



1. Preliminary Voice of the Customer (VOC) / Community Input Meetings*
2. Project Charter
3. Preliminary Scope Statement
4. Technology Review Committee Presentation
5. Preliminary Project Milestones and Tasks List / Contractual Agreements
6. Program Scope*
7. Benchmarking*
8. Constraints / Opportunities / Budgeting*
9. RFQ – A and E / Selection*

1. Final Voice of the Customer / Requirements Document / Concept Review*
2. Critical Success Factors and Key Performance Indicators (KPIs) – LEED, Cost Savings, Etc...
3. Vendor Rating Matrix*
4. Updated Project Milestones and Tasks List
5. Risk Management Plan / FMEA
6. Quality Management Plan
7. Communications Plan
8. Notice to Proceed – Initiate Schematic Design*
9. Design / Define Conditions
10. Finalize Budget

1. Analyze / Design Improvement / Complete Final Design* - Adjustments
2. Negotiate Contract and Statement of Work
3. Legal Review (LSR /AA /Agenda /Contract)
4. Final Project Scope
5. Issue RFO /RFP/ Construction Bid*
6. Vendor Complete Rating Matrix*
7. Kickoff Meeting
8. Contract Amendment
9. Managing Risk
10. Sub Processes (i.e. Construction Build-out)

1. Implement Solution – Award and Construct*
2. Update Project Milestones and Tasks List
3. Project Status Report*
a. Weekly\Bi-weekly
4. Contract Management – Issues Log*
5. Change Request Form
6. Update Risk Management Plan
7. Initiate Pilot Program

1. Project Closure Report
2. City Manager’s Report
3. Strategic Briefing Review Presentation
4. Lessons Learned / After Incident Report / After Action Report
5. Key Performance Indicators
6. Results Expected
7. Checklist (Punchlist)*
8. Acceptance Testing

* Applicable to Capital Improvement Projects and Other Project Types

| PROJECT STATUS REPORT | | | | | | | | | | |
|---------------------------------------|---|--|---------------------------------|--------------------------------|------------------------------|---------------------|--------------------------------|-------------------|---|-------------------------------------|
| 5% | 10% | 15% | 20% | 25% | 40% | 50% | 65% | 75% | 90% | 100% |
| MONITOR AND CONTROL | | | | | | | | | | |
| INITIATION | | PLANNING | | | | EXECUTION | | | CLOSEOUT | |
| DEFINE | | MEASURE | | ANALYZE | | IMPLEMENT / IMPROVE | | | CONTROL | |
| Develop Business Case and Feasibility | Gather Initial Requirements and Define Criteria for Success | Research and Further Refine Details and Objectives | Formal Project Scope and Budget | Develop RFP/ Vendor Evaluation | Recommendation / Procurement | Training | Implementation / Configuration | Quality Assurance | Acceptance and Post Implementation Review | Evaluation of Project Effectiveness |