



Decision Interface

MANAGEIT METHODOLOGY

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ManageIT

introduction

Methodology





1

introduction

ManageIT methodology is the Decision Interface approach to providing a fast, yet well-defined, path to the realization of a client's business objectives. In each stage of this structured methodology, the goal is to facilitate an interactive exchange of information with the client to best understand, design, and implement the project.

Each stage of the methodology is a discrete building block and can either stand-alone or be integrated into an ongoing project. The stages of the ManageIT methodology culminate in a comprehensive deliverable being provided to the client with no requirement that Decision Interface be utilized for subsequent stages that are unique to the project. However, based on the quality of the deliverable and the expertise of the staff, Decision Interface expects to be the client partner of choice for all project stages, as well as for a continuing relationship beyond the completion of the project.

The purpose of this document is to define an overview of the Decision Interface ManageIT methodology. This overview document focuses on the ManageIT Delivery processes and defines the deliverables recommended during each process, stage, and phase of the methodology. This methodology is focused on providing both Decision Interface and clients with proven processes and tools that ensure projects are well designed and documented, have quality built in and are completed within the shortest duration possible.



1.1

purpose

- ✚ **Preparedness** – by providing formal processes and tools that prepare Decision Interface resources to quickly engage and deal with clients using proven processes, consistent deliverables, and existing development tools. This preparedness improves our quality while increasing our delivery speed and overall credibility.
- ✚ **Quality** – by using a consistent and proven methodology with defined terms, concepts, deliverables, and checkpoints, Decision Interface ensures consensus among the project team, continuity between phases, and verifiable quality of deliverables throughout the lifecycle of the project.
- ✚ **Speed** – by using the ManageIT methodology, which includes well-defined phases, specific deliverables, and rapid application development tools, projects can be completed in the shortest timeframe possible without sacrificing quality.
- ✚ **Credibility** – by creating continuity and consistency between the sales and delivery resources, credibility can be established with our client. This in effect is to provide the appropriate resources and documents that best meet the needs of our client while gaining a better understanding of the overall initiatives and the deliverables required.
- ✚ **Shared Knowledge** – consistent and repeatable processes, proven tools and a centralized project database that project resources can use for research, documentation, and share, and understand with minimal training and effort.



1.2

overview

The ManageIT methodology defined by this document is a guideline to providing Decision Interface associates with a common high-level process flow, standardized deliverables, structured stages/phases, and consistent terms that can be used for a wide variety of projects. These are not hard requirements defining what has to be done but guidelines defining what is recommended to provide consistency and best practice recommendations. The stages, phases, tasks, and deliverables defined are such that they can be reused and restructured with the flexibility to deviate as a project warrants. However, it is the ManageIT methodology that should offer a common high-level terminology, repository structure, and deliverable styles that are consistent on all Decision Interface projects.

Due to the wide diversity of the Decision Interface offerings and skills, there are different flavors of this ManageIT methodology, referred to as models. There is only one ManageIT methodology but there are numerous models containing the same core deliverables and tasks. However, within these different models there are additional deliverables and tasks added, that uniquely define how to best manage a project based on the model specific flavor.

There are several different ManageIT models that Decision Interface can provide. This overview primarily deals with the traditional model. However, there are also ManageIT models for ASP, Infrastructure, and Web Development projects that include the same stages with many of the same phases and deliverables, but also include more specific phases and additional deliverables that are best practice recommendations for each specific model. Notice, the different models provide recommendations but allow Project Managers the freedom to adjust their work plans to allow for model/project specific duration, overlaps, tasks, and schedules.



1.3

delivery process

The ManageIT methodology consists of four separate stages, Assessment, Envision, Deliver, and Optimize. The ManageIT process deals with the specific phases, tasks, and deliverables needed to deliver a project to a client.

