

**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

**Course Fees:**

- \$2395 per person

**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