H3C Project Management LLD Process

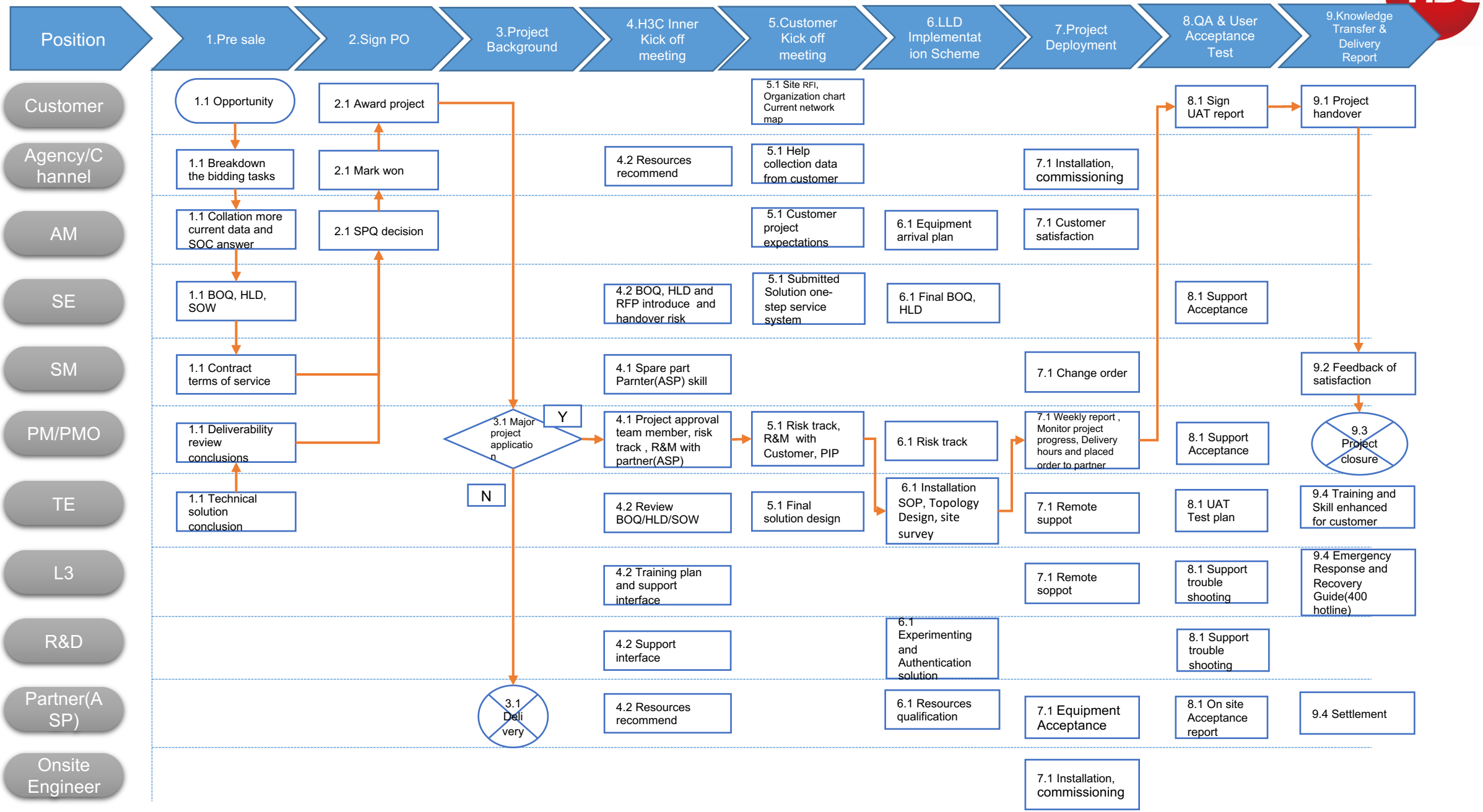
Course targets

After taking this course, you will be able to

- H3C project delivery detail process

1 Project delivery SOP

Project Management Flow Chart

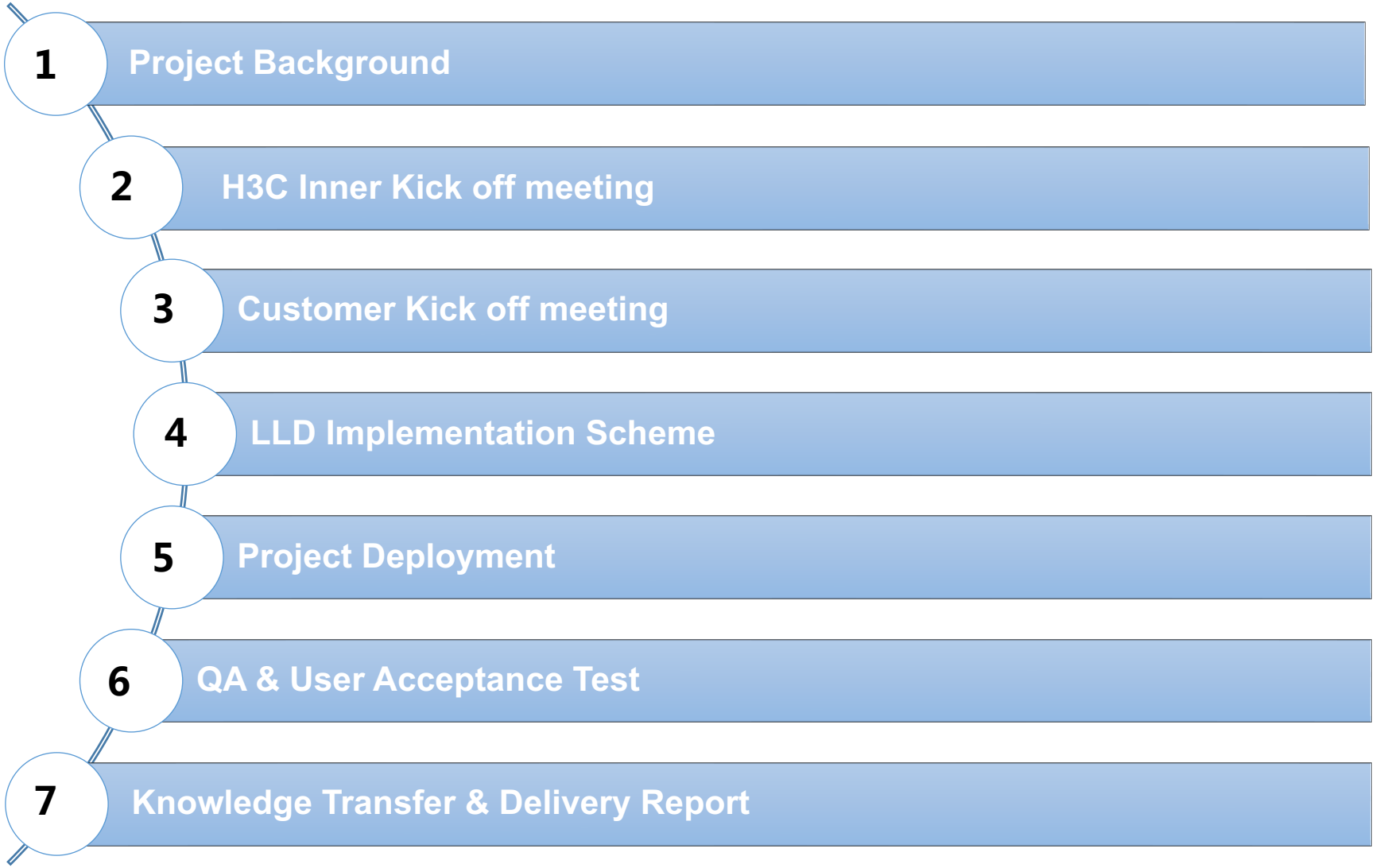


Project Management SOP-1

Stage		Input	Action	Output
1	**Project Background**	• BOQ from SE • HLD or Technical Proposal or Topology from SE. • Customer and Project background from SE. • ADNET requirement documents from solution one-step service system.	**Service Manger :** Assign a PM **PM(A/B): (A is service manger , B is local staff)** • Confirm Project Delivery Pattern (Agency/Channel, H3C-RO, H3C-HQ, Partner) according to Difficulty & Importance & Ability & Scenarios and Solution. • Confirm TM from local or HQ technical delivery team **TE** • Review BOQ/HLD/ADNET/Topology • Prepare agenda for inner kickoff meeting	**PM:** • Delivery scope of H3C service, • Delivery team include PM(A/B), TE , L3 , R&D and onsite engineer and Partner. • Project approval and award budget **TE:** • Agenda(Key point & Risk) for H3C inner kick off meeting
2	**H3C Inner Kick off meeting**	• BOQ, HLD and RFP introduce from SE • Agenda(Key point& Risk) for H3C inner kick off meeting • Deliverables review conclusion and risk list • Delivery scope of service	**PM/TE (Meeting Host)** • Arrange Inner kick off meeting with SE, TS(PM, TM, L3), R&D (Option) • Identify project technical delivery risks , and deliverables solution • Discuss R&M with Partner and H3C • Spare part delivery capacity • Partner skill and experience • Delivery cost **SE:** • Introduce solution design and customer expectations • Deliverables review risk list status and hand over	**TE/PM: [Meeting Minutes]** • R&M with Partner and H3C • Project Key point & Risk List with solution(from SE end) • H3C and partner interface for IM group, Reporting and Escalation **[Slide XXX Project kick-off meeting(With Customer)]** • Proposal solution design and implement plan • Check list that require to customer confirmation • Partner delivery resources training and qualification plan • Remote delivery and support platform
3	**Customer Kick off meeting**	• Slide for Customer Kickoff meeting(PM prepare) • Customer project expectations • Customer business and traffic model • Current network map and equipment list and brand • Check list that require to customer confirmation • Proposal solution design and implement plan	**PM/TE (Meeting Host)** • Arrange Customer kick off meeting with Customer, SE, TS(PM, TE, L3) • Introduce Slide XXX Project kick-off meeting(With Customer) • Discuss with customer, make sure BOQ & HLD & requirement at same paper • Confirm Check list with Customer • Discuss R&M with Customer and H3C • Discuss the solution design and implement plan • Site RFI plan (Fiber, power, cabinet ready, location and spare…)	**TE/PM: [Meeting Minutes & Final Slide]** • Project delivery schedule & milestone • R&M with Customer and H3C • Final solution design and implement plan by confirm with customer • Organization chart • Customer and H3C interface for IM group, Reporting and Escalation • Project Key point & Risk list with solution(from customer end)

Project Management SOP-2

Stage		Input	Action	Output
4	**LLD Implementation Scheme**	• Final Slide for XXX Project kick-off meeting • XXX Project delivery implementation slide(Scope, R&M, PIP, team member…) • BOQ, HLD and Topology • Project Key point & Risk list with Solution(both with SE and customer)	**TE owner---**IM Group and regular meeting with customer ,SE, R&D and L3 • Confirm with Customer/3rd party requirements, clarify technical details, confirm product features/script to H3C internally/IP address/ traffic flow/VLAN…. • Discuss overall plan and implementation details • Prepare in advance by experimenting if necessary • Follow with approval of Solution one-step service system • Acceptance proposal(UAT) • Partner delivery resources skill enhanced and qualification • Remote delivery platform build • Engineering environment preparation(site survey)	**XXX Project Delivery Implementation Scheme** • LLD Include Network Topology Design, IP/VLAN/Storage design, Port matrix, Security, OAM, HA-Reliability Design. • Deployment scheme include Customer Business cutover & immigration plan include fallback plan on failure. • UAT documents (draft) **XXX Project Delivery Action list** • Delivery schedule and SOP (Installation, integration, migration, acceptance, etc) • Check/Clarification list for 3rd part equipment. • Project Key point & Risk List with solution Partner resources named and Remote delivery solution
5	**Project Deployment**	• XXX Project Delivery Implementation Scheme • Project Key point & Risk List • R&M • LLD • Equipment arrival plan	**PM owner---**IM Group and Regular meeting(customer, partner and internal) • Weekly report for project delivery progress (External/Internal) • Resource coordination and issue escalate in time • Risk and unexpected situation management • Online problem and New requirement management(change order) • Quality management and EHS • Delivery hours and placed order to partner • Customer satisfaction	• Weekly report include Risk highlight, Milestone reached, Action List, Current progress, Next to do plan and Help • Project Schedule/Risk/Online problem management list • Customer regular meeting minutes(progress, requirement…) • Monitor project progress and management partner
6	**QA & User Acceptance Test**	• General CT Check list. • ADNET Solution Project Quality Inspection Report • UIS6.5 Checklist After Deployment	**H3C/Partner inner:** UAT Test plan • Finish UAT test plan according to product and customer, including Wired/Wireless service test, OAM, HA, etc. • Self-check and solve all problem in advance. **Customer:** Formal UAT test (H3C) and Integrated test	• Formal UAT report singed by customer. • ADNET Project quality inspection report, finish solution One-stop Electron flow • I-Service check result for CT and UIS.
