Executive Summary: Project Plan Funding Request

Date: June 18, 2024

Project Name: Modernization of Customer Portal

Prepared by: Project Management Office

1. Project Overview

The Modernization of Customer Portal project aims to upgrade our legacy customer portal by integrating new features, enhancing security protocols, and optimizing the user interface for improved experience and efficiency. This project will support the company's digital transformation initiative and drive future growth by providing customers with seamless access and services.

2. Objectives

- Redesign the portal for better user navigation and accessibility
- Migrate existing data to a secure cloud-based infrastructure
- Integrate advanced analytics and self-service tools
- Reduce operational costs by streamlining backend processes

3. Strategic Alignment

This project aligns with our strategic priority of enhancing digital engagement and accelerating service innovation. It will help differentiate our offerings and meet evolving customer expectations.

4. Requested Funding & Financial Summary

Total Funding Requested	$450,000
Projected ROI (Year 1)	22%
Break-even Period	18 months
Key Cost Elements	Development, Data Migration, Security Enhancements, Licensing

5. Major Milestones & Timeline

- Q3 2024 — Project Kick-off, Team Formation
- Q4 2024 — Platform Development and Migration
- Q1 2025 — User Testing and Security Audit
- Q2 2025 — Go-live & Evaluation

6. Key Risks & Mitigations

- **Data Migration Risks:** Engage expert consultants and conduct parallel runs to ensure integrity.
- **Adoption Risks:** Provide training and ongoing support for users.
- **Budget Overruns:** Implement regular project reviews and contingency allocations.

7. Recommendation & Next Steps

It is recommended to approve the requested funding and initiate the project as planned. Timely execution will position us to achieve significant improvements in customer satisfaction and operational efficiency.

Important Notes

- The executive summary should be concise and focus on key information relevant to decision-makers.
- Ensure all financial figures and projections are accurate and substantiated by supporting documents.
- Clearly articulate project benefits, objectives, and risks for transparency and effective evaluation.
- Customize the summary to align with specific organizational and funding requirements.
- Limit technical jargon to ensure clarity for non-technical stakeholders.