

Department of Hawaiian Home Lands

Sample Project Plan

Customer Service 5 Year Time Line							
Fiscal	Jan - Dec 2017	Jan - June 2018	July - Dec 2018	Jan - June 2019	July - Dec 2019	Jan - June 2020	July - Dec 2020
2016-2017	<u>DUE DILIGENCE</u>						
	Conduct Survey						
	Call center site visit						
	Research software						
2018 - 2019		<u>PROCUREMENT</u>	<u>PLATFORM & SYSTEM BUILD OUT</u>				
		Demo software	Software set-up				
		Meet w/ETS	Logistics				
		Procurement-software	<u>Contact Center</u>				
		HR process	HR continued				
		Mgr., presentation	Hiring				
2019-2020			Training		<u>DATA INTEGRATION</u>		
					Software Integration phase 1&2		
					Beneficiary Acct Info		
					Work Request		
2020-2021					Loans Info		<u>FULL INTEGRATION</u>
					Ranking Report		Sf Updates
							SF Implementation
							SF Training