7	**Knowledge Transfer & Delivery Report**	• Final Project Delivery Implementation scheme	• Knowledge transfer Project/Product/Account and maintenance skill to customer in brief. (Half a day) • Emergency Response and Recovery Guide(400 hotline) • Other training according to contract.	Standard delivery report include: • XXX Project Knowledge Transfer • Emergency Response and Recovery Guide(400 hotline) • Project Onsite-Engineer report singed by customer


1
Project Background
2
H3C Inner Kick off meeting
3
Customer Kick off meeting
4
LLD Implementation Scheme
5
Project Deployment
6
QA & User Acceptance Test
7
Knowledge Transfer & Delivery Report

1-1 Project Background

Stage		Input	Action	Output
0 0	**Project Background**	• BOQ from SE • HLD or Technical Proposal or Topology from SE. • Basic Customer and Project from SE. • ADNET requirement documents from solution one-step service system.	**Service Manger :** Assign a PM **PM(A/B): (A is service manger , B is local staff)** • Confirm Project Delivery Pattern (Agency/Channel, H3C-RO, H3C-HQ, Partner) according to Difficulty & Importance & Ability & Scenarios and Solution. • Confirm TM from local or HQ technical delivery team **TE** • Review BOQ/HLD/ADNET/Topology • Prepare agenda for inner kickoff meeting	**PM:** • Delivery scope of H3C service, • Delivery team include PM(A/B), TE , L3 , R&D and onsite engineer and Partner. • Project approval and award budget **TE:** • Agenda(Key point & Risk) for H3C inner kick off meeting

XXX Project Background	
Location/Country	Japan/Tokyo
Customer Industry	Carrier, Finance, Enterprise, etc
Project Background	Describe in brief
Schedule/Deadline	Start from XXX to XXX. Milestone is XXX.
Network Type	Small Campus WIFI Network, Data-Center, Enterprise.
Business/Application	Normal OA, Core production Business, DATA involved
Deployment Type	Greenfield deployment Brownfield deployment
Partner(ASP)	Resources skill enhanced and qualification

Project Delivery Pattern

Delivery Scenarios	Agency/Channel	H3C Delivery Team			Note
		Partner(ASP)	H3C-RO	H3C-HQ	
Agency/Channel Self-service	R	-	-	-	Agency/Channel can ask help for TS by Web to Case. Support range without solution design and requirement realize.
Normal project (amount <150kUSD	-	R	-	-	Support Partner(ASP) resources skill enhanced and qualification
Normal project (amount >=150kUSD	-	R	S	-	Support Partner(ASP) resources skill enhanced and qualification, and guideline cutover action
Individual service project	-	R	-	S	Working together, Curing and optimizing processes
Gold News Project	-	R	S	-	Support Partner(ASP) resources skill enhanced and qualification, and support cutover action
Operators and Finance	-	-	R	S	HQ TE support
Company project	-	-	-	R	HQ TE and R&D support

1-2 Project Background

XXX Project Interface (Responsibilities Definition)

Position	Responsibilities	Required
PM(A)	• Responsible for the overall delivery quality, cost and satisfaction of the project • Management delivery team member and project delivery milestone • Project approval • Responsible for escalate and resolve major risk and timely, report to the project leadership team and organize the project team members to implement the decision of the leadership team • Responsible for the reasonableness and authenticity of the project delivery time.	Project delivery first owner, focus on customer requirement and coordination HQ resources for resolve key issue, Project managers are required to have strong organizational communication skills. Representing the interests of customers internally and representing the company externally Required have H3CNE-PM、PMP、IPMP …Certification
PM(B）	• Make Clear SOW and R&M with Customer/H3C/Partner • Organize H3C internal, customer kick off meeting • Identify project delivery risks and follow up to closed • Partner management • Submit and archive project-related management documents in accordance with the requirements of the major project management process	Project operation and monitor project delivery progress, Back up of PM(A) Local staff or Partner(ASP)
SE	• Responsible for technical solutions, and product function commitments in the project • Technical risk identification support, product function commitment and tracking management of requirement realization • HLD, Solution design, BOQ output, Topology and customer requirement	Solution first owner
TE	• As a technical expert of the project team, he is mainly responsible for the technical management of project implementation • Responsible for the analysis of contract technical solutions, organize technical exchanges and implementation demand research when necessary, and implement technical solution formulation, test verification, and review • Responsible for the formulation or review of technical plans for changes in the implementation stage, tracking the progress of online problem handling in the implementation stage, and regularly summarizing the technical problem resolution status and technical risk early warning • Based on the degree of impact, priority sorting and corresponding (second-line, R&D) technical resources are promoted, and technical upgrades are carried out in time for problems that have not been located for a long time • Responsible for test acceptance and cutover plan formulation or review, as well as the formulation, review and delivery of technical training content at the end of the project • Technical quality management: software version management, engineering installation data configuration standard management • LLD output and delivery SOP	Technical first owner Company project and Operators and Finance project, TE from HQ, other local hander and support from HQ
SM	• PM leadership, coordinate marketing team, R&D team, solution team, make sure project delivery success • Involved bidding and pre sale • Responsible for review of contract terms of service, for example, acceptance term. payment term, penalty term, trade compliance	Project fulfillment director

