**Post-Implementation Review Report**

**Project Name:** Telco Cloud Migration Project  
**Prepared by:** [Project Manager Name]  
**Date:** [DD-MM-YYYY]  
**Version:** 1.0  
**Reviewed by:** [Steering Committee/PMO]  
**Confidentiality Level:** Internal Use Only

**1. Executive Summary**

Brief overview of the cloud migration project, its objectives, scope, timeline, and this review’s purpose.

*Example:*  
The Telco Cloud Migration Project aimed to transition core OSS/BSS workloads and customer services to a cloud-native infrastructure using Kubernetes, CI/CD pipelines, and API integrations (e.g., M-PESA, CRM). This review evaluates the project's outcomes, performance, stakeholder satisfaction, and benefit realization post-execution.

**2. Objectives of the Review**

* Validate if project objectives were achieved
* Compare actual performance with baseline
* Identify successes and improvement areas
* Recommend actions for future projects

**3. Project Summary**

| **Item** | **Planned** | **Actual Outcome** |
| --- | --- | --- |
| Schedule | [Planned Dates] | [Actual Dates] |
| Budget | $[Planned Budget] | $[Actual Spend] |
| Scope | [High-level scope summary] | [Any deviations] |
| KPIs Achieved | [List key metrics & targets] | [Results e.g., 99.9% uptime met] |

**4. Benefits Realization**

| **Benefit** | **Target Outcome** | **Actual Outcome** | **Status** |
| --- | --- | --- | --- |
| Reduced OPEX by 20% | $1M/year savings | $900K/year savings | Partially Achieved |
| Faster provisioning (TTV) | From 2 weeks to 2 hrs | Avg: 3 hours | Achieved |
| Improved uptime (resilience) | 99.95% | 99.98% | Achieved |
| Customer satisfaction (NPS ↑) | +10 points | +8 points | Partially Achieved |

**5. Performance Against Key Criteria**

**5.1 Schedule Performance (SPI)**

* **Planned vs Actual Completion Dates**
* **Delays**: [e.g., network firewall misconfigurations, vendor delays]
* **Schedule Performance Index (SPI)**: SPI = EV / PV

**5.2 Cost Performance (CPI)**

* **Planned Budget vs Actual Spend**
* **Cost Performance Index (CPI)**: CPI = EV / AC
* Root causes of cost variance (e.g., additional licenses, cloud cost overages)

**5.3 Scope Delivery**

* % Scope Delivered: [e.g., 95% of features migrated]
* De-scoped Elements: [if any, e.g., legacy CRM retained temporarily]

**5.4 Quality KPIs**

* Uptime, Latency, Transaction Failures, User Errors, Compliance Audit Pass %

**6. Stakeholder Feedback**

| **Stakeholder Group** | **Feedback Summary** | **Satisfaction Level (1-5)** |
| --- | --- | --- |
| Executive Sponsor | Positive – cost savings visible | 4.5 |
| Customer Service Teams | Initial hiccups, resolved with training | 4.0 |
| NOC/CloudOps | Appreciated automation and dashboards | 5.0 |

**7. Lessons Learned**

| **Area** | **Lesson / Observation** | **Recommendation** |
| --- | --- | --- |
| IAM Setup | Role-based access delayed integration | Define IAM early in design |
| Vendor SLAs | Over-reliance on one CSP | Establish multi-cloud failover |
| Change Control | Late-stage change overloaded team | Freeze scope by UAT phase |

**8. Risks and Issues**

* **Residual Risks:** [e.g., vendor lock-in, training gaps]
* **Unresolved Issues:** [if any]
* **Mitigation Actions:** [e.g., schedule quarterly DR drills]

**9. Recommendations**

* Continue optimizing cloud spend via auto-scaling and spot instances
* Automate compliance checks (CIS benchmarks)
* Conduct a 6-month post-mortem review for long-term benefits tracking
* Institutionalize playbooks and IaC scripts for future cloud projects

**10. Appendices**

* Appendix A: Final Project Schedule
* Appendix B: KPI Dashboard Snapshot
* Appendix C: Cost Breakdown
* Appendix D: Stakeholder Survey Summary
* Appendix E: Cloud Asset Inventory
* Appendix F: Audit Report (Security/Compliance)