

SUCCESS STORY: UNIVERSITY

”REPLACING IT EQUIPMENT OF THREE CAMPUSES WITH NEW PC OR IMAC”



THE DETAILS

Scope

Replacing IT equipment of three campuses with new PC or iMAC

Project duration

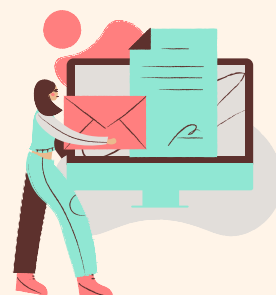
November 2017: Albany Campus 5 working days
January 2018: Wellington 4 working days
January 2018: Palmerston North 5 working days

Quantity

1200 workstations

Stakeholders

- Client – Three campuses and three different teams
- DG team
- Shipping companies
- Third party equipment suppliers



THE BACKGROUND

The Client is based in Palmerston North, New Zealand, with significant campuses in two more cities. The Client has approximately 35,000 students, 17,000 of whom are extramural or distance-learning students, making it New Zealand’s second largest university when not counting international students. The Client refreshes IT equipment every 4 years, Divers Group is the choice for handling refresh projects.

SNEAK PEAK TO THE UNIVERSITY PROJECT

THE CHALLENGE



Each campus created its own schedule which was basically a list of booked timeslots for each lecture theatre and lab. All installation work must be finished within these pre-defined booked hours. This required a rigorous planning by Divers Group to ensure completion of work within these time slots which in many cases made up of only few hours window.

Moreover, accurate resources planning was necessary to ensure enough resources are available to complete multiple lecture theatres or labs simultaneously. In general, each campus must be completed within 4-5 working days.



APPROACH

- DG project manager was appointed to make sure that all customers' requirements are understood, documented and communicated.
- PM in coordination with MD and Divers group technical services team conducted all planning requirements.
- Customer communication, reporting and their frequency agreed on by both parties, the customer and Divers Group.
- Project was divided into 2 phases

THE PROCESS



FIRST PHASE: PREPARATION

Objective: Ensure all required equipment are received and ready to deploy.

MAIN TASKS

- DG Coordinated with customer and third parties to make sure all equipment are received in DG warehouse.
- Asset tagging
- Repackaging
- Reporting to customer on progress
- Plan for phase two - execution.



SECOND PHASE: PROJECT PLANNING & EXECUTION

Objective: Execute fresh activities.

APPROACH

- MD interviewed candidates and selected a team of 10 (three of DG employees and the rest were contracted)
- Team was briefed and provided with all necessary information and training
- PMBOK methodology used for managing the project PM coordinated with the team to answer all pending questions
- A detailed task for each team member was created which includes reporting and escalating procedure.
- 2 team leaders were selected to assist PM with the monitoring and control process of the project execution.
- Risk analysis
- Success criteria was developed and approved by the customer

THE RESULT

The time constraint was the most challenging aspect of the project. However, Diver Group managed to complete all deliverables without causing any disruption or delay to ongoing university activities, met all pre-defined quality requirements and as a result, customer feedback was excellent.