1-2 Project Background

XXX Project Interface (Responsibilities Definition)		
Position	**Responsibilities**	**Required**
R&D	• Responsible for providing product software version, product function and performance support, as well as support for technical problems that need to be developed and solved in the project	Major risk and issue first owner
Technical support group(option)	• Be fully responsible for the organization and coordination of product functional requirements analysis, R&D, testing, and delivery by the Experimental Bureau • Organize technical experts to fully analyze the needs of customers • Organize relevant R&D experts, especially cross-product R&D, to ensure that the development of related functions is completed on time and to guide the delivery of the project team • System architecture to support the implementation of solutions in the project • Organize relevant communication and coordination meetings, including coordination meetings with customers, and output development progress plans	Cross product line coordination, for example Cloud & AI Product line, Security Product Line or Solution L3 Operators' new 5G application scenarios, or products and solutions that have not passed TR5, projects with high risk in the end-to-end process
L3	• Responsible for determining the software version of the product, assisting in dealing with technical issues related to products in the project, and promoting R&D solutions • Participate in the discussion of technical solutions, and provide or review the correctness of configuration scripts when necessary • The second-line technical support engineer will participate in online issues and version management related work, and the corresponding work situation should be reported to the technical leader and project manager in a timely manner • Provide relevant training support when necessary: provide project-specific training films, training for on-site engineers or customer-related personnel	Online-problem first owner
Onsite Engineer	• Person in charge of on-site implementation • The construction manager is responsible for all on-site work, and the corresponding work situation should be reported to the technical person in charge and the project manager in a timely manner • Develop project plans and implementation plan On-site implementation, delivery of major technical issues, tracking feedback, solution implementation	Best partner(ASP)
AM	• Responsible for the coordination of the relationship with the customer in the project, assist the project manager to complete the project delivery • Provide project background information and bidding information, customer relationship support at critical moments of the project, and project completion evaluation feedback • Support at critical moments • Equipment arrival plan	Customer relationship first owner
Partner(ASP)	• Responsible for On-site delivery, for example, installation, integration and commissioning and trouble shooting	TE support training and qualification

1-4 Project Background (example for *company project delivery)*

Responsibility Matrix						
SN	Task	Agency/Channel	Customer	H3C Delivery Team		
				Partner(ASP)	H3C-RO	H3C-HQ
1	Kick off meeting	S		S	R(SM)	S
2	Customer information collection (current network topology, equipment list and brand，customer requirement…)	S			R(SE and AM)	
3	HLD, Solution design and Project delivery plan				R(SM and SE)	
4	Site RFI(Fiber, power, cabinet ready, location and spare…)	S	R			
5	LLD implementation and delivery SOP		S			R(TE)
6	Engineering environment preparation(site survey)			R		S(TE)
7	Equipment manufacture					R
8	Equipment Script/Configuration					R
9	International transport	R				
10	Customs clearance	R				
11	Local stock and delivery to site	R				
12	Installation, integration and commissioning(cutover, migration..)			S		R(TE)
13	UAT of Unit test			R		S(TE)
14	UAT of Integrated test (Option)			R		S(TE)
15	Pilot running and delivery report	S		R	S	
16	Acceptance	S	R	S	S	S
17	Knowledge Transfer				S	R

R: Responsible, as the leader that responsible party to perform specific tasks, organizing meetings and discussions in the process of service delivery;

S: Support, as the cooperation that provide necessary cooperation in the service delivery process, such as solution discussion, problem confirmation, providing information and resource.

1-5 Project Background

Project approval and team member

H3C Group

Technical Services Division

Service Delivery Support Division

[Secret] Xinhua Sanji Jiaohan No. [2023] XXX

Notice on Initiation of "CICA Kenya BSS" Major Delivery Project

With the approval of the department, AsiaInfo BSS project is of great significance to the market and is identified as the second-level major project of the company. Project Manager: Li Chen (Department: Overseas Delivery Support Department), Technical Director: Zhou Min (Department: Overseas Business Support Department), Tang Xiaoyang (Yunzhi Product Support Department). It is hoped that relevant departments can give full support in production, technical support, spare parts, personnel and other aspects.

The basic information of the project is as follows:

PMS Project ID	BR2022031607716	Customer industry	Operator
Primary order number		Secondary order number	
Arrival date is required	February 10, 2023	Planned completion date	June 30, 2023
Service Products Purchased	CAS Deployment Services, Service Expert Day		
Contract configuration	Kenya: 24 R6900G5, 5 R4900G5, 4 S6860, 4 S6520X, 4 S5130, 4 F1000, 4 MSR56, CAS		
Node city	Kenya		
Significance	The BSS cloud computing project of AsiaInfo is the first overseas delivery of cooperation between our company and AsiaInfo. The innovative delivery mode is the optimal arrangement for the actual situation of the Belt and Road project. The successful delivery is of great significance to the in-depth cooperation of AsiaInfo and the comprehensive promotion of the cloud computing project in the Belt and Road, which is expected to be of great significance to other Belt and Road projects.		
Project risk	There are some uncertainties in the actual delivery capacity overseas; Cloud computing project delivery requirements are high, our company has no technical personnel in overseas local, remote support, local channel service delivery mode challenges; long-term local + remote support and maintenance, rapid handling of emergency problems are tested;		

The list of delivery project teams is as follows:

Leading Group:

Zhang Lisong (61942)	Team Leader (Head of Chinese-funded Overseas Business Department)
Zhao Zhanying (00639)	Deputy Group Leader (Director of Service Department of Chinese-funded Overseas Business Department)
Wu Shaoyuan (61037)	Team Member (Director of Product Department of Chinese-funded Overseas Business Department)
Wang Jiyao (03321)	Team member (Overseas Business Support Department)
Lin Xiaoping (27751)	Team member (Overseas Delivery Support Department)
Zhang Hongling (03931)	Team member (R & D data center switch)
Wang Shunli (00799)	Team member (access switch of R & D park)
Zhou Hongyi (00658)	Team member (R & D of low-end routers)
Wen Xiping (05068)	Team member (research and development of low-end security products)
Su Xingshan (01080)	Team member (R & D CAS)
Ye Mingjian (03192)	Team Member (R & D Rack Server)
Li Jicheng (00887)	Team member (Yunzhi Service Business Department)
Wu Jiyu (04988)	Team member (Safety Technical Service Department)
He Ying (04984)	Team member (CT Product Support Department)
Fei Yudong (61380)	Team member (IT Product Support Department)
Li Zhenxin (03172)	Team member (Supply Chain International Business Forecast Order Department)

Executive Team:

Li Chen (24701)	Team Leader (Project Manager)
Zhou Min (29851)	Deputy group leader (technical director)
Tang Xiaoyang (26168)	Team member (CAS technical leader)
Zhang Dong (61709)	Team Member (Account Manager/Industry Representative)
Yang Zhi (25194)	Team member (SE of Chinese Overseas Business Department)
Weng Lei (23480)	Team member (Overseas Business Support Department)
Xu Pengfei (30357)	Team member (Overseas Business Support Department)
Yang Fengrui (04871)	Team member (R & D data center switch)
Qiu Xianglong (11426)	Team member (access switch of R & D park)
Zhang Liuyong (06667)	Team member (R & D of low-end routers)
Jiang Zhihai (05887)	Team member (research and development of low-end security products)
Wu Jie (13112)	Team member (R & D CAS)
Xie Xin (05703)	Team Member (R & D Rack Server)
Wang Jiawei (02351)	Team member (Yunzhi product line support)
Zhang Wentian (12652)	Team member (Safety Service Delivery Department)
Zhang Lei (09864)	Team Member (Technical Support Switch Products)
Jinshan (06566)	Team Members (Technical Support Security, Routers, and Optical Transport)
Jiang Liming (12119)	Team Member (Tech Support Cloud & Intelligence)
Kan Shimin (62316)	Team Members (Technical Support Rack Servers and HPE Servers)

Delivery Project Team Scope of Responsibility

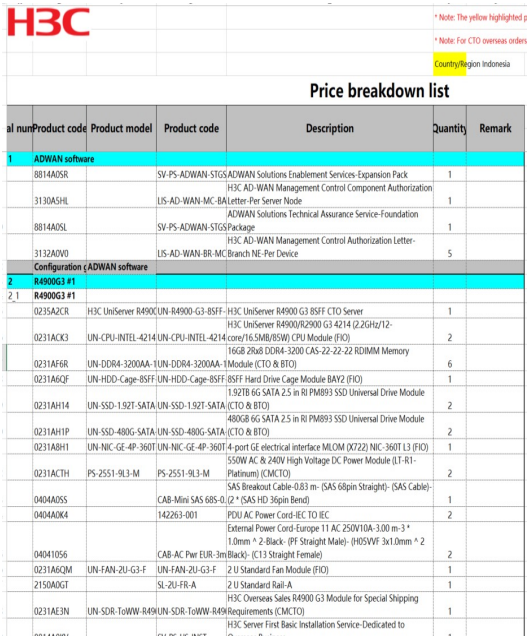
Project manager: the first responsible person of the project, responsible for the overall delivery quality, cost and satisfaction of the project. After the establishment of special and first-class projects, the project manager is responsible for leading the organization of disclosure activities, organizing information collection and evaluation, organizing the formulation of response plans and follow-up. When there are major risks in project delivery, the project manager shall organize and coordinate in a timely manner, escalate problems when necessary, report to the project leading group and organize project team members to implement the decisions of the leading group. Internal communication meeting of the project to be attended by market and technical leaders. Identify project delivery risks. It is necessary to hold coordination meetings with customers and partners to clarify the scope of the project, division of labor interface, technical requirements, etc. Be responsible for the rationality and authenticity of the project delivery time.