Stages are unique in the phases/tasks they offer but can overlap durations where multiple stages can be in process at the same time. One element of ManageIT stages is that those that do not overlap in duration, can be sold and developed independent of any subsequent stages. This allows clients the flexibility to:

- ✚ **Assess** their business environment and project needs to develop a common strategy.
- ✚ **Envision** their user's requirements and identify key future business processes and workflows to devise if, when, and how to implement business, system, and technical needs.
- ✚ **Deliver** a completed solution based on the plan identified during the Envision phase.
- ✚ **Optimize** a system by auditing its performance. This allows Decision Interface to identify any additional project needs to be addressed in another project or change request.



ManageIT

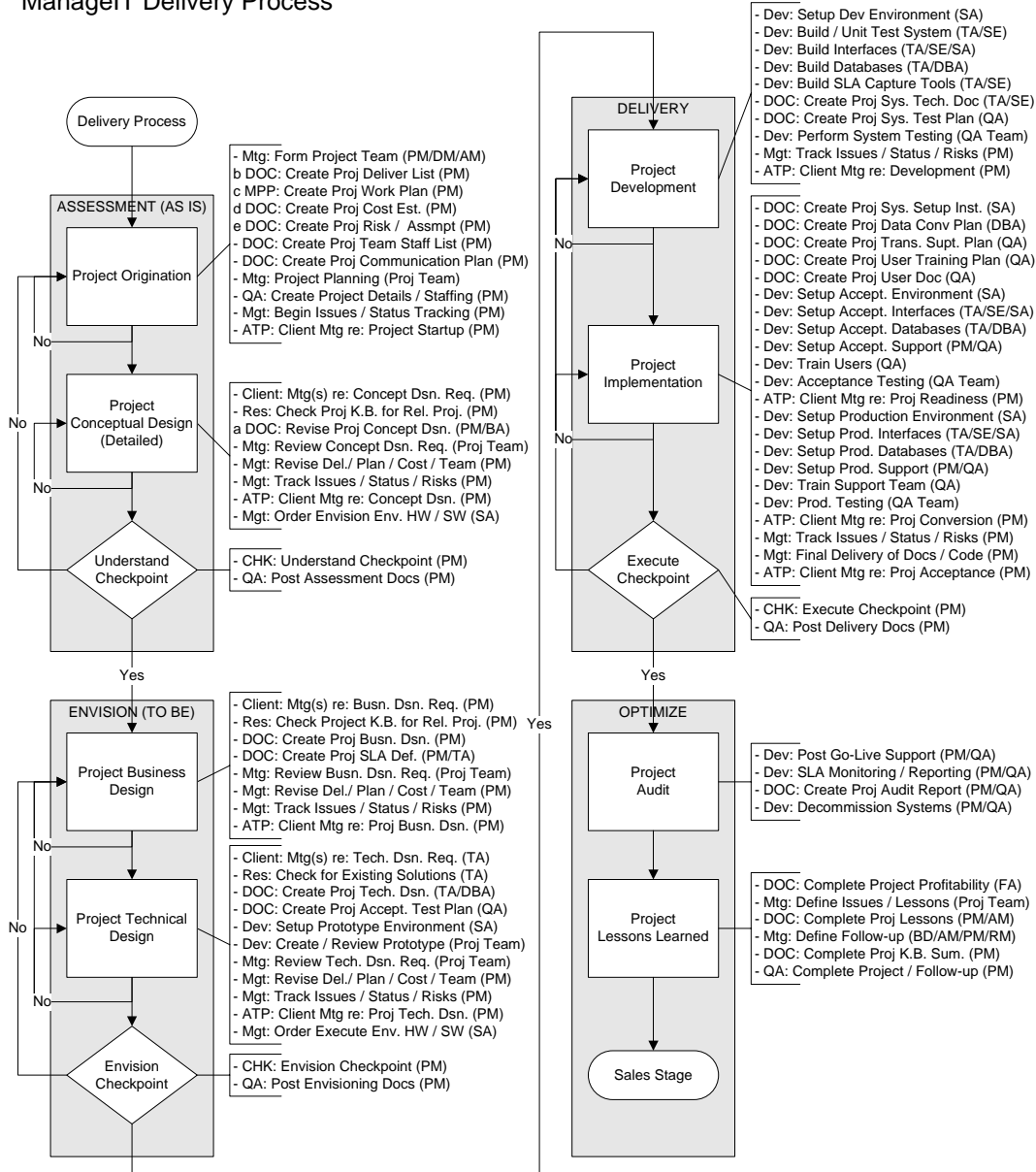
delivery process overview

methodology



delivery process overview

ManagetIT Delivery Process



Task Reference:	Mgt-Project/Change Mgt	Resource Reference:	
ATP-Approval to Proceed	MPP-MS Project Plan	AM-Account Manager	PM-Project Manager
CHK-Checklist	Mtg-Decision Interface	BA-Business Analyst	QA-Quality Analyst
Client-Client Meeting	Meeting	BD-Business Developer	RM-Regional Manager
CRM-Customer Rel. Mgt.	Res-Research	DBA-Database Admin.	SA-Systems Analyst
Dev-Development Task	PPT-Power Point Pres.	DM-Delivery Manager	SE-Software Engineer
DOC-Documentation	QA-Quick Arrow	FA-Financial Admin.	TA-Technical Architect

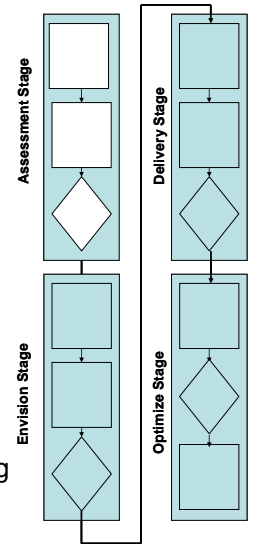


2.1

Assessment (as is) stage

During the Assessment stage of a project, the focus is mainly on **understanding the “As is” client environment and overall vision**. This is the first delivery stage of the project lifecycle and is used to ensure the business problem is clearly identified, the opportunity defined, and assumptions and risks are listed. During the early part of the Assessment stage, the vision is established as part of the conceptual design. Also, what can (or needs to) be done for the creation of an achievable, desirable change for the betterment of the client is documented. It is also important to build a shared vision during this stage between the Client Project Management and the Decision Interface Project teams.

