

Project Delivery Sample

Service request workflow rollout

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Independent portfolio demonstration using fictional data. This is not a client or employer deliverable.

PROJECT OVERVIEW

Goal: Give two internal support teams a shared intake process, clear request ownership, and a consistent escalation route.

Scope: Request categories, ownership rules, a pilot, staff guidance, and a handoff to operations. Platform replacement is outside this example.

Reporting point: End of week 3 of a five-week rollout. **Status:** Needs attention.

The pilot review is complete. Training coverage still needs a sponsor decision. The week 5 rollout remains planned; a decision after week 4 day 2 would require the timeline to be reviewed.

MILESTONES AND OWNERSHIP

Milestone	Owner	Target	Status
Confirm scope and owners	Project manager	Week 1	Complete
Review workflow with pilot team	Operations lead	Week 3	Complete
Approve training coverage	Sponsor	Week 4 day 2	Decision needed
Prepare staff and close pilot actions	Team leads	Week 4	In progress
Roll out and hand over to operations	Operations lead	Week 5	Planned

DECISION AND FOLLOW-UP

Sponsor decision by week 4 day 2: Approve two smaller training sessions so each team can maintain support coverage. Team leads will confirm attendees once the approach is agreed.

Risk: Limited staff availability may delay training. **Response:** Team leads reserve backup sessions; the project manager raises any remaining coverage gap before the decision deadline.

NEXT UPDATE

Confirm the training decision, review open pilot actions with their owners, and check readiness before committing to the week 5 rollout. Report any change to scope or timing with the decision needed.