Technical director: according to the needs of the project, multiple technical directors can be set up as technical experts of the project team, mainly responsible for the technical management of project implementation. Take charge of technical risk management, and be responsible for the collection, summary and evaluation of technical requirements, schemes, problems and other information of special/first-level project disclosure. Be responsible for contract technical scheme analysis, organize technical exchange and implementation demand investigation when necessary, and implement technical scheme formulation, test verification and review. Lead the version designation, configuration review, cutover support, project training, etc. in the project, lead the management of

2 H3C Inner Kick Off meeting

Stage		Input	Action	Output
2	**H3C Inner Kick off meeting**	• BOQ, HLD and RFP introduce from SE • Agenda(Key point& Risk) for H3C inner kick off meeting • Deliverables review conclusion and risk list • Delivery scope of service	**PM/TE (Meeting Host)** • Arrange Inner kick off meeting with SE, TS(PM, TM, L3), R&D (Option) • Identify project technical delivery risks , and deliverables solution • Discuss R&M with Partner and H3C • Spare part delivery capacity • Partner skill and experience • Delivery cost **SE:** • Introduce solution design and customer expectations • Deliverables review risk list status and hand over	**TE/PM: [Meeting Minutes]** • R&M with Partner and H3C • Project Key point & Risk List with solution(from SE end) • H3C and partner interface for IM group, Reporting and Escalation • **[Slide XXX Project kick-off meeting(With Customer)]** • Proposal solution design and implement plan • Check list that require to customer confirmation • Partner delivery resources training and qualification plan • Remote delivery and support platform

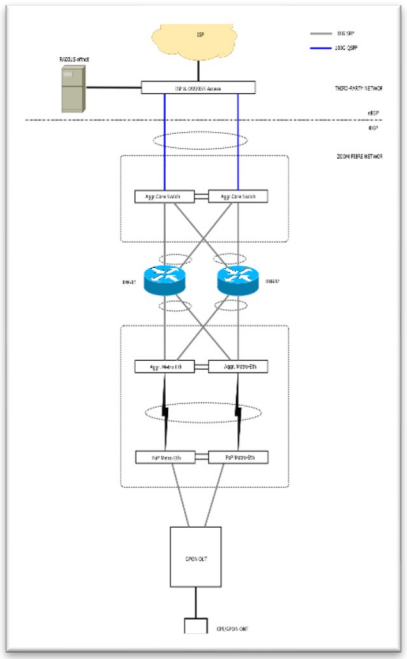
BOQ (configuration)



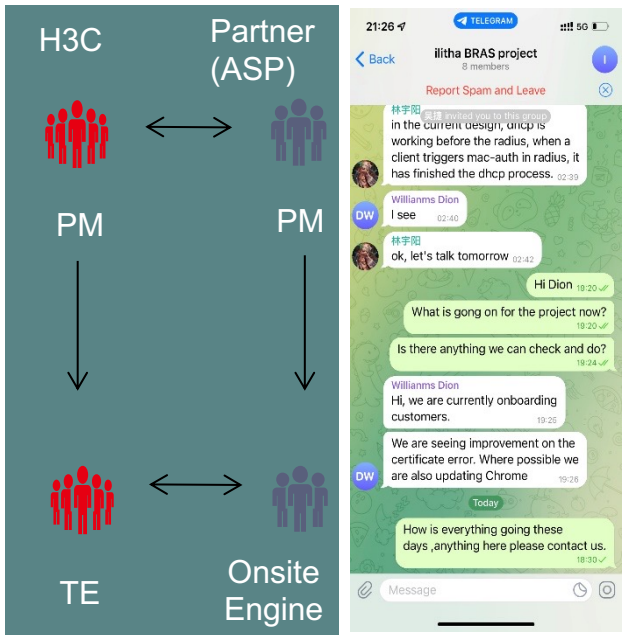
Price breakdown list

al nun	Product code	Product model	Product code	Description	Quantity	Remark
1	ADWAN software					
	8814A05R		SV-PS-ADWAN-STG5	ADWAN Solutions Enablement Services-Expansion Pack	1	
	3130A5HL		LIS-AD-WAN-MC-BA	H3C AD-WAN Management Control Component Authorization Letter-Per Server Node	1	
	8814A05L		SV-PS-ADWAN-STG5	ADWAN Solutions Technical Assurance Service-Foundation Package	1	
	3132A0V0		LIS-AD-WAN-BR-MC	H3C AD-WAN Management Control Authorization Letter-Branch NE-Per Device	5	
	Configuration ¿ADWAN software					
2	R4900G3 #1					
2.1	R4900G3 #1					
	0235A2CR	H3C UniServer R4900	UN-R4900-G3-8SFF-	H3C UniServer R4900 G3 8SFF CTO Server	1	
	0231ACK3	UN-CPU-INTEL-4214	UN-CPU-INTEL-4214	H3C UniServer R4900/R2900 G3 4214 (2.2GHz/12-core/16.5MB/85W) CPU Module (FIO)	2	
	0231AF6R	UN-DDR4-3200AA-1	UN-DDR4-3200AA-1	16GB 2Rx8 DDR4-3200 CAS-22-22-22 RDIMM Memory Module (CTO & BTO)	6	
	0231A6QF	UN-HDD-Cage-8SFF	UN-HDD-Cage-8SFF	8SFF Hard Drive Cage Module BAY2 (FIO)	1	
	0231AH14	UN-SSD-1.92T-SATA	UN-SSD-1.92T-SATA	1.92TB 6G SATA 2.5 in RI PM893 SSD Universal Drive Module (CTO & BTO)	2	
	0231AH1P	UN-SSD-480G-SATA	UN-SSD-480G-SATA	480GB 6G SATA 2.5 in RI PM893 SSD Universal Drive Module (CTO & BTO)	2	
	0231A8H1	UN-NIC-GE-4P-360T	UN-NIC-GE-4P-360T	4-port GE electrical interface MLOM (X722) NIC-360T L3 (FIO)	1	
	0231ACTH	PS-2551-9L3-M	PS-2551-9L3-M	550W AC & 240V High Voltage DC Power Module (LT-R1-Platinum) (CMCTO)	2	
	0404A05S		CAB-Mini SAS 68S-0.(	SAS Breakout Cable-0.83 m- (SAS 68pin Straight)- (SAS Cable)-(2 * (SAS HD 36pin Bend)	1	
	0404A0K4		142263-001	PDU AC Power Cord-IEC TO IEC	2	
	04041056		CAB-AC Pwr EUR-3m	External Power Cord-Europe 11 AC 250V10A-3.00 m-3 * 1.0mm ^ 2-Black- (PF Straight Male)- (H05VVF 3x1.0mm ^ 2 Black)- (C13 Straight Female)	2	
	0231A6QM	UN-FAN-2U-G3-F	UN-FAN-2U-G3-F	2 U Standard Fan Module (FIO)	1	
	2150A0GT		SL-2U-FR-A	2 U Standard Rail-A	1	
	0231AE3N	UN-SDR-ToWW-R49	UN-SDR-ToWW-R49	H3C Overseas Sales R4900 G3 Module for Special Shipping Requirements (CMCTO)	1	
				H3C Server First Basic Installation Service-Dedicated to		

HLD(Topology)



IM group



R&M

SN	Descriptions	H3C	ASP
1	Kick off meeting	R	
2	Organizing communication team	R	
3	Design	S	R
4	Approval design	R	
5	Manufacturing equipment	R	
6	Third party materials purchase(Optional)	R	S
7	Factory to port	R	
8	Stock of local warehouse	R	
9	Site ready for installation		
10	Site access permit		
11	Site operation application schdule	S	R
12	EHS and SOP training	S	R
13	Equipment from warehouse to site	S	R
14	Installation	S	R
15	Third party integration (Optional)	S	R
16	Integrated	S	R
17	Commissioning	S	R
18	Cutover	S	R
19	Acceptance	S	S
20	Onair	R	

- **[Slide XXX Project kick-off meeting(With Customer)]**
- **Check list that require to customer confirmation**

