



technology group

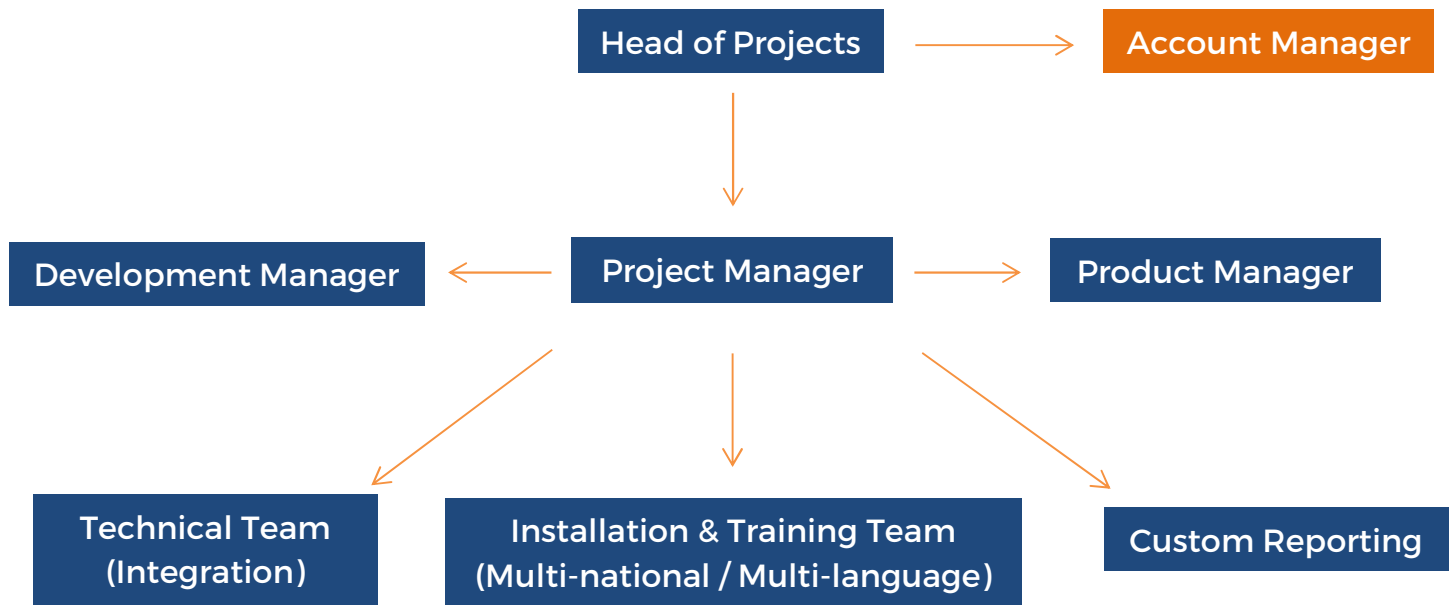
Our Typical Process for Major Projects



Typical NFS Structure for Major Projects

NFS recognises the critical importance of a team structure in the success of major implementation projects. Our aim is to always have a structure in place, while being flexible to accommodate the critical requirements of our Clients in terms of their process, people and culture.

A typical major project team would be structured as outlined below:



The team structure would reflect a number of key considerations.

The Head of Projects would assume overall project responsibility in terms of meeting the client's functional requirements, as well as timescales and agreed budgets. The Account Manager would support the Head of Projects in respect of all client liaison and relationship issues. The Head of Projects would have the following specific responsibilities:

- Definition of how client requirements are to be met, including all SOWs (statement of works)
- Resourcing the project
- Setting key objectives and timelines in conjunction with a client Project Manager
- Managing the multi-location aspects of the project.

Reporting to the Head of Projects will be the Project Manager. The Project Manager will be supported by the two key technical team members. This combination of experience will ensure that the client's requirements are developed and implemented in the most effective manner.

A key aspect of the Project Managers' role will be the selection and management of the implementation team. This team will be selected in conjunction with the Client, and be capable of delivering high quality training, and service to the client as well as coordinating the activities at the different locations to achieve overall consistency of processes and procedures.

Key Stages and Responsibility

The summary below provides information about the key stages NFS have identified as critical to a project methodology that has been used successfully in many projects to date.

Key Stages	Responsibility
1) Project requirements, scoping	Head of Projects
2) Project resourcing and timelines	Head of Projects
3) Implementation planning, including: <ul style="list-style-type: none">DevelopmentCustom reportingInterfacesData migrationSoftware installationPerformance testing	Project Manager
4) User Training Programme <ul style="list-style-type: none">Phasing of locationsAdministrator trainingUser trainingSystem IT trainingManagement training	Project Manager
5) Technical helpdesk / support plan	Product Manager
6) User specific documentation for client	Product Manager
7) Go-Live plan	Project Manager
8) Post implementation monitoring	Head of Projects
9) Client relationship management	Account Manager
10) Post implementation action plan	Head of Projects / Project Manager

NFS undertake to work flexibly with the client's team to ensure a smooth implementation based on thorough planning, and good relationships between the members of the project team, which would comprise the client and NFS Staff.