

Service Description

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Colt Project Management

Abstract

This document covers the Service Description Colt Project Management.

Colt Project Management provides an end-to-end delivery service that ensures Colt solutions are implemented successfully through structured planning, disciplined execution, and coordinated stakeholder engagement. The service is built on Colt's proven methodology, which combines industry best-practice frameworks such as PRINCE2, PMI, APM, and MSP with Colt's delivery experience and tools to achieve consistent and high-quality outcomes.

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Author Colt Technology Services

Owner Kiran Thomas

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1. Colt Project Management

1.1. Overview

Colt Project Management provides a fully managed, end-to-end delivery service designed to ensure the successful implementation of Colt solutions. Through structured planning, disciplined execution, and proactive stakeholder coordination, Colt ensures every project is delivered to the agreed acceptance criteria.

1.2. Service Approach

Colt applies a proven Project Management Methodology that blends globally recognised best-practice frameworks such as PRINCE2, PMI, APM, and MSP, with Colt's extensive delivery experience and proprietary tools. This hybrid approach enables consistent, predictable, and high-quality project outcomes while remaining flexible enough to adapt to customer-specific requirements.

Key principles include:

- Comprehensive planning across all project phases
- Clear organisation and alignment of resources
- Rigorous control of scope, schedule, cost, and quality
- Early identification and mitigation of risks and dependencies
- Transparent and timely communication with all stakeholders

1.3. Role of the Colt Project Manager

The Colt Project Manager is accountable for:

- Leading and coordinating all project activities
- Managing scope, timelines, budget, and quality
- Maintaining structured governance and reporting
- Facilitating communication across all stakeholders
- Managing risks, issues, and dependencies
- Ensuring successful delivery and customer satisfaction

2. Service Features

Following are the key service features

Feature	Details
Designated Project Manager	A dedicated Colt Project Manager is assigned to each engagement, responsible for the successful deployment of Colt services and acting as the single point of contact throughout the project lifecycle
End-to-End Delivery Management	Colt oversees the full lifecycle of the project, from initiation and design through implementation and closures, ensuring all activities are executed to the expected standards, on time and within budget.
Single Point of Accountability	The Project Manager provides unified ownership of delivery, supported by structured risk identification and mitigation processes to maintain project stability and momentum.
Standardised Methodology, Tools, and Governance	Projects are delivered using Colt's established methodology, supported by standard tools, templates, and governance frameworks that ensure consistency, quality, and control.
Customised Governance and Communication Plans	Colt tailors governance structures, documentation, and communication plans to align with the customer's solution, environment, and internal processes.
Experienced Project Leadership	Each project is assigned a Colt Project Manager selected to match the complexity of the solution and the customer's operating environment. These experienced Project Managers leverages their technical knowledge, industry expertise, and proven delivery practices to drive successful outcomes.
Stakeholder Coordination	The Project Manager acts as the central point of communication, ensuring alignment between customer teams, Colt engineering and operations, third-party suppliers, and any additional delivery partners.
Risk and Dependency Management	Colt proactively identifies, assesses, and mitigates risks and interdependencies to prevent delays, cost overruns, or quality issues.
Quality and acceptance Assurance	The Project Manager oversees all key delivery dimensions, including budget, timelines, risks, issues, resources, and change control, ensuring the project remains aligned with agreed objectives.
Tailored Stakeholder Communications	Regular review meetings, structured reporting, and customised communication channels ensure stakeholders remain informed and engaged throughout delivery.
Customer Workshops	Colt plans and delivers technical and operational workshops to support solution understanding, readiness, and alignment across customer teams.
Third-Party and Supplier Coordination	Colt manages customer sub-contractors and suppliers involved in the project to ensure cohesive execution and clear accountability across all delivery partners.
Executive-Level Reporting and Financial Review	Senior-level communication, governance updates, and financial reporting provide visibility and assurance to customer leadership throughout the project.