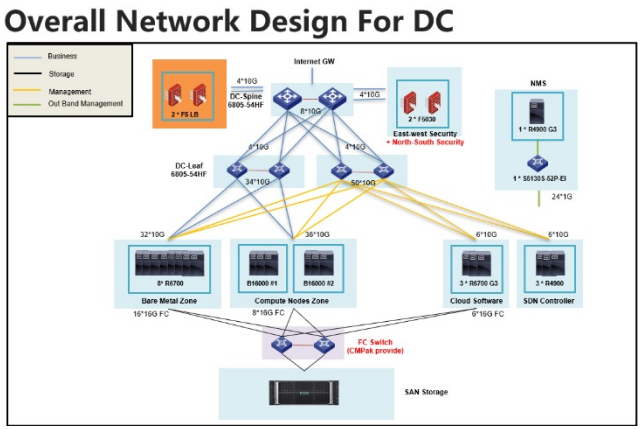
3 Customer Kick Off meeting

Stage		Input	Action	Output
3	**Customer Kick off meeting**	• Slide for Customer Kickoff meeting(PM prepare) • Customer project expectations • Customer business and traffic model • Current network map and equipment list and brand • Check list that require to customer confirmation • Proposal solution design and implement plan	**PM/TE (Meeting Host)** • Arrange Customer kick off meeting with Customer, SE, TS(PM, TE, L3) • Introduce Slide XXX Project kick-off meeting(With Customer) • Discuss with customer, make sure BOQ & HLD & requirement at same paper • Confirm Check list with Customer • Discuss R&M with Customer and H3C • Discuss the solution design and implement plan • Site RFI plan (Fiber, power, cabinet ready, location and spare…)	**TE/PM: [Meeting Minutes & Final Slide]** • Project delivery schedule & milestone • R&M with Customer and H3C • Final solution design and implement plan by confirm with customer • Organization chart • Customer and H3C interface for IM group, Reporting and Escalation • Project Key point & Risk list with solution(from customer end)

Meeting materials

- [Slide XXX Project kick-off meeting(With Customer)]
- Check list that require to customer confirmation

Current network map and equipment list and brand



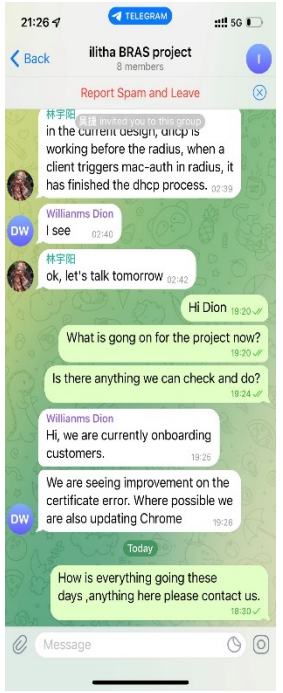
R&M

SN	Descriptions	Customer	H3C
1	Kick off meeting	R	R
2	Organizing communication team	R	R
3	Design	S	S
4	Approval design	A	R
5	Manufacturing equipment		R
6	Third party materials purchase(Optional)	S	R
7	Factory to port		R
8	Stock of local warehouse		R
9	Site ready for installation	R	
10	Site access permit	R	
11	Site operation application schdule	A	S
12	EHS and SOP training		S
13	Equipment from warehouse to site		S
14	Installation		S
15	Third party integration (Optional)	S	S
16	Integrated		S
17	Commissioning	S	S
18	Cutover	S	S
19	Acceptance	R	S
20	Onair	S	R

H3C ⇢ Customer

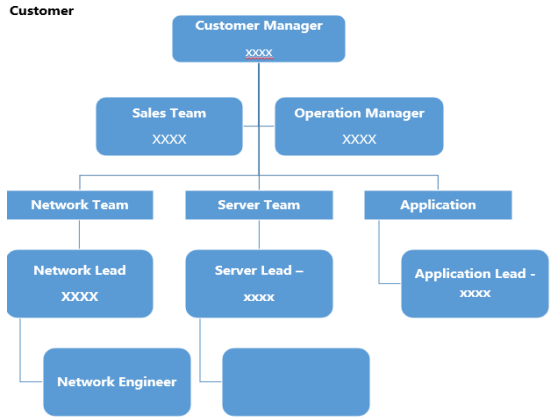
PM&TE ⇢ PD &TD

IM



PIP & Organization chart

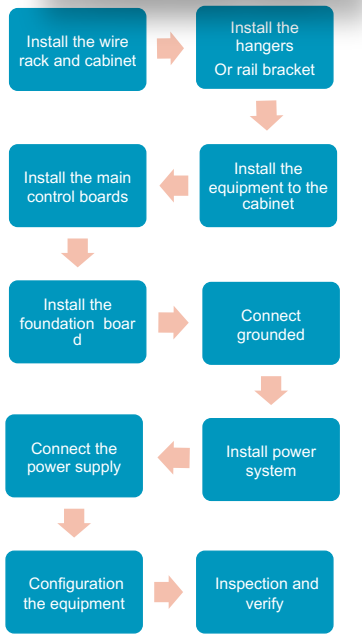
Process	Schedule	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total schedule	6months									
kick off meeting	1day									
Site survery	1week									
Design and approval	1week									
3rd parts manfacture and transportation (Optional)	2months									
H3C equipment manfacture and transportation	2months									
3rd parts arrival and customs clearance (Optional)	2weeks									
H3C equipment arrival and customs clearance	2weeks									
3rd parts equipment installation and integration (Optional)	2months									
H3C equipment installation and integration	2months									
Commissioning and cutover	1month									
Acceptance	1month									
Onair	1month									



4 LLD Implementation

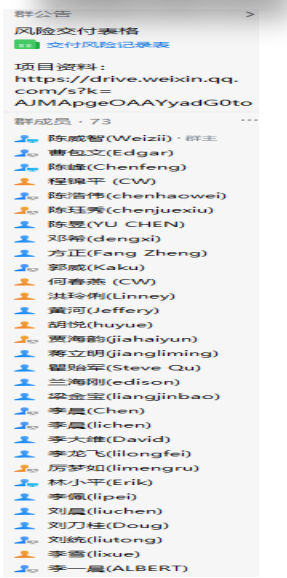
Stage		Input	Action	Output
4	**LLD Implementation Scheme**	• Final Slide for XXX Project kick-off meeting • XXX Project delivery implementation slide(Scope, R&M, PIP, team member…) • BOQ, HLD and Topology • Project Key point & Risk list with Solution(both with SE and customer)	**TE owner**---IM Group and regular meeting with customer ,SE, R&D and L3 • Confirm with Customer/3rd party requirements, clarify technical details, confirm product features/script to H3C internally/IP address/ traffic flow/VLAN…. • Discuss overall plan and implementation details • Prepare in advance by experimenting if necessary • Follow with approval of Solution one-step service system • Acceptance proposal(UAT) • Partner delivery resources skill enhanced and qualification • Remote delivery platform build • Engineering environment preparation(site survey)	**XXX Project Delivery Implementation Scheme** • LLD Include Network Topology Design, IP/VLAN/Storage design, Port matrix, Security, OAM, HA-Reliability Design. • Deployment scheme include Customer Business cutover & immigration plan include fallback plan on failure. • UAT documents (draft) **XXX Project Delivery Action list** • Delivery schedule and SOP (Installation, integration, migration, acceptance, etc) • Check/Clarification list for 3rd part equipment. • Project Key point & Risk List with solution Partner resources named and Remote delivery solution