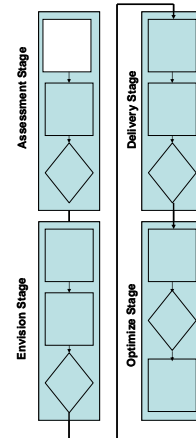
Note: It is important that the Client Key Player and Risk Takers are identified during this stage of the project. They will be an integral part of the checkpoint required at the end of each delivery stage.



2.1.1

project origination phase

The Project Origination phase is where the Project Team is formed, the baseline documents from the proposal are re-established for the management of the project, and the Project Team is made aware of the client expectations. This is also where the staffing plan is identified and a formal project startup / kickoff meeting is performed with both the Client Project Management and the Decision Interface Project teams.



2.1.1.1

major steps and key deliverables

Major Step	Activity	Deliverable
From Project Team	PM/DM/AM meet to form the Project Team	Meeting – Staffing
Create Project Deliverables List	PM Documents the Project Deliverables List based on Opportunity Deliverable List (updated per change request).	Project Deliverable List
Create Project Work Plan	PM documents the Project Work Plan based on the Opportunity Work Plan	Project Work Plan
Create Project Cost Estimate	PM documents the Project Cost Estimate based on the Opportunity Cost Estimate	Project Cost Estimate
Create Project Risks/ Assumptions	PM documents the Project Risks and Assumptions based on the Opportunity Risks/Assumptions	Project Risk Assumption
Create Project Team Staffing List	PM documents the Project Team Staffing List	Project Team Staffing List
Create Project Communication Plan	PM documents the Project Communication Plan	Project Communication Plan
Project Planning	Project Team meets to review the sales documents and plan the project strategy	Meeting – Planning
Create Time Reporting details/staffing	PM creates the project details/staffing in the time reporting system. Validates team members have system access.	Time reporting system
Client Meeting re: Project Startup	Project Team meets with the client to startup/ kickoff the project	Client Meeting – Project Kickoff – Agenda
Begin Issues/Status Tracking	PM begins management tracking of issues and project status	Project Management – Tracking
Approval: Client Review Meeting re: Project Startup	PM meets with the client to review and approve the project startup	Project Startup - Approval

