

Risks Identified. Control Established.

Business Objective

After Integrated System Testing (IST) at a data centre project, key deliverables like commissioning reports, configuration documents, ELV O&M manuals, and handover packages remained pending with the contractor, delaying closure, hindering compliance, and increasing risks of disputes and operational exposure.



BUSINESS NEED

Identify & Quantify All Documentation-Related Project Risks

- Conduct a structured risk assessment to surface, categorise, and quantify every documentation gap blocking project handover and compliance closure.

Deliver a Tiered Mitigation Strategy to Reduce All Risks from High to Low

- Provide targeted recommendations, immediate, mid-term, and governance-level—to eliminate high-risk documentation gaps.

Establish Measurable Success Criteria for Project Closure

- Define clear metrics for document timelines, milestone tracking, and SLA compliance to ensure accountable project closeout.

SOLUTION & IMPACT

All 4 High-Risk Documentation Gaps Mapped to Low Risk

- Commissioning report, configuration documents, ELV O&M manuals and handover package each assigned a clear mitigation pathway.

Root Causes Identified. Structural Dependencies Broken.

- Single-source contractor dependency and sequential approval bottlenecks targeted directly, reducing post-IST idle time.

Measurable Closure Milestones Established

- Objective framework defined to track and enforce documentation delivery through to final project handover.

Conclusion

Technavious converted a stalled post-IST documentation phase into a structured, trackable closeout program. By identifying root causes, assessing risks, and applying targeted mitigations, all four critical documentation streams were driven from high to low risk—protecting timelines, compliance, and client relationships.