3. Service Tiers

3.1. Overview

Colt offers three levels of Project Management service

1. Silver
2. Gold
3. Platinum

These are designed to align with the complexity, scale, and governance needs of each customer engagement. Each tier builds on the previous one, providing increasing levels of structure, communication, and strategic oversight.

3.2. Silver Tier: Core Project Delivery

The **Silver** tier provides the essential project management capabilities required for a smooth and controlled implementation of Colt services. It is designed for standard deployments where foundational governance, communication, and coordination are sufficient to ensure successful delivery.

Key Features

- **Single Point of Contact** A dedicated Colt Project Manager acts as the customer's primary contact throughout the project.
- **Risk, Issue, and Change Management** Core processes are applied to identify, track, and manage risks, issues, and change requests.
- **Escalation Management** Clear escalation paths ensure timely resolution of blockers and dependencies.
- **Basic Project Initiation Document** A concise initiation pack outlines scope, timelines, roles, and key milestones.
- **Order Status Tracking & Basic Reporting** Regular updates on order progress and essential project reporting.
- **Basic Project Plan** A high-level plan covering major tasks, dependencies, and delivery milestones.
- **Project Meetings via Webex / Conference Call** Includes project kick-off, regular progress calls, and closure meetings.
- **Handover Documentation** A structured handover pack with key contacts and information for in-life service management.
- **Customer Transition Survey** Feedback is collected at project closure to support continuous improvement.

Best suited for: Standard deployments with straightforward scope, limited complexity, and minimal cross-functional coordination.

3.3. Gold Tier: Enhanced Project Management

The **Gold** tier includes all Silver features and introduces deeper governance, richer documentation, and more collaborative engagement. It is designed for customers who require structured oversight, detailed planning, and coordinated delivery across multiple teams or suppliers.

Additional Features (Silver + Gold)

- **Agreed Project Governance Framework** Governance structures, meeting cadence, and decision-making processes are aligned with customer expectations.
- **Customer Workshops** Planning and technical workshops support solution understanding, readiness, and alignment across customer teams.
- **Detailed Project Initiation Document & Project Plan** Comprehensive documentation covering scope, deliverables, risks, dependencies, and detailed timelines.
- **Management of Sub-Contractors / Suppliers** Colt coordinates third-party resources involved in the delivery to ensure cohesive execution.

- **Enhanced Order Tracking & Detailed Reporting** Includes test reporting, milestone tracking, and more granular project updates.
- **Handover Service Documentation** A more detailed and structured handover pack to support operational readiness.
- **External Collaboration Workspace** A shared digital environment for documentation, communication, and project artefacts.

Best suited for: Complex deployments requiring structured governance, multi-party coordination, and detailed planning.

3.4. Platinum Tier: Strategic and Bespoke Project & Programme Management

The **Platinum** tier provides the highest level of project and programme management support. It is designed for large-scale, bespoke, or multi-workstream programmes where executive visibility, tailored processes, and strategic oversight are essential.

Additional Features (Gold + Platinum)

- **Project Management for Bespoke Solutions** Tailored delivery approaches for custom or highly complex technical solutions.
- **Executive-Level Communication & Reporting** Regular updates and dashboards for senior stakeholders, ensuring visibility and alignment at leadership level.
- **Steering Committees** Scheduled governance boards to review progress, risks, financials, and strategic decisions.
- **Bespoke Project Documentation** Customised artefacts, templates, and processes aligned to customer methodologies or compliance needs.
- **Financial Review with Customer (Optional)** Joint review of project financials, forecasts, and commercial considerations.
- **Management of Bespoke Processes** Adaptation and integration of customer-specific workflows, compliance steps, or operational models.
- **Programme Management of Multiple Projects / Workstreams** Oversight of interconnected projects, dependencies, and cross-functional delivery streams.
- **Joint Test Plan & Acceptance Process** Collaborative development of test strategies, acceptance criteria, and validation processes.
- **Project Review Meetings** Regular deep-dive reviews to assess progress, performance, and continuous improvement opportunities.

Best suited for: Large enterprises, multi-country rollouts, bespoke solutions, or programmes requiring executive governance and multi-stream coordination.

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