

# Course Project Scenario

## Sheet 1

### Introduction

The scenario described below will be used as a guide for various exercises and assignments throughout the rest of this course. Additional information will be provided, as required, during future units to help better define the situation and environment of the project. If questions arise or you have specific questions, do not hesitate to contact the professor. Remember, the project will take place throughout the course, so we will take steps to complete the project in each unit.

### Company

Massive Solutions International (MSI) is a global company providing information technology solutions to a wide customer base.

### Challenge

MSI's current data center is located on the U.S. Gulf Coast, which is often plagued with catastrophic weather events. The company desires to implement a new state-of-the-art data center for its North American operations, capable of supporting strategic growth and expansion in an area with more stable weather patterns.

The Chief Information Officer (CIO) for MSI, Ms. Stephanie Jones, has been selected to lead this project. The Chief Executive Officer (CEO), Mr. Gerald O'Connor, would like to see the project completed within 18 months. The start date will be the first of next month. The company has allocated \$6 million in funding and identified an 8,000 square foot facility in a weather-safe location. The corporate management team initially consists of people listed below (the project manager [PM] can add additional members as needed):

| Position                | Name                  | Phone        | E-mail            |
|-------------------------|-----------------------|--------------|-------------------|
| CEO                     | Mr. Gerald O'Connor   | 888-555-1234 | GO'Connor@MSI.com |
| VP Ops                  | Ms. Sandra Murray     | 888-555-4321 | SMurray@MSI.com   |
| CFO                     | Mr. Ira Moneybags     | 888-555-2314 | IMoney@MSI.com    |
| CIO                     | Ms. Stephanie Jones   | 888-555-1122 | SJones@MSI.com    |
| Chief IT Engineer       | Mr. Kenneth Bolts     | 888-555-2345 | Kbolts@MSI.com    |
| Network Engineer        | Ms. Paulita Espinoza  | 888-555-6578 | PEspinoza@MSI.com |
| Software Engineer       | Mr. Leroy Hawkins     | 888-555-8899 | LHawkins@MSI.com  |
| Applications Specialist | Mr. Ibrahim Al-Sahiri | 888-555-7465 | IASahiri@MSI.com  |

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There may be a requirement for outside vendors during the execution of this project.

### **Initial Project Objectives**

- Build-out a new state-of-the-art 8,000 square foot facility.
  - Ensure power; heating, ventilation, and air conditioning (HVAC); and communication resources are sufficient to support the new data center.
- Relocate 225 physical and virtual servers along with the supporting network infrastructure to the new data center.
- Establish a help-desk operation for the new data center (Tier 1 and Tier 2).
- Perform improvements on the existing office space, and relocate 70 IT employees from the old data center to their new office space.
- Ensure business applications are migrated from the old data center to the new and tested for proper functionality.
- Ensure data security concerns (physical, logical, and personnel) are addressed.

The PM will need to have the ability to work with all groups—from construction trades, to union staff, to senior executives—possessing a genuine understanding of what each group is doing to accomplish the objectives of the program.