

SERVICE PLANS AND PROJECT ADMINISTRATION



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TRAINING CENTER



Introduction

Public and private organisations deliver most of their commitments through service plans and projects, yet many of these stall because planning and administration drift apart. The Service Plans and Project Administration Training Course connects the two by teaching participants to build service plans that projects can actually execute. Participants learn to define scope, structure work breakdowns, schedule activities, and control budgets and documentation. Furthermore, the course covers project administration routines such as registers, approvals, progress reporting, and stakeholder coordination. In addition, it addresses risk, quality, and change control. As a result, teams deliver services on time, with clear records and fewer surprises.

Service Plans and Project Administration Course Objectives

- Translate service commitments into structured project plans.
- Apply PMBOK and PRINCE2 planning principles to service delivery.
- Build work breakdown structures (WBS) and activity schedules.
- Prepare Gantt charts and critical path analysis for service projects.
- Estimate costs, prepare budgets, and control expenditure.
- Maintain project administration registers: risk, issue, change, and action logs.
- Design document control and approval workflows for projects.
- Apply risk identification, assessment, and mitigation planning.
- Monitor progress using earned value and milestone tracking.
- Report project performance to sponsors and stakeholders.

Course Methodology

- Instructor-led sessions linking planning theory to service delivery practice.

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- Practical exercises in WBS, scheduling, and budgeting templates.
- Case studies from public service and corporate project environments.
- Group workshops building a full service project plan.
- Simulation exercises on progress reporting and change control.
- Continuous knowledge checks and a final applied project planning task.

Who Should Take This Course

- Project managers and project coordinators.
- Service delivery and operations managers.
- Project administration officers and PMO staff.
- Programme and planning officers in public bodies.
- Department heads responsible for service commitments.
- Administrative staff supporting project teams.

Service Plans and Project Administration Course Outlines

Day 1: Service Planning and Project Foundations

- Service plans versus project plans and how they connect.
- Project lifecycle phases and governance structures.
- PMBOK knowledge areas and PRINCE2 principles overview.
- Defining scope, objectives, and success criteria.
- Stakeholder identification and expectation management.
- Project charter and authorisation documents.
- Workshop: drafting a project charter for a service initiative.





Day 2: Scope, Work Breakdown, and Scheduling

- Scope statements and requirements gathering.
- Building work breakdown structures (WBS).
- Activity sequencing and dependency mapping.
- Gantt charts and critical path analysis.
- Resource allocation and capacity planning.
- Milestone planning and baseline setting.
- Workshop: building a WBS and schedule for a service project.

Day 3: Costing, Budgeting, and Procurement Support

- Cost estimation techniques and contingency planning.
- Budget preparation and cash flow forecasting.
- Monitoring expenditure and variance analysis.
- Procurement planning and specification writing.
- Contract administration and supplier coordination.
- Cost control reports for sponsors.
- Workshop: preparing a project budget and cost report.

Day 4: Project Administration and Documentation

- Project administration roles and routines.
- Registers: risk, issue, change, and action logs.
- Document control, versioning, and approval workflows.
- Meeting administration, agendas, and minutes.
- Progress reporting formats and dashboards.

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- Filing, archiving, and audit readiness for projects.
- Workshop: setting up a full project administration file.

Day 5: Risk, Quality, Change, and Closure

- Risk identification, assessment, and response planning.
- Quality planning and acceptance criteria.
- Change control process and impact assessment.
- Earned value monitoring and corrective action.
- Project closure, handover, and lessons learned.
- Building a project administration improvement roadmap.
- Workshop: presenting a project performance report.

Conclusion

By successfully completing the Service Plans and Project Administration Training Course, participants will have acquired the knowledge to convert service commitments into structured plans, build schedules and budgets, run disciplined project administration, and control risk, quality, and change. They will also gain the ability to monitor progress with earned value and report performance clearly to sponsors. Furthermore, the course prepares teams to strengthen documentation and audit readiness across projects. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready project practice.

FAQs





Q1 What is the "Service Plans and Project Administration" course about?

It is a practical programme on planning and administering service delivery projects. It covers service planning, scope definition, work breakdown structures, scheduling, cost estimation, project registers and documentation, risk and change control, and performance reporting to sponsors and stakeholders.

Q2 What are the key benefits of the "Service Plans and Project Administration" course?

Participants gain service plans that projects can execute without constant rework, which reduces delays and cost overruns. The course improves budget control, strengthens documentation and audit readiness, and gives managers reliable progress data. It also raises team coordination and reduces the risk of service commitments being missed.

Q3 What skills will I gain from the "Service Plans and Project Administration" course?

Translating service commitments into project plans; building work breakdown structures, schedules and budgets; running project administration, registers and document control; and applying risk, quality and change control with progress reporting.



Q4 What tools, methods, or standards are covered in the "Service Plans and Project Administration" course?

The course covers PMBOK knowledge areas and PRINCE2 principles, project charters, work breakdown structures (WBS), Gantt charts, critical path analysis, earned value management, risk registers and issue logs, change control procedures, document version control, and project closure and lessons-learned reviews.

Q5 How is the "Service Plans and Project Administration" course applied in real-world practice?

Graduates apply it by converting departmental service commitments into project charters, schedules, and budgets, then maintaining registers for risks, issues, and changes. They run meeting and document routines, track progress against milestones, and present monthly performance reports to sponsors and management.