Installation SOP



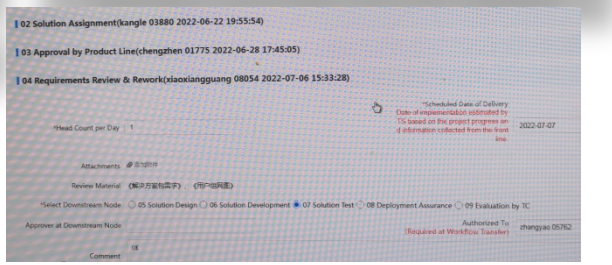
IM

R&D+SE+TS

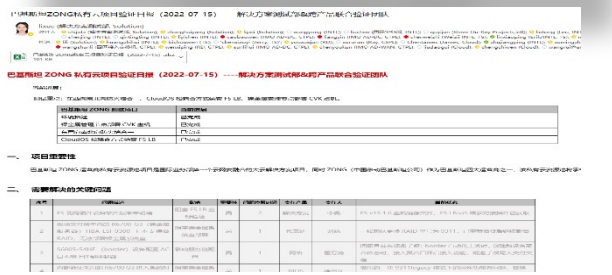


Execution

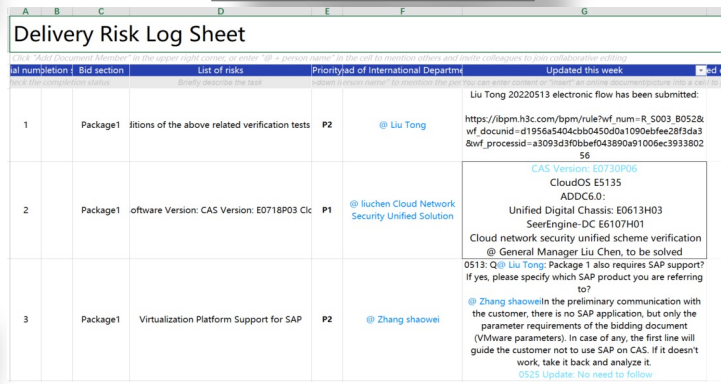
Solution one-step service system



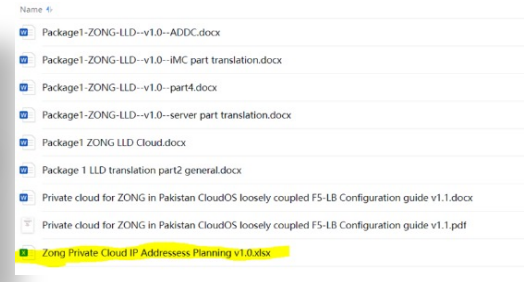
Experimenting report



Risks track



Topology Design



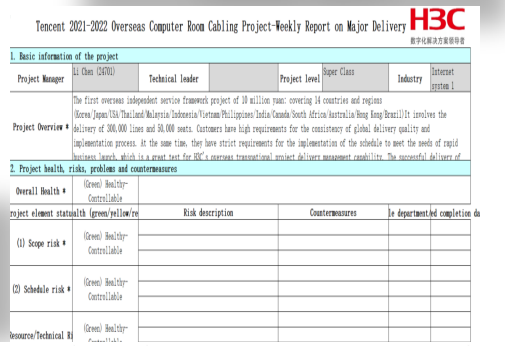
5 Project Deployment

Stage		Input	Action	Output
5	**Project Deployment**	• XXX Project Delivery Implementation Scheme • Project Key point & Risk List • R&M • LLD • Equipment arrival plan	**PM owner---**IM Group and Regular meeting(customer, partner and internal) • Weekly report for project delivery progress (External/Internal) • Resource coordination and issue escalate in time • Risk and unexpected situation management • Online problem and New requirement management(change order) • Quality management and EHS • Delivery hours and placed order to partner • Customer satisfaction	• Weekly report include Risk highlight, Milestone reached, Action List, Current progress, Next to do plan and Help • Project Schedule/Risk/Online problem management list • Customer regular meeting minutes(progress, requirement…) • Monitor project progress and management partner

Equipment Acceptance

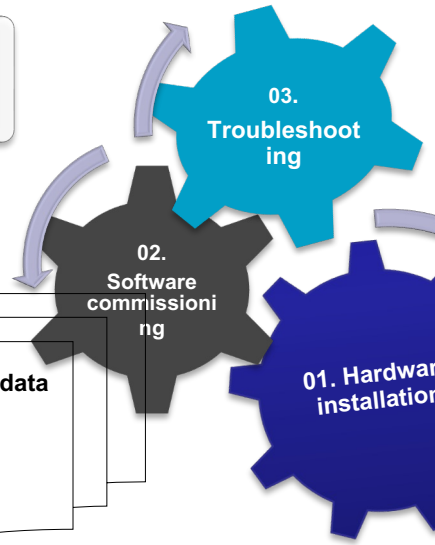
Unpacking preparation → Inspection → Handover → Problem handling

Weekly report


Tencent 2021-2022 Overseas Computer Room Cabling Project-Weekly Report on Major Delivery

Installation and Commissioning

- Script Loading
- Configuration
- Networked Commissioning
- Inspection



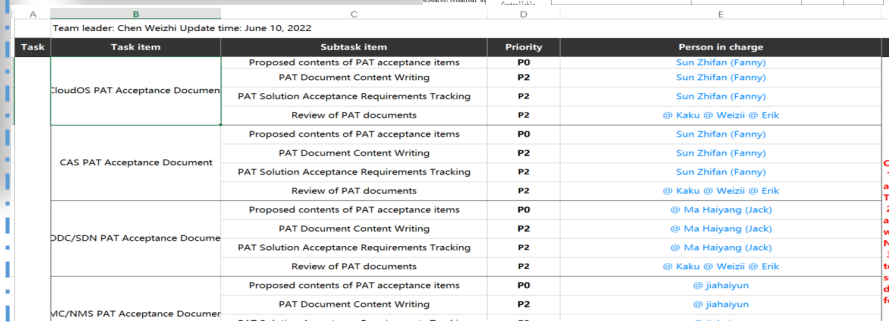
- Observation
- Diagnosis
- Resolve

- Installation
- Grounding
- Connecting power supply
- Power on

Record equipment installation data

1. Board slot map
2. Port connection list
3. Software version
4. Final configuration file
5. Locations and contacts

Tasks track


Team leader: Chen Weizhi Update time: June 10, 2022

Task	Task item	Subtask item	Priority	Person in charge
	CloudOS PAT Acceptance Documen	Proposed contents of PAT acceptance items	P0	Sun Zhifan (Fanny)
		PAT Document Content Writing	P2	Sun Zhifan (Fanny)
		PAT Solution Acceptance Requirements Tracking	P2	Sun Zhifan (Fanny)
		Review of PAT documents	P2	@ Kaku @ Weizii @ Erik
	CAS PAT Acceptance Document	Proposed contents of PAT acceptance items	P0	Sun Zhifan (Fanny)
		PAT Document Content Writing	P2	Sun Zhifan (Fanny)
		PAT Solution Acceptance Requirements Tracking	P2	Sun Zhifan (Fanny)
		Review of PAT documents	P2	@ Kaku @ Weizii @ Erik
	DDC/SDN PAT Acceptance Docume	Proposed contents of PAT acceptance items	P0	@ Ma Haiyang (Jack)
		PAT Document Content Writing	P2	@ Ma Haiyang (Jack)
		PAT Solution Acceptance Requirements Tracking	P2	@ Ma Haiyang (Jack)
		Review of PAT documents	P2	@ Kaku @ Weizii @ Erik
	MC/NMS PAT Acceptance Documer	Proposed contents of PAT acceptance items	P0	@ jiahaiyun
		PAT Document Content Writing	P2	@ jiahaiyun

6 QA & User Acceptance Test

Stage		Input	Action	Output
6	**QA & User Acceptance Test**	• General CT Check list. • ADNET Solution Project Quality Inspection Report • UIS6.5 Checklist After Deployment	**H3C/Partner inner:** UAT Test plan • Finish UAT test plan according to product and customer, including Wired/Wireless service test, OAM, HA, etc. • Self-check and solve all problem in advance. **Customer:** Formal UAT test (H3C) and Integrated test	• Formal UAT report singed by customer. • ADNET Project quality inspection report • I-Service check result for CT and UIS.

Business Online

Pilot one site → Testing and verify → Summary of experience → Promotion other sites → Launched

Final version of the configuration file

Acceptances

End of implementation
End of pilot
→ Application for acceptance → Sign acceptance certification

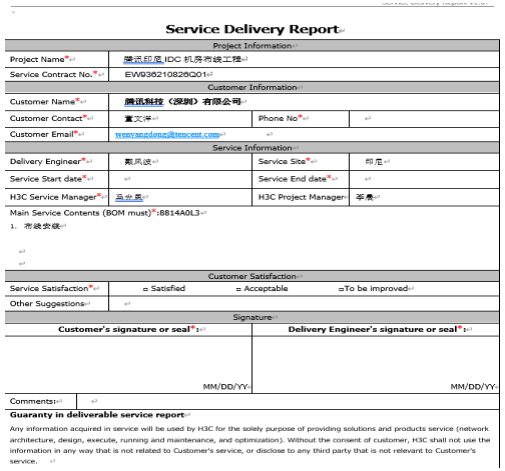
Project acceptance certification Or Completion certification

Quality Assessment

PM

H3C Service Quality Management Department

Document review + Quality inspection → Customer satisfaction survey



Service Delivery Report

Project Information			
Project Name*	腾讯印尼 IDC 机房市政工程		
Service Contract No.*	EW936210826Q01		
Customer Information			
Customer Name*	腾讯科技（深圳）有限公司		
Customer Contact*	董文洋	Phone No*	
Customer Email*	wenyangdong@tencent.com		
Service Information			
Delivery Engineer*	莫凡波	Service Site*	印尼
Service Start date*		Service End date*	
H3C Service Manager*	马华兵	H3C Project Manager	李勇
Main Service Contents (BOM must)*:8814A0L3			
1. 市政安装			
Customer Satisfaction			
Service Satisfaction*	= Satisfied	= Acceptable	=To be improved
Other Suggestions			
Signature			
Customer's signature or seal*:		Delivery Engineer's signature or seal*:	
	MM/DD/YY:		MM/DD/YY:
Comments:			

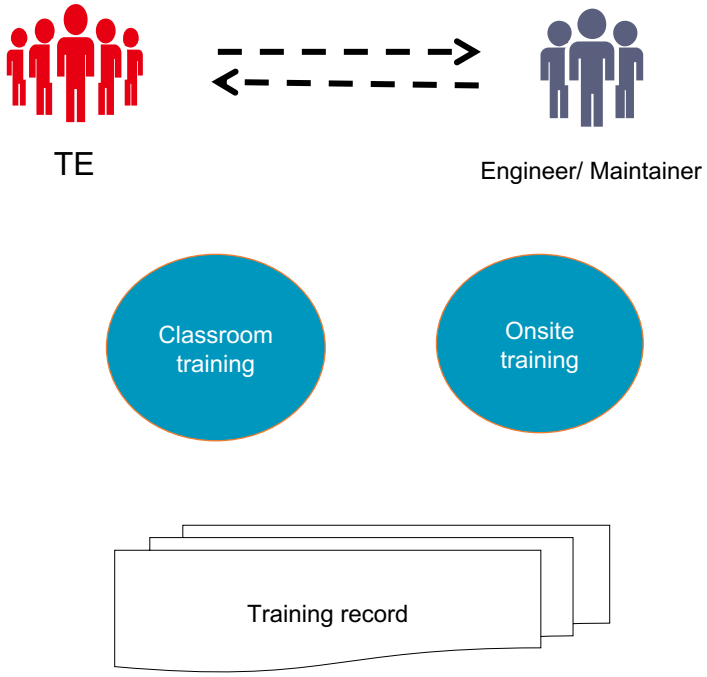
Guaranty in deliverable service report

Any information acquired in service will be used by H3C for the solely purpose of providing solutions and products service (network architecture, design, execute, running and maintenance, and optimization). Without the consent of customer, H3C shall not use the information in any way that is not related to Customer's service, or disclose to any third party that is not relevant to Customer's service.

