BLACKBIRD FOR TRAINING

Service Plans and Project Administration

8 – 12 March 2027
Kigali (Rwanda)



Service Plans and Project Administration

Ref: 3255139_332988 **Date:** 8 – 12 March 2027 **Location:** Kigali (Rwanda) **Fees:** 4200 GBP

Introduction

Service Plans and Project Administration are vital foundations for ensuring organizational success and sustainability. Well-designed service plans provide the roadmap for efficient resource allocation, timely goal achievement, and consistent delivery of high-quality services. At the same time, effective project administration enables organizations to balance day-to-day operational needs with long-term strategic objectives.

This training course equips participants with the practical tools, methodologies, and frameworks to design service plans, oversee projects from initiation to closure, and deliver measurable value to stakeholders. Through case studies and hands-on workshops, participants will gain a comprehensive understanding of how to manage resources, control risks, ensure quality, and align projects with broader organizational strategies.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles of service planning and link them to organizational goals.
- Apply structured methodologies for effective project administration.
- Manage human, financial, and technical resources efficiently.
- Monitor performance indicators to ensure adherence to timelines and budgets.
- Identify potential risks and develop proactive mitigation strategies.
- Prepare detailed reports to support decision-making.
- Integrate operational planning with the organization's strategic vision.

Course Outlines

Day 1: Fundamentals of Service Plans

- Introduction to service plans and their importance in organizations.
- Key principles for developing effective service plans.
- Linking operational plans with strategic objectives.
- Identifying service requirements and stakeholder expectations.
- Tools and techniques for structured planning.
- Workshop: Developing an initial service plan.



Day 2: Principles of Project Administration

- Defining project administration and its role in organizational success.
- The project lifecycle: initiation, planning, execution, monitoring, closure.
- Building project schedules and timelines.
- Defining team roles and responsibilities.
- Case study: Lessons from successful and failed projects.
- Practical exercise: Designing a basic project structure.

Day 3: Resource Allocation and Budgeting

- Managing financial, human, and technical resources.
- Techniques for accurate project budgeting.
- Common challenges in resource allocation.
- Time management strategies for effective delivery.
- Key performance indicators for resource efficiency.
- Workshop: Developing a resource plan and budget.

Day 4: Risk Management and Quality Assurance

- Understanding risk management in projects.
- Identifying, assessing, and prioritizing risks.
- Strategies for proactive risk mitigation.
- Ensuring service quality and meeting performance standards.
- Tools for monitoring and continuous evaluation.
- Practical exercise: Creating a risk matrix and quality plan.

Day 5: Documentation, Reporting, and Project Closure

- Importance of documentation and reporting in project success.
- Progress and final reporting for stakeholders.
- Deliverable handover and stakeholder communication.
- Techniques for closing projects effectively.
- Lessons learned and knowledge transfer for future projects.
- Simulation: Presenting results of a mock project.



Why Attend This Course? Wins & Losses!

- Gain the ability to design comprehensive service plans.
- Strengthen practical skills in project administration.
- Improve monitoring of budgets, schedules, and performance.
- Learn proven strategies for risk management.
- Enhance the quality of services and stakeholder satisfaction.
- Build stronger alignment between operational and strategic plans.
- Acquire tools that support informed decision-making.
- Gain hands-on experience through workshops and simulations.

Conclusion

The Service Plans and Project Administration training course provides participants with a structured and practical learning journey that bridges theory and application. By combining service planning principles with project administration methodologies, it empowers professionals to deliver successful outcomes in complex organizational settings.

Through case studies, practical workshops, and simulation exercises, participants will develop the confidence and skills to design effective service plans, manage projects end-to-end, allocate resources wisely, and mitigate risks proactively. Ultimately, this course enables professionals to contribute directly to organizational growth, service excellence, and long-term sustainability.