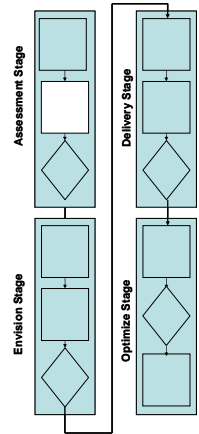


2.1.2

project conceptual design phase

The Project Conceptual Design phase is where the detailed, “As is” business opportunities, problem, and position statements are formed along with identifying the stakeholders and products / services overview. This detailed conceptual design is then refined and transformed into a formal business case that can be defined in more detail during the Envision stage.

Note: At this point in the project lifecycle the cost estimate is a “best guess” (+50-100%) and will be readjusted during the Envision stage based on documented change orders, once more requirements and design/implementation details are defined.



2.1.2.1

major steps and key deliverables

Major Step	Activity	Deliverable
Client: Meeting(s) re: Concept Design Requirements	PM may have one or several client meetings to gather Concept Design requirements / details (i.e., as needed).	Client Meeting(s)
Check Project Knowledge Base for Related Projects	PM researches the Project Knowledge Base to see if there are related / similar projects to utilize existing knowledge.	Research
Revise Project Conceptual Design	PM/BA documents the Project Conceptual Design based on the Opportunity Conceptual Design	Project Conceptual Design
Review Conceptual Design Requirements	Project Team meets to review the Conceptual Design requirements	Meeting – Review
Revise Deliverables / Work Plan / Cost Estimates / Team Staffing	PM manages revisions of the Deliverables / Work Plan / Cost Estimates / Team Staffing documents as needed	Project Management - Scope
Track Issues / Status / Risks/ Assumptions	PM management tracking of Issues / Project Status / Risks/ Assumptions	Project Management – Tracking
Approval: Client Review Meeting re: Conceptual Design	PM meets with the client to review and approve the project conceptual design.	Project Concept Design – Approval
Order Envision Phase Hardware / Software	SA orders any approved hardware or software required for the Envision Phase (i.e., as needed / approved).	Project Management – Order HW / SW



2.1.2.2

assessment checkpoint

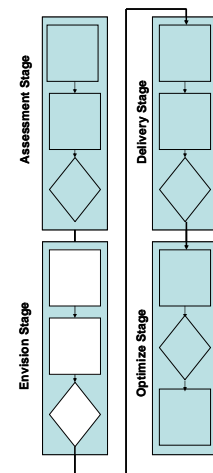
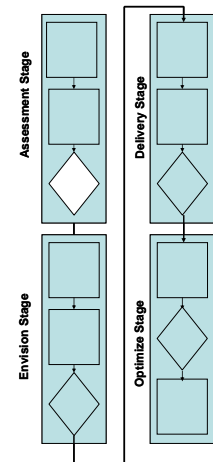
The Assessment stage concludes by completing an Assessment Checkpoint and posting the various documents on the Quick Arrow system. This checkpoint identifies what has been gathered and asks the questions as to if the Decision Interface Project Team understands the project to be envisioned.

2.2

envision (to be) stage

During the Envision stage of a project lifecycle, the focus is mainly on the “**To be**” **business drivers** and **functionality / design**. Here the business problem is clearly identified, the opportunity defined and assumptions / risks are listed. What can (or needs to) be done for the creation of an achievable, desirable change for the better of the client is documented as part of the business design requirements. Technical solutions and tools are also included during the technical design phase.

Note: It is important to build a shared team vision of what is “to be” during this stage.



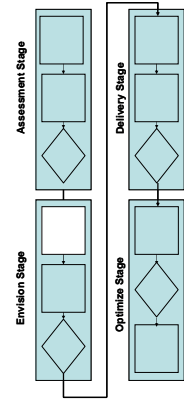


2.2.1

project business design phase

The Project Business Design phase is where the detailed “to be” business requirements are documented along with identifying the processes, resources, and systems involved to meet these business needs. This business design is then refined and transformed into a formal business use-case (when needed) that can be defined in more detail in the technical design.

