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| Project Close-Out Report                    |   |
| Report Date: 15 <sup>th</sup> November 2024 |   |
| KEY INFORMATION                             |   |
| Project Name                                | Develop an application to provide marketing data in real-time |
| Division/Department                         | IT  |
| Project Sponsor                             | Mary Smithers   |
| Project Manager                             | Cary Manning  |

  

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|---|--|
| PROJECT GOALS   |  |
| Document the original goals from the project charter.   |  |
| 1. The app will be created to help AHI gather information and data to understand the target market better |  |
| 2. Develop strategies from the real time data to improve customer satisfaction                            |  |
| 3.  |  |
| 4.  |  |

  

|   |  |
|---|--|
| PROJECT GOAL SUCCESS ANALYSIS   |  |
| Highlight the success or failure in meeting the project goals from the original plan and explain deviations. (Success, Partial Success, Not Accomplished) |  |

1. The app will be created to help AHI gather information and data to understand the target market better – Success.

2. Develop strategies from the real time data to improve customer satisfaction - Success

## SCOPE REVIEW

Call out any variances to the original scope plan and briefly describe why they happened. Can these variances be prevented in future projects? If so, how?

### Variance:

The app did not include all the features as initially planned for the project, two of the required data feeds and several desired reports by the leadership were not included. Inadequate requirements gathering at the beginning of the project resulted in several change requests.

### How to Prevent in future:

By generating reports as per leadership requirement in schedule, must added in communication management plan, and no additional scope to be added, which can deviate the original requirements of project, and keep the main requirements in priority

## SCHEDULE REVIEW

Call out any variances to the original schedule plan and briefly describe why they happened. Can these variances be prevented in future projects? If so, how?

### Variance:

A 3<sup>rd</sup> sprint must be added in the development window to complete the project which caused a delay in project completion. Initial scrum training was not implemented with the team, where they applied both predictive and adaptive methods, and along with that due to issues in development phase the schedule got delayed

**How to Prevent in future:**

Initial scrum training needs to be implemented for a more collaborative approach, and no deviation in schedule

**COST REVIEW**

Call out any variances to the original budget plan over or under and briefly describe why they happened. Can these variances be prevented in future projects? If so, how?

**Variance:** Additional costs of \$7000 were incurred due to equipment requirement omissions and inflationary cost factors not considered during initial planning.

**How to Prevent in future:**

During the initiation phase of resource Planning, subject matter expert has to be more frequently consulted for better understanding of equipment's required, if required external expert can be consulted, and a contingency cost can be kept aside for inflation uncertainties.

## RISK ANALYSIS

Call out anticipated or unanticipated risks that impacted the project. Could these risks be prevented in future similar projects? If so, how? Refer to the Risk Register to review or link to register directly.

### **Risk Impacted:**

- Increased Budget
- Flaws in design- app launch delays
- Development delays- app launch delays
- IT capability issues- Not enough Human resource

### **How to Prevent in future:**

- During the initiation phase of resource Planning, subject matter experts must be more frequently consulted for better understanding of equipment's required.
- Whole Team needs to follow the same product lifecycle approach
- More frequent communication within teams, and transparency with app required and developed
- Human Resource must be planned beforehand and shared with HR to avoid less human resource availability

## OUTSTANDING ITEMS

List any outstanding project-related follow-up items, how they are being addressed, and who is responsible.

| Issue | Planned Resolution | Assigned To |
|-------|--------------------|-------------|
|       |                    |             |
|       |                    |             |
|       |                    |             |

| LESSONS LEARNED  |                                     |
|--|-------------------------------------|
| <b>DID WELL</b><br>Note what aspects of the project went well or better than expected and share your thoughts on how this positive outcome could be replicated in future projects.   |                                     |
| ITEM   | NOTES                               |
| Customer Satisfaction  | Customer Satisfied                  |
|  |                                     |
|  |                                     |
|  |                                     |
| <b>DO BETTER</b><br>Note what aspects of the project went poorly or worse than expected and share your thoughts on how this less than desirable outcome could be avoided in future projects.   |                                     |
| ITEM   | NOTES                               |
| Budget   | Budget was not met                  |
| Timeline   | Project was not met within timeline |
|  |                                     |
|  |                                     |
| RECOMMENDATIONS  |                                     |
| Note any recommendations for future project managers managing similar projects.  |                                     |
| <ul style="list-style-type: none"> <li>• During the initiation phase of resource Planning, subject matter experts must be more frequently consulted for better understanding of equipment's required.</li> <li>• Whole Team needs to follow the same product lifecycle approach</li> <li>• More frequent communication within teams, and transparency with app required and developed</li> </ul> |                                     |

- Human Resource must be planned beforehand and shared with HR to avoid less human resource availability



## **PROJECT ARCHIVES**

Note where those wanting to reference documents related to this project in the future will be able to find them.