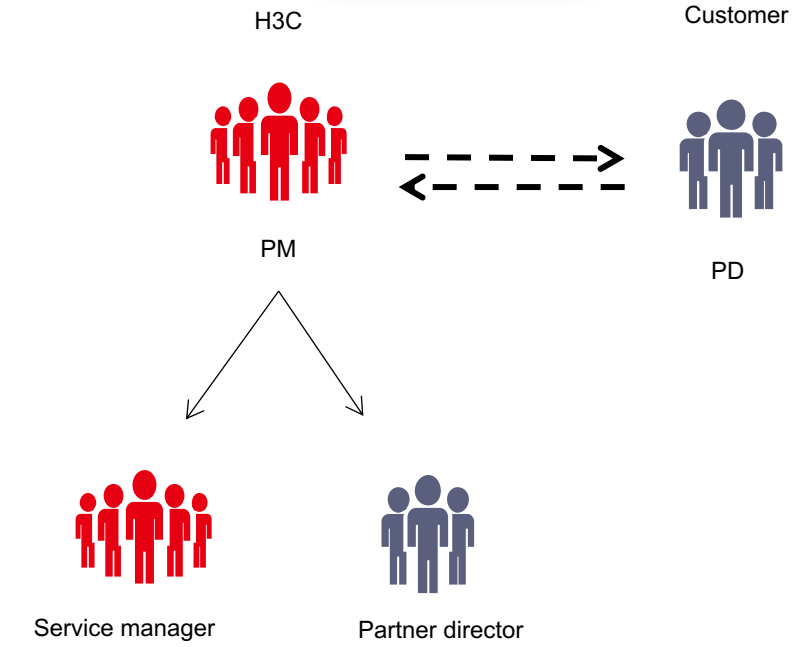
7 Knowledge Transfer & Delivery Report

Stage		Input	Action	Output
7	**Knowledge Transfer & Delivery Report**	• Final Project Delivery Implementation scheme	• Knowledge transfer Project/Product/Account and maintenance skill to customer in brief. (Half a day) • Emergency Response and Recovery Guide(400 hotline) • Other training according to contract.	Standard delivery report include: • XXX Project Knowledge Transfer • Emergency Response and Recovery Guide(400 hotline) • Project Onsite-Engineer report singed by customer

