.

During the pilot and planning phases the following benefits of an upgrade to the current Standard Operating Environment (SOE) within QUT from Windows XP to Windows 7 was recognised.

* New deployment technologies such as Microsoft Deployment Technology (MDT) and System Centre Configuration Manager (SCCM) will assist making the rebuild process of PC’s more efficient and supportable through zero touch software deployment ensuring client downtime at deployment is kept at a minimum.
* Establishment of new standards and policies in line with current organisational structure will assist in more effective management of the SOE Environment
* Establishment of efficient desktop management practices, procedures and guidelines

The primary objectives of this project are to;

* Communicate and coordinate the current activities being conducted for an upgrade to Windows 7,
* Assist in designing an integration strategy,
* Assist in scheduling appropriate training
* Assist with the implementation and deployment schedule.

The project will achieve its main objectives by

* Establishing and adequate communications plan and schedule
* Creating Deployment strategy
* Assessing Application and Hardware compatibility
* Assist in the establishment of effective desktop management infrastructure
* Assist in the establishment of effective deployment infrastructure

Major project milestone dates are:

* 30 July 2010:
	+ Core applications packaged and tested
	+ In scope hardware tested and available for deployable Windows 7 image
	+ Desktop Management and Deployment Management infrastructure systems tested and ready for production environment.
	+ New PC’s coming to university will have Windows 7 as SOE
* 30 September:
	+ All non-core in scope applications packaged and tested for available deployment to new and existing hardware.
	+ Deployment schedule ready for staged rollout to QUT PC fleet
	+ All pilot group testing complete ready for production run.

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# Project Information

**Project Name:** Windows 7 Upgrade

**Date:** 23 June 2010

**Project Ownership:** TILS

**Project Contacts:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Name** | **Position** | **Phone** | **Email** |
| Primary | Matthew Clayton | Project Manager | 313**8 1321** | matthew.clayton@qut.edu.au |
| Other | Alison Davis | Manager: Client Service Infrastructure | 3138 4284 | a.davis@qut.edu.au |
| Other |  |  |  |  |

**Project Approval:** Operational funding Infrastructure services, IT Services

# Introduction and Background

QUT’s current standard operating system is Windows XP. It was released in 2001 and superseded in 2007 with Windows Vista. Like most corporations, QUT did not upgrade its PC fleet to VISTA. Students and the academic community have recently raised a need to implement Windows 7. From a systems management perspective it has also been recognised that Windows 7 provides many advantages over XP including:

* Stronger security options to protect against malicious attack and protect any locally stored data
* More efficient use of computing resources, including RAM, so your computer will go faster.
* The ability to run legacy applications in a protected environment. This means that if you need to run old versions of software, or multiple versions of the same software, then you can do so without effecting your general computing environment. The legacy applications are run independently from other applications
* Close integration with backend systems to provide enhanced management capabilities
* Consumer machines that are used by the majority of students have been shipping with Windows 7 since it was released in 2009
* We will standardise on the 64 bit version of Windows 7.

QUT IT staff has been preparing to implement Windows 7 within the QUT environment by

* Upgrading personal desktops to Windows7
* Proof of concepts deploying PC labs and various staff spaces
* Identifying PC fleet able to run Windows 7 without hardware modification.
* Establish QUT environment standards for Windows 7
* Established a site that contains applications testing
* Testing deployment technologies required to roll out Windows 7
* Testing desktop management technologies required to manage Windows 7

# Objectives

This project will work in collaboration with Learning Environments and Technology Services, Client Systems Infrastructure, Enterprise Systems Service in establishing the requirements for the upgrade of the current Standard Operating Environment within QUT from Windows XP to Windows 7.

This will be achieved by

1. Establishing a communication strategy including
	1. Planning
	2. Coordination
	3. Collaboration
2. Designing an integration strategy including
	1. Application Testing
	2. Desktop management solutions
	3. Hardware Testing
3. Training
	1. Establishing Technical training plans and requirements
	2. Establish client training plans and requirements
4. Implementation/ Deployment
	1. Schedules
	2. Procedures

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# Scope, Constraints, Assumptions

|  |
| --- |
| **Scope** |
| **Within Scope** |
| **Coordination and Communication*** Faculty Trials
* Establish a single point of contact and reference for applications testing
* Establish clear guidelines for hardware upgrade eligibility
* Communication of all associated project activities to all levels of QUT
* Supervision of IT staff to ensure staff are following approved processes, continued use of established; software storage facilities, software information database and software documentation