Note: At this point an updated deliverable list, work plan, cost estimate, risk assessment, and staffing list is put together, which is narrowed down to +10-15% probability.



2.2.1.1

major steps and key deliverables

Major Step	Activity	Deliverable
Client: Meeting(s) re: Concept Design Requirements	PM may have one or several client meetings to gather Business Design requirements / details (i.e., as needed).	Client Meeting(s) – Process Workshops
Check Project Knowledge Base for Related Projects	PM researches the Project Knowledge Base to see if there are related /similar projects to utilize existing knowledge.	Research
Revise Project Conceptual Design	PM documents the Project Business Design based on client meetings and project research	Project Business Design
Create Project SLA Definition	PM/TA documents the Project SLA Definition based on client meetings.	Project SLA Definition
Review Business Design Requirements	Project Team meets to review the Business Design requirements along with the SLA Definition.	Meeting - Review
Revise Deliverables / Work Plan / Cost Estimates / Team Staffing	PM manages revisions of the Deliverables / Work Plan / Cost Estimates / Team Staffing documents as needed.	Project Management – Scope
Track Issues / Status / Risks / Assumptions	PM management tracking of Issues / Project Status / Risks / Assumptions	Project Management - Tracking
Approval: Client Review Meeting re: Business Design	PM meets with the client to review and approve the project business design and SLA definition.	Project Business Design - Approval



2.2.2

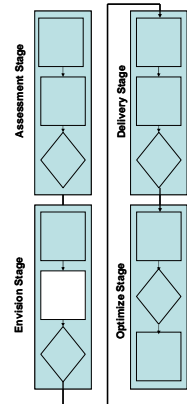
project technical design phase

The objective of the Project Technical Design phase is to prepare for a smooth transition from functional business requirements into construction and testing of the new system within the defined environment specifications. This technical design refines and transforms the formal business use-case (when needed) into a detailed flow that can be used to document the data components and their flow throughout the system.

2.2.2.1

major steps and key deliverables

Major Step	Activity	Deliverable
Client: Meeting(s) re: Technical Design Requirements	TA may have one or several client meetings to gather Technical Design requirements / details (i.e., as needed).	Client Meeting(s)
Check Existing Solutions	TA researches the Project Knowledge Base to see if there are existing solutions that meet the requirements.	Research
Revise Project Technical Design	TA documents the Project Technical Design based on client meetings and the Project Business Design.	Project Technical Design
Create Project Acceptance Test Plan	QA documents the Project Acceptance Test Plan based on Business and Technical Design specifications.	Project Acceptance Test
Setup Prototype Environment	SA creates and configures the Prototype Environment	Development – Setup Environment
Create Project Prototype	Project Team develops a project prototype based on client meetings to validate the technology and design	Development – Prototype
Review Project Technical Design Requirements	Project Team meets to review the Technical Design requirements.	Meeting - Review
Revise Deliverables / Work Plan / Cost Estimates / Team Staffing	PM manages revisions of the Deliverables / Work Plan / Cost Estimates / Team Staffing documents as needed.	Project Management – Scope
Track Issues / Status / Risks / Assumptions	PM management tracking of Issues / Project Status / Risks / Assumptions	Project Management - Tracking
Approval: Client Review Meeting re: Business Design	PM meets with the client to review and approve the project business design and SLA definition.	Project Business Design - Approval
Order Execute Phase Hardware / Software	SA orders any approved hardware and/or software required for the Execute phase (i.e., as needed / approved	Project Management – Order HW / SW

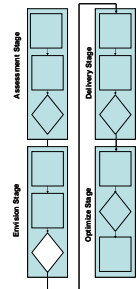




2.2.2.2

envision checkpoint

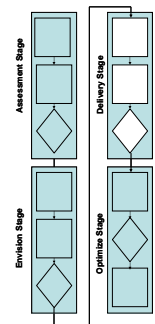
The Envision phase concludes by completing an Envision Checkpoint and posting the various documents on the Quick Arrow system. This checkpoint identifies what has been defined and designed and asks the questions as to if the Decision Interface Project Team has a complete vision of the project to be developed/implemented.



