CUSTOMER ACCEPTANCE/PROJECT COMPLETION FORM
7 JANUARY 2020

Project Name: iCrime

Project Manager: Muhammad Azri bin Azmi

Name	Title	Signature	Date
DCP Datuk Helmi	Inspector General Police	*Helmi*	January 7, 2021
Dato' Indera Khairul Dzaimee bin Daud	Head Chief of Immigration Department of Malaysia	*Indera*	January 7, 2021

1)   Was this project completed to your satisfaction?

Yes	✔
No	

2)   Please provide the main reasons for your satisfaction or dissatisfaction with this project.

The project met and exceeded my expectations. In my 15 years with this company, I have never seen workers so interested in training courses. Azri effectively coordinated all the people who worked on this project. We worked with several new suppliers, and everything went very smoothly.

3)   Please provide suggestions on how our organization could improve its project delivery capability in the future.

One suggestion would be to try to improve our estimating and forecasting abilities. The project costs were slightly over budget, even with some reserve built in. The schedule buffer prevented the project from finishing late. We also need to improve the way we forecast the number of people who want to take courses. The demand for the Artificial Intelligence courses was much higher than expected. Even though that was a pleasant surprise, it was still poor forecasting and caused extra work for project and support staff.

Thank you for your input.

LESSONS-LEARNED REPORT
7 JANUARY 2020

Project Name: iCrime
Project Sponsor: NVIDIA Corporation
Project Manager: Muhammad Azri Bin Azmi
Project Dates: 7 January 2021
Final Budget: RM 7,398,456.99

a. Did the project meet scope, time and cost goals?

We did meet scope and time goals, but we had to request an additional RM 60,000, which the sponsor approved. We exceeded scope goals by having more people take training courses than planned, primarily the Artificial Intelligence courses.

b. What was the success criteria listed in the project scope statement?

The following statement outlined the project scope and success criteria:
"Our sponsor has stated that the project will be a success, if the new training courses are all available within one year, if the average course evaluations are at least 3.0 on a 1-5 scale, and if the company recoups the cost of the project in reduced training costs within two years after project completion."

c. Reflect on whether you met the project success criteria.

All the new training courses were offered within a year, and the course evaluations averaged 3.4 on a 5.0 scale. We do not know if the cost of the project will be recouped within two years after completion, but the number of people who took the Artificial Intelligence training courses far exceeded our expectations. Because the Artificial Intelligence is more cost-effective that the instructor-led training, we are confident that costs will be recouped in less than two years.

d. What were the main lessons your team learned from this project?

The main lessons we learned include the following:

Having good communication was instrumental to project success. We had a separate item in the WBS for stakeholder communications, which was very important. Moving from traditional to primarily Artificial Intelligence training was a big change for Global Technology in computer science, so the strong communications were crucial. The intelligence system was excellent, thanks to support from the Intelligent and Computing Analytics (ICA) department. It was also very effective to have different departments create project description posters to hang in their work areas. They showed creativity and team spirit.