. |
| **Applications Testing**Establish details of the software currently in use within the university. Establish details of application compliance for Windows 7.Testing to include* + - * + Central store to contain application testing results and recommendations
				+ Version control
				+ QUT policies
				+ Applications will be tested on a QUT Windows 7 SOE compliant system
				+ Establish software database
				+ Establish QUT certification beyond vendor certification by creating QUT business partnerships. EG SAMS and TRIM
 |
| **Desktop Management*** + Establish Infrastructure requirements associated to managing Windows 7 desktop environments.
	+ AD infrastructure: Group policies Directory structure
	+ SMS (Desktop management software) upgrade requirement to SCCM.
 |
| **Deployment*** + - Infrastructure, both hardware and software, for deploying Windows 7 images and applications to staff and lab environments including
			* Deployment solutions
			* Deployment schedule
			* Deployment procedures
		- Proof of concept programs in the lab space (SciTech, Creative Industries)
		- Lab and Melt integration
 |
| **Training*** Technical staff training requirements
* Staff training requirements
 |
| **Outside Scope** |
| Non-compliant windows 7 Equipment  |
| Non-compliant windows 7 Software\* \* Based on software testing results for software that has failed either virtualisation processes or testing in other virtual environments such as Windows XP Mode. |
| **Constraints** |
| Resources, Project schedule, Infrastructure |
|  |
| **Assumptions** |
| Collaboration between all levels of staff within QUT |
|  |

# Interdependencies with Business Activities, Systems and Other Projects

A table of interdependencies and possible impacts to draw attention to QUT integration issues in the complex University environment.

To delete this guidance box: position the cursor on the border, left click when a cross appears and press delete.

| **Interdependent Activity**  | **Possible Impact** |
| --- | --- |
| SAMS Etc. | May Require Mediation, SAMS is not vendor supported for Windows 7 |
| Lab Rollouts | Emphasis on the coordination of LAB upgrades to windows 7 and staff pc’s to windows 7 within the same time period |
| LETS 2010 Project : Windows Deployment | Coordination & collaboration of resources and outcomes |
| LETS 2010 Project : Windows Support | Coordination & collaboration of resources and outcomes |
| AD Working Party | Coordination & collaboration of resources and outcomes |

# Business Case and Benefits Realisation

| **Benefits** | **How to Measure** |
| --- | --- |
| **Strategic alignment with QUT Blueprint & University Plans** |
|  “the University will adopt major new platforms for administration and teaching”**environments** | By upgrading to Windows 7, QUT is ensuring the latest operating system technology is made available to staff and students.  |
| ”strengthen our reputation for quality teaching and learning and provide among the best learning environments in Australia” | Implementing new approaches to IT Support services through new deployment technologies and additional software infrastructure that works in collaboration with existing established technologies |
| “to provide outstanding learning environments and programs that lead to excellent outcomes for graduates, enabling them to work in, and guide a world characterised by increasing change” | Provide outstanding learning environments by integrating the latest Windows operating system available to clients and students. This will enable them to utilise the full features and performance benefits associated with Windows 7 operating system. Faster logon times for students. Shorter maintenance windows requirements. |
| **Financial: quantitative, for example, saves money, increases revenue** |
| More efficient desktop management. | Removal of existing hardware infrastructure used with current technologies. New infrastructure will be “virtualised” saving on energy costs also enabling more efficient technical support practices. |
| Software and PC image deployment infrastructure  | Processes established may lead to reduced costs of desktop deployments time and support. More efficient use of technical support resources. |
| Application inventory | Show where significant cost savings opportunities to the university are available in relation to application types/usage, versions, licensing and support staff. |
| **Other, for example, legislative compliance, infrastructure refresh, local benefit** |
| Roll over of redundant hardware once full implementation is complete. | Assist in reducing energy costs and carbon emissions |
|  |  |

# Work Breakdown Structure (WBS)

Please note: start and end dates may not be accurate (WBS still being developed)



# Risk Management

Please refer to the Risk management plan (Risk\_Management\_Plan\_Windows\_7\_Upgrade.doc)

The following are a brief overview of some risks for implementing a change to the current SOE.

* Components of the operating environment may contain bugs that may hinder its ability to perform as expected.
* Inadequate communication to clients and technical groups may cause delays or duplication in tasks within the project.
* Staff resources used may be busy with current work duties and therefore unable to carry out additional work associated to this project.
* Some in house applications may not function correctly under windows 7 or associated infrastructure.
* For migration to be successful users must have all applications they need installed and ready to go. These applications require to be packaged so that scripted install processes can successfully install and configure each required application. With well over 1000 applications that will be required to be packaged, this is a time consuming task that requires large lead times. Current timelines are very tight for this process to be completed successfully with the required testing.

The following are some risks associated to not implementing a change to the current SOE.