2.3

Delivery stage

During the Delivery stage of a project lifecycle, the focus is mainly on developing and implementing the system designed. Here the system components are developed, configured, and tested. It is also the point when the database tables are created, populated, and the system is acceptance tested and approved.





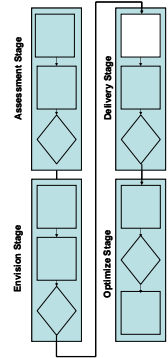
2.3.1

project development phase

The objective of the Project Development phase is to build and test the actual business/process improvements (application, infrastructure or acquisition).

2.3.1.1

major steps and key deliverables



Major Step	Activity	Deliverable
Setup Development Environment	SA creates and configures the Development Environment	Development – Setup Environmnet
Build / Unit Test System	TA/SE develops the system and unit tests the various system components in the Development environment.	Development – System
Build Interfaces	TA/SE/SA develops the various interfaces and test the data transfers in the Development environment.	Development – Interfaces
Build Databases	TA/DBA develops the databases with test data in the Development environment.	Development – Databases
Build SLA Capture Tools	TA/SE develops the SLA capture tools as part of the system in the Development environment.	Development – SLA Capture Tools
Create Project System Technical Documentation	TA/SE documents the project system technical specifications in a client technical reference document.	Project System Technical Document
Create Project System Test Plan	QA documents the Project System Test Plan to be used to perform System Testing.	Project System Test
System Testing	QA Team performs system testing based on the Project System Test Plan.	System Testing
Track Issues / Status / Risks / Assumptions	PM management tracking of Issues / Project Status / Risks / Assumptions	Project Management - Tracking
Approval: Client Review Meeting re: Development	PM meets with the client to review and approve the project development.	Project Development - Approval



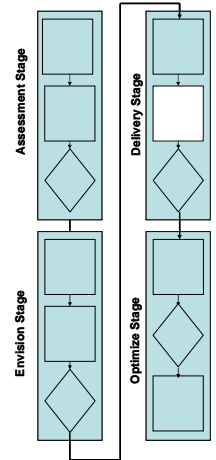
2.3.2

project implementation phase

The objective of the Project Implementation phase is to setup, build, configure, and test the actual business/process improvements (application, infrastructure or acquisition). This is the last phase within Execute stage and is the final phase completed before the system is approved to go live in a production environment. In this phase the formal “hand-over” to support is established.

This phase has two distinct objectives:

- **Check out the new system from the development phase and hand it over to support**
- **Start-up the system in its production environment, and initiate day-to-day support**



2.3.2.1

major steps and key deliverables

Major Step	Activity	Deliverable
Create Project System Setup Instructions	SA documents the Project System Setup Instructions.	Project System Setup Instructions
Create Project Data Conversion Plan	TA/DBA documents the Project Data Conversion Plan to gather, populate, or import data to the new system.	Project Data Conversion
Create Project Transition Support Plan	QA documents the Project Transition Support Plan for installing, testing, and training the Help Desk on support.	Project Transition Support
Create Project User Training Plan	QA documents the Project User Training Plan for installing, testing, and training the Users on the system.	Project User Training
Setup Acceptance Testing Environment	SA creates and configures the Acceptance Testing Environment based on the System Setup instructions.	Development – Setup Environment
Setup Acceptance Testing Interfaces	TA/SE/SA configures the various interfaces and test the data transfers in the Acceptance Testing environment.	Development – Setup Interfaces