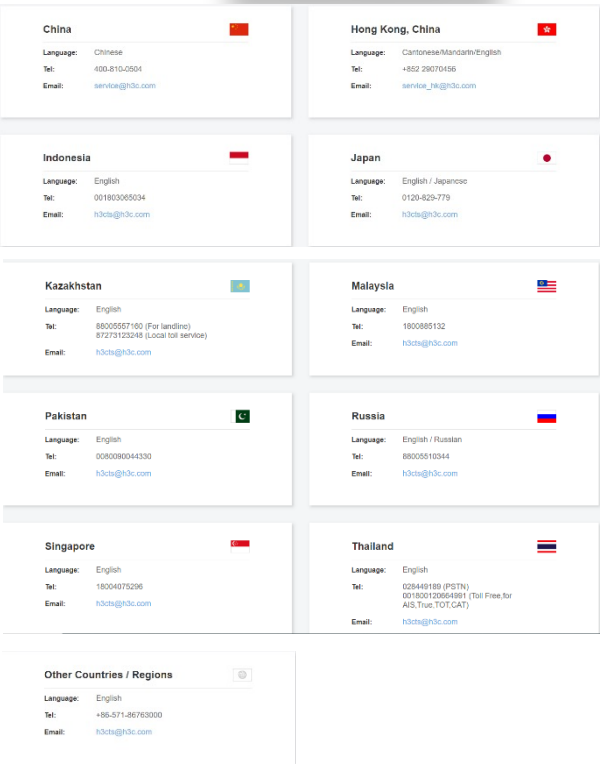
Training

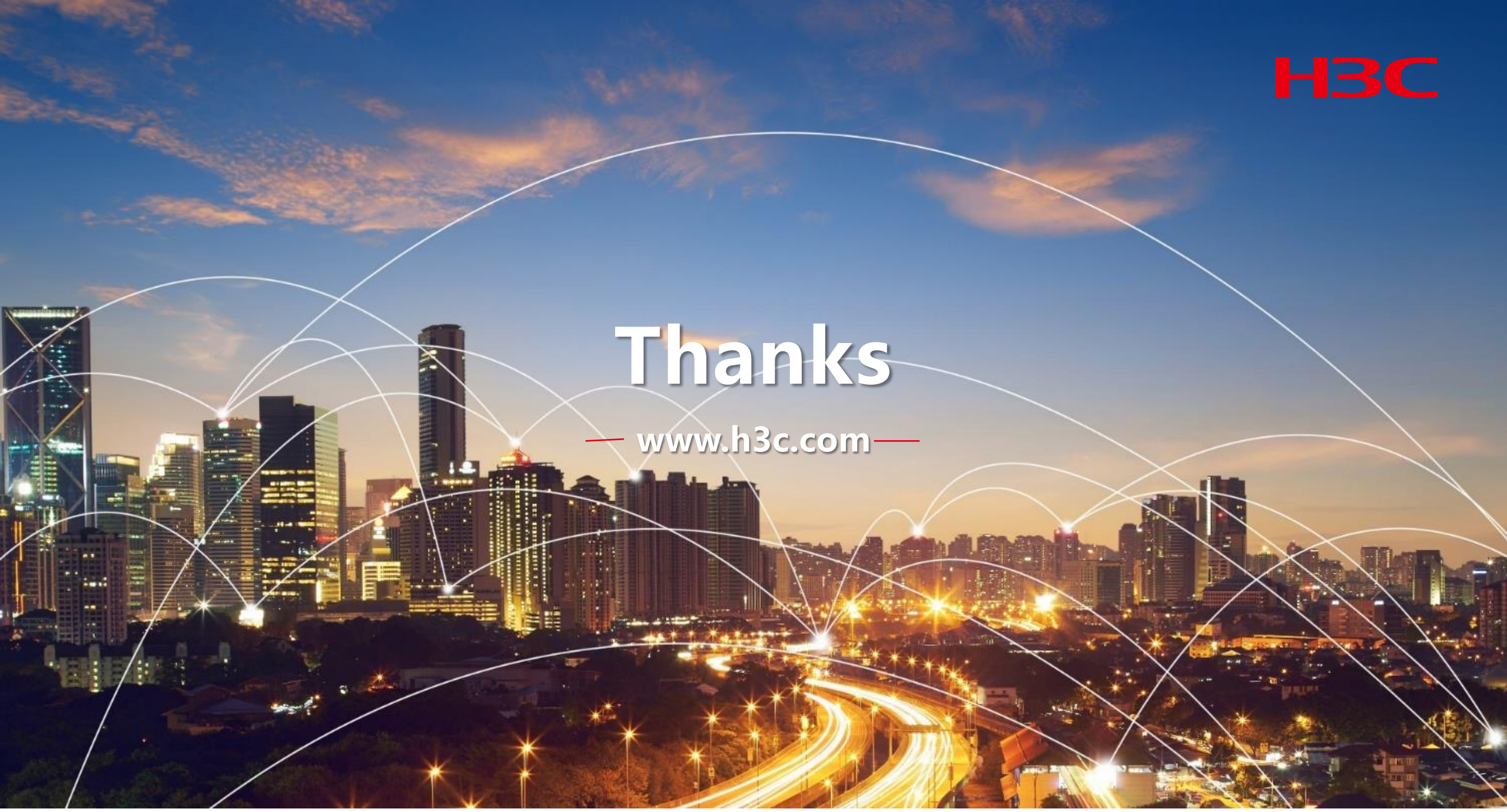


Handover

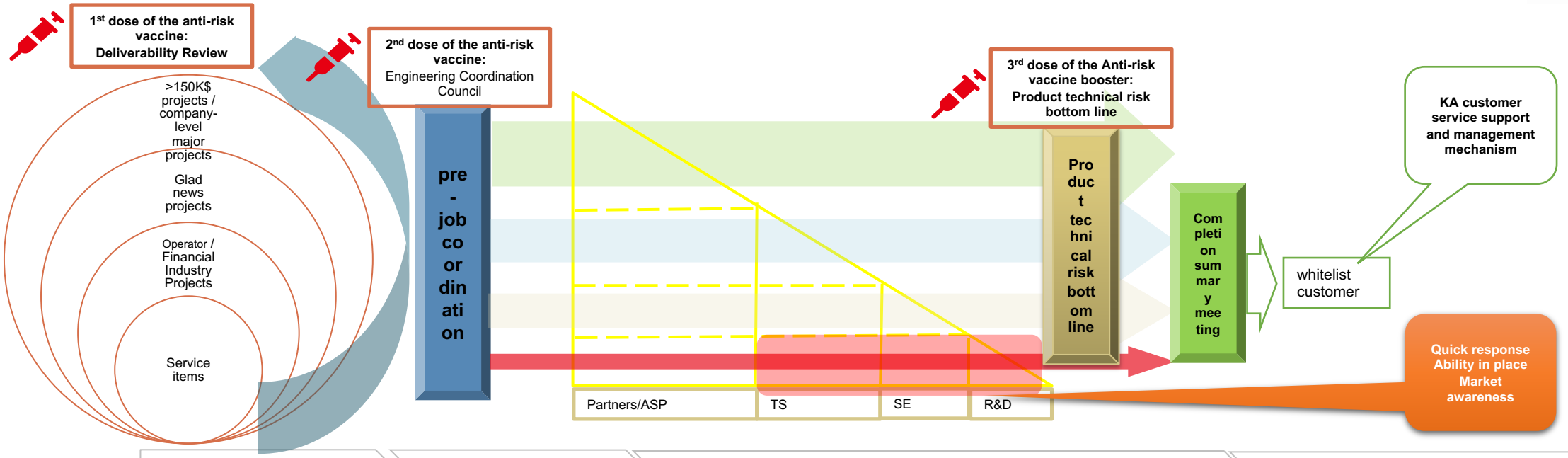


400 hotline




H3C
Thanks
www.h3c.com

Project Management Planning: 3 dose vaccines



	IPMS Pipeline	Mark winning	Project delivery phase	Project maintenance phase
SE , product department	Customer demand acquisition, SOC reply, solution, overall output HLD/SOW/BOQ	Solve the entrusted electronic flow, problem handover meeting	Missing Matches, Mismatches, Third Party Resale, Product Defect Remediation	
Service Manager	Tripartite Responsibility Matrix, Local Service Provider Capability Assessment, Spare Parts Capability, Delivery Plan, Delivery Cost	Project establishment, project establishment, union initiation, equipment arrival tracking	Subcontracting resources, site survey and design, replacement of defective parts, construction schedule, quality management, site management, EHS	Sort out key customers, improve satisfaction, and connect with VIP TAC
TS PMO	Integrate expert opinions from headquarters, output deliverability review conclusions and risk records	Coordinate resources across product lines and departments, and ask for help when problems are escalated	Problem escalation, cross-departmental problem solving	Project summary review, cost baseline review, copy to other countries and projects
TS technical expert	Output technical solution conclusion	Output LLD/PAT document / device integration docking confirmation	Installation, commissioning, integration, acceptance	Second-line support, fast response to problems, closed within
R & D product line	product development roadmap	Solution Testing Department & Cross-Product Joint Verification Features	Software version adaptation, customer feature demand development	

Acronyms Dictionary

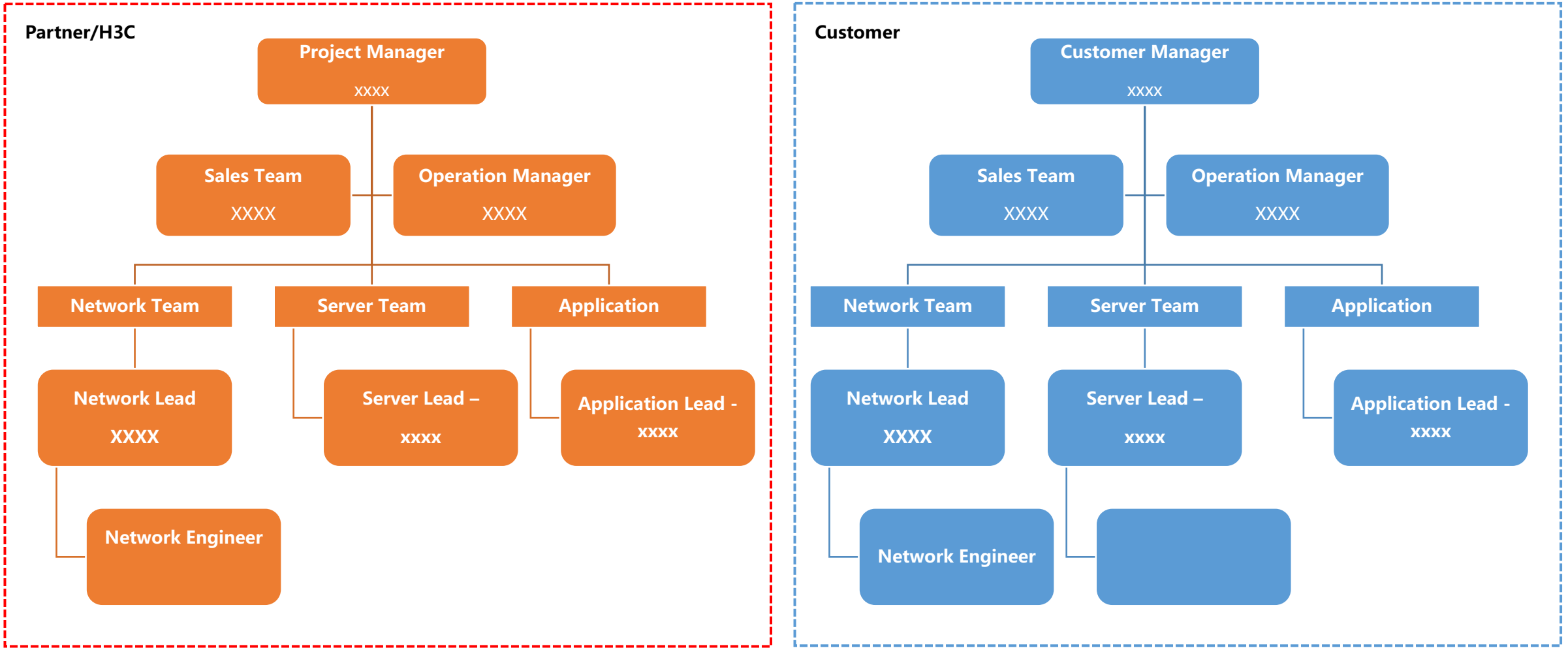
Acronyms	Explain
BOQ	Bills of quantities (Bom list)
SOW	Statement of work
R&M	Responsibility matrix
UAT	User Acceptance Test
SOP	Standard operation process
HLD	High-level design
LLD	Low-level design
RFP	Request for proposal
RFI	Ready for installation
PIP	Project implementation plan
WBS	Work breakdown structure

Acronyms	Explain
IM	Instant Message
CT	Communications Technology
IT	Information Technology
EHS	Environmental Health and Safety
TS	Technical service
PMP	Project Management Professional
PMO	Project Management Office
POC	Proof of Concept
SOC	Statement of Compliance
SPQ	Special Price Quotation
UAT	User Acceptance Test

Acronyms	Explain
PM	Project manger
TE	Technical expert
SE	Sales engineer
AM	Account manager
SM	Service manager
RO	Representative Office
HQ	Headquarter
R&D	Research & Development
PD	Project director
TD	Technical director
H3CNE-PM	H3C Certified Network Engineer for Project Management

https://acronyms.thefreedictionary.com/

Attachment-1 Org Chart



Remark:

1, Need to confirm Escalate method.

2, Need to confirm Daily/Weekly Report Email Range for Main send and CC.

Attachment-2 ADDC SOW

No	Task in brief	H3C	HPE
0	Collect ADDC Solution Customer Requirements Questionnaire	E	S
1	Preliminary preparation	S	E
2	OS installation and network connection	S	E
3	Software installation	E	S
4	Underlay network deployment	E	S
5	Service deployment	E	S
6	Service tests	E	S
7	Delivery documents	E	S
8	Knowledge transfer	E	S
9	Statement of completion	E	S

Remark:

E: Execute, The executive body, as the leader and responsible party to perform specific tasks, organizing meetings and discussions in the process of service delivery;

S: Support, support and cooperation, provide necessary cooperation in the service delivery process, such as solution discussion, problem confirmation, providing information and resource.

Attachment-3 ADDC Project Schedule

XXXX Project Schedule											
No.		Event	Owner	Status	Deadline	2022/4/6	2022/4/7	2022/4/8	2022/4/9	2022/4/10	
						Wed	Thu	Fri	Sat	Sun	
1	1.1	OS installation	HPE								
	1.2	Dependency packages installation	HPE								
	1.3	Network connection	HPE								
	1.4	Download the software installation packages	HPE								
2	2.1	Install Matrix, UC and deploy cluster	H3C								
	2.2	Install Orchestrator, Analyzer, vDHCP	H3C								
	2.3	Install License Server	H3C								
	2.4	License registration	H3C								
3	3.1	Underlay network deployment	H3C								
4	4.1	Orchestrator: vports online	H3C								
	4.2	Orchestrator: going to Internet	H3C								
	4.3	Orchestrator: service chains	H3C								
	4.4	Analyzer deployment	H3C								
	4.5	Cloud platform connection	H3C								
5	5.1	SDN reliability tests	H3C								
	5.2	Network reliability tests	H3C								
6	6.1	Deliverable documents	H3C								
7	7.1	Knowledge transfer	H3C								
8	8.1	Statement of completion	H3C								

Remote Support
Onsite Support
Milestone
Regular Meeting