* Windows XP support runs out in 2014
* QUT’s image as a “University of Technology” could be effected by continuing to use out dated operating systems in its teaching and learning environments

# Costs and Resources

HEWA 8 x 7 Months

Operational Staff – Virtual Teams

# Timelines

| **Activity or Deliverable** | **Timeframe** | **Kill/Milestone Date** |
| --- | --- | --- |
| **Planning**: Communications Strategy, Develop Project Plan, Training Plan and concepts, Risk plan, Create project schedule | 7 months | 25 May 2010 |
| **Integration Strategy**: Identify Solution Concepts, Deployment considerations, Evaluation Deployment and Management Technology options, Communication | 7 months | 11 June 2010 |
| **Applications And Hardware**: Application inventory, Hardware inventory Test Applications and application packaging, Identify scope (hardware/software), Develop core applications packages, Communication | 4 months | 1 June 201011 June 2010; **30 July 2010;**30 September 2010 |
| **Desktop Management:** Identify W7 standards, Ad Requirements, Group Policy Requirements, SCCM Testing client upgrade, User state migration tools configuration, Communication | 4 months | 1 June 2010**30 July 2010**30 September 2010 |
| **Deployment Management:** Develop & Test deployment and management requirements, Develop deployment procedures, Develop deployment procedures, Site deployment schedule, Communication | 4 months | **30 July 2010**30 September 2010 |
| **Testing:** Establish test environment, Conduct pilot, User Acceptance Testing, Communication | 1 month | 1 June 201030 July 2010**30 September 2010** |
| **Training:** Technical, Pilot, End User, Communication | 1 year - Continuous | 30 July 2010**30 September 2010**30 June 2011 |
| **Implementation:** Site deployment schedule, Communication | 2- 4 months | 30 June 201030 July 2010**30 September 2010** |

# Project Management Structure

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| --- | --- | --- | --- |
| **Project Role** | **Name** | **QUT Position** | **Interest in Project** |
| **Steering Committee** |
| **Sponsor** | Warren Fraser | Director ITS | Project Sponsor |
| **Client Leader**  | Craig Windell | IT Coordinator | FacIIT |
| **Project Manager** | Matthew Clayton | Project Manager | Project Manager |
| **Expert/Specialist** | Phillip Kent | Team Leader, CSI | Infrastructure requirements, Desktop Environments |
| **Steering Committee member (CHAIR)** | Alison Davis | Manager Client Systems Infrastructure | Steering Committee Chair, Client Systems Infrastructure |
| **Steering Committee member (general)** | Hieu Vu | Team Leader; Helpdesk | Helpdesk |
| **Steering Committee member (general)** | Adrian Whitaker | Manager Learning Environments Support | LABS, Melts, Desktop Environments (Tech support) |
| **Steering Committee member (general)** | Bergita Shannon | Manager, Blackboard Support | Blackboard ( eLearning Services) |
| **Steering Committee member (general)** | Lena Wong | Intranet Services Manager | Corporate Apps, IT Services |
| **Steering Committee member (general)** | Michael Hatton | Client Services Manager | FaST |
| **DVC (TILS) or nominee** | Wendy Jones | Executive Officer | DVC TILS Representative |
| **Steering Committee member (general)** | Adrian Yarrow | Manager Enterprise Systems Service | ESS |
| **Steering Committee member (general)** | Wayne Oswin | Project Manager SAMS | SAMS |
| **Working Parties** |
| **Reference Group member** | Windows 7 Standards Working Party |  | Establishing and reviewing existing standards for a move to windows 7 |
| **Reference Group member** | AD Restructure Working Party |  | Desktop management, AD service owners |
| **Reference Group member** | LETS 2010 Project,Windows Deployment |  | Desktop management, |
| **Reference Group member** | LETS 2010 Project,Windows Support |  | Desktop management,  |

| **Stakeholder** **Group** | **Communication Strategy** | **Training Strategy** |
| --- | --- | --- |
| **Faculties and Divisions** | Email, Face to Face, Intranet, Informational Forums | TBA |
| **Technical, Teaching, Research, Administrative Staff** | Email, Face to Face, Intranet, Informational Forums | TBA |
| **Students** | Email, Intranet, | Online material |
| **Pilot Groups** | Email, Face to Face, Intranet, Informational Forums | TBA |
|  |  |  |

# Communication

Please refer to the Communications Plan Document Communications\_Plan\_Windows\_7\_Ugrade.doc

The project intends to develop communication to all effected users utilising the following communication methods

* Face to Face,
* Meetings
* Forums
* Email
* Electronic news letters
* Intranet sites (Windows 7 Web Site)

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