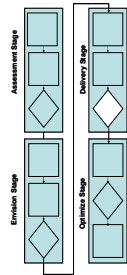
Major Step	Activity	Deliverable
Setup Acceptance Testing Databases	TA/DBA creates the databases with test data in the Acceptance Testing environment.	Development – Setup Databases
Setup Acceptance Testing Support Systems	PM/QA installs and tests the SLA and support tools in the Acceptance environment.	Development – Setup Support
Train Users	QA trains Users on how to use the system.	Train – Users
Acceptance Testing	QA Team performs Acceptance Testing based on the System Test Plan (i.e., QA or Users Acceptance Test).	Testing – Acceptance Testing
Approval: Client Review Meeting re: Project Readiness	PM meets with the client to review and approve the project production readiness based on the acceptance test findings.	Project Readiness - Approval
Setup Production Interfaces	TA/SE/SA configures the various interfaces and test the data transfers in the Production environment.	Development – Setup Interfaces
Setup Production Databases	TA/DBA creates the databases within the Production environment.	Development – Setup Databases
Setup Production Support Systems	PM/QA installs and tests the SLA and support tools in the Production environment.	Development – Setup Support
Train Support Team	QA trains the Help Desk Support Team on how to use the system.	Train – Support Team
Production Testing	QA Team performs Production Testing based on the System Test Plan).	Testing – Production Testing
Approval: Client Review Meeting re: Project Conversion	PM meets with the client to review and approve that everything is ready for conversion go-live on production.	Project Conversion - Approval
Track Issues / Status / Risks / Assumptions	PM management tracking of Issues / Project Status / Risks / Assumptions	Project Management - Tracking
Final Delivery of Documents and Code	PM management task is to ensure all documentation and code converted, is transferred to the client.	Project Management – Final Delivery
Approval: Client Review Meeting re: Acceptance	PM meets with the client to review and approve that everything is delivered and the project is complete.	Project Acceptance - Approval



2.3.2.2

execute checkpoint

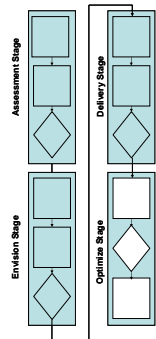
The Execute stage concludes by completing an Execute Checkpoint, along with posting the various documents on the Time Reporting system. This checkpoint identifies what has been developed, tested, trained, and converted. It asks the questions as to if the Decision Interface Project Team has completed the project based on meeting the envisioned requirements. As a result of the Execute Checkpoint, the project is officially closed.



2.4

optimize stage

During the Optimize stage, when the new business/process improvements are in place, it is quite common that enhancements are created and problems resolved. Therefore, an important element of the Optimize stage is version control. An often forgotten aspect is the feedback loop that needs to be closed with the project team. An audit report reflects back on technical and project organizational goals that were originally set in the envision stage. The feedback as described above should not end in a document only. It is highly recommended that the results of the feedback effort be discussed and plans put in place to track and improve the processes on future projects.

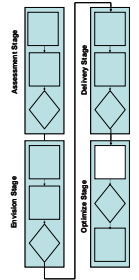




2.4.1

project audit phase

During the Project Audit phase the system is being kept up and running. Also enhancements and bug fixes are performed during this process so SLA metrics can be monitored, validated, and documented.



2.4.1.1

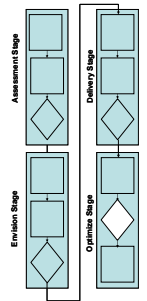
major steps and key deliverables

Major Step	Activity	Deliverable
Post Go-Live Support	PM/QA performs post go-live production support and captures any issues, problems, or recommendations.	Development – Go-Live Support
SLA Monitoring / Reporting	PM/QA performs SLA monitoring and captures any findings for audit reporting.	Development – SLA Monitoring
Create Project Audit Report	PM/QA documents the SLA monitoring findings in a formal Project Audit Report.	Project Audit Report
Decommission Systems	PM/QA decommissions the systems no longer in use due to the conversion to the new system.	Development – Decommission Systems

2.4.2

project close

During the Optimize Stage, the project is reviewed by the client. Questions are asked of the client, to determine if they accept the system’s effectiveness and that it complies with the design. Upon approval, the client signs off on the project close.

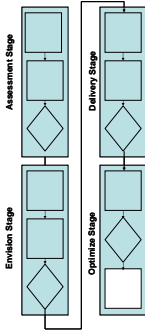




2.4.3

lessons learned phase

During the Lessons Learned phase, the project team is assembled to walk through the project and identify those items that seemed to go well and those that seemed to have issues and problems. This is a process improvement activity that is used to improve the overall methodology and project deliverables.



2.4.3.1

major steps and key deliverables

Major Step	Activity	Deliverable
Create Project Profitability Report	FA documents overall Project Profitability based on actual revenue and actual costs.	Project Profitability
Define Issues / Lessons	Project Team meets to define any issues / lessons learned during the project lifecycle.	Meeting – Lessons Learned
Create Lessons Learned	PM/AM documents any lessons learned defined during the Issues/Lessons meeting.	Project Lessons Learned
Define Follow-up	BD/PM/AM//RM meet to define any follow-up to pursue with this client.	Meeting – Follow-up
Complete Project Knowledge Base Summary	PM documents in the Project Knowledge Base the project details, keywords, and lessons learned.	Project Summary
Complete Time Reporting Project / Follow-up	PM complete the project / follow-up in the time reporting system so the project can be closed.	Time Reporting EOP

2.4.3.2

optimize checkpoint

The Optimize stage concludes by completing an Optimize Checkpoint and posting the various documents on the Quick Arrow system. This checkpoint identifies that the project has been audited and lessons learned have been gathered and documented. It asks the questions as to if the Decision Interface Project Team has completed the project optimization phase of the project.





ManageIT

documents and templates

methodology





3

documents and templates overview

The following is a listing of miscellaneous documents that can be used throughout the lifecycle of the project.

3.	Documents and templates
3.1	Project management documents
3.1.1	Doc: Project Status Report
3.2.2	Doc: Issue Tracking
3.2.3	Doc: Deliverable Acceptance
3.2	Change control documents
3.2.1	Doc: Project Change Control Plan
3.2.2	Doc: Project Change Request
3.3	Standard documents
3.2.1	Doc: Development Standards
3.2.2	Doc: Visual identity and style standards
3.4	Style templates
3.4.1	Dot: Agenda Template
3.4.2	Dot: Approval Template
3.4.3	Dot: Checkpoint Template
3.4.4	Dot: Methodology Document Template
3.4.5	Dot: Methodology Form Template
3.4.6	Dot: Project Status Report Template

3.1

project management

Major Step	Activity	Deliverable
Project Status Reporting (weekly or as agreed)	PM communicates issues, status, plans and other project / cost information to clients and Decision Interface management	Project Status Report
Issue Tracking (weekly or as agreed)	PM communicates issues regarding bugs and questions and answers	Issue Tracking
Deliverable Acceptance	PM communicates deliverable acceptance and issues as a review approval	Project Deliverable Acceptance

3.2

change control

Major Step	Activity	Deliverable
Create Project Change Control Plan	PM documents the process for making a change and how both the client and Decision Interface will agree on changes.	Project Change Control Plan
Project Change Request (When warranted per plan)	PM documents the change request along with the costs and risks. This requires client approval before work is done.	Project Change Request

3.3

standards

Major Step	Activity	Deliverable
Development Standards	Document defining the Decision Interface development standards for coding.	Decision Interface Standards – Development
Visual Identity and Style Standards	Document defining the Decision Interface visual identity and style standards.	Decision Interface – Visual Identity and Style

3.3

style templates

Major Step	Activity	Deliverable
New Meeting Agenda with Notes	Template DOT for creating a new meeting agenda with notes.	Agenda Template
New Approval with Deliverable List and Signoff	Template DOT for creating a new approval with a deliverable list and signoff block.	Approval Template
New Checkpoint with Task List and Signoffs	Template DOT for creating new checkpoint with a task list and task specific signoffs	Checkpoint Template
New Document with Common Methodology Style	Template DOT for creating a new document with the common methodology style.	Methodology Document Template
New Form Doc with Common Methodology Style	Template DOT for creating a new form document with the common methodology style.	Methodology Form Template
New Project Status Report	Template DOT for creating a new project status report	Project Status Report Template

