Lessons-Learned Report

Date 8/11/2021

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| **Project Name: Webook**  **Project Sponsor: CIO**  **Project Manager: Christie**  **Project Dates: 01-OCT-21 to 15-NOV-21**  **Final Budget: $53500** |
| 1. Did the project meet scope, time, and cost goals?   Yes, we met all 3 goals. We successfully implemented a super user to perform administrative operations and manage to code the viewing usage of a particular channel based on a selected date range. We added additional workdays to complete the coding, testing, and integration. An additional $3000 was also required for the increase in manpower and cost rental. However, the time and cost goals were still within our budget of $53500 as stated in our project scope.   1. What was the success criteria listed in the project scope statement?   As a minimum requirement, the system should provide the following functions:   1. Functioning prototype of a room booking and management system 2. Staff users must be able to create, launch and manage the different rooms 3. Student users must be able to view and book rooms that are available and make modifications to existing bookings like changing or cancelling rooms. 4. Implement a system administration function: this function will allow a new user role (super user) to perform room administrative operations, which include, approve newly created rooms, view current status of a room, and view usage of a particular room based on a selected date range. 5. Reflect on whether or not you met the project success criteria.   The project was successfully completed within the given time frame, meeting all the requirements in the project scope and expenditure within the budget. Each user code was successfully executed according to our project plan and scope statement. We were also able to meet the criteria related to project management and deliverables. We held meetings once a week to ensure that the coding was up to date and made sure the minimum requirement was implemented. Fortunately, the quality of it was not compromised and we were able to achieve rollout of software to all users.   1. What were the main lessons your team learned from this project?   The main lessons our team learnt will be the amount of planning that is required before the project even starts. We learnt how important it was to have a solid foundation to build the project on, addressing things like each person’s strengths and weaknesses earlier on was beneficial in allowing us to allocate the roles and responsibilities accordingly. Having our members come from such diverse backgrounds gave us the chance for different perspectives of the project, everyone was able to demonstrate their background knowledge and skills and implement it into the project.  Technical skills like the utilisation of Microsoft Project made it easy to plan ahead of our project and check our progress timely. Defining things like the Project Scope and Team Charter gave our team a good structure and guide while working on our project. Items like risk register were not something that we were exposed to in previous projects that we have participated in, so having it in our current project showed us how to prepare and adapt for any sudden changes.  Overall, it was a great eye opener into how a professional IT project is conducted, showing how programming is not the only aspect of an IT’s project's success. It requires the collaboration of people from different fields and expertise to ensure a successful project outcome. |

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| 1. Describe one example of what went right on this project.  The planning of this entire project, from weekly meetings to the updating of documentations was what went right during the whole process. We were able to quickly note any changes that were brought upon by the lecturer. For example, when the change request was made, our group managed to identify and implement the changes into our coding swiftly. What also went right is that there was excellent communication and collaboration with all involved. The experimentation of different ways to tackle this project, such as using coding or wix.com was also being discussed. With the whole team being present, it made this change seamless.   1. Describe one example of what went wrong on this project.   At the start, understanding the scope of the project was a little perplexing for the team, and everyone was unclear about it. As weeks went by, we became busier due to our increased workload, hence it was harder to schedule everyone. The execution of coding in the earlier stage was also vague because we were uncertain what the outcome of the entire project scope was.   1. What will you do differently on the next project based on your experience working on this project?   On my next project, I would like to better manage the entire team and project. I have learned more from my team members and the skills that I impart from them were immeasurable. I will also set clear timelines and realistic achievements for myself and my group to ensure success. With that being said, I would also want to establish firm goals and objectives, to motivate and guide the team smoothly. |

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| **Project Name: Webook**  **Project Sponsor: CIO**  **Project Product Tester: Whye Keat**  **Project Dates: 01-OCT-21 to 15-NOV-21**  **Final Budget: $53500** |
| 1. Describe one example of what went right on this project.  I felt that the preparation for this project went extremely well, and it translated into a very smooth sailing project. My team members were all very competent in their abilities, able to complete all their project tasks promptly and with quality. Everyone’s roles and responsibilities were well defined and that made for a very efficient workflow. On top of that, my team was not only goal orientated but also people orientated, making sure that everyone didn’t have too much on their plate at any point of the project, and always offering a hand to help. Making the effort to not only be well versed in our own roles, but also taking the time to learn the workings of our team members' roles allowed our team to tackle and handle the project well.  2. Describe one example of what went wrong on this project.  Overcoming the inertia of the project start was quite difficult. Majority of us did not come from a coding or IT background so the task at hand was a bit daunting and a lot of time was spent deciding on what program we should use to tackle the project. After having not been studying for the past 2 years, I was worried that I would not be able to catch up in terms of progress.  3. What will you do differently on the next project based on your experience working on this project?  With a better understanding on project management and project management, I feel that the biggest factor of a successful project is the team integration and camaraderie, without a good team the project won’t go far. I hope that I will be able to help the team move past the initial awkwardness and shyness to a point where everyone is happy and comfortable working with each other. |

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| **Project Name: Webook**  **Project Sponsor: CIO**  **Project Programmer: Danial Afiq**  **Project Dates: 01-OCT-21 to 15-NOV-21**  **Final Budget: $53500** |
| 1. Describe one example of what went right on this project.  Constant communication played an important role in ensuring the success of this project. Everyone was actively participating in this project, contributing little by little and collectively creating a successful product. Without planned meetups, constant texting and asking of questions regarding the project, how else would we have gone this far. Of course, there are bound to be hiccups along the way but getting help from others was a great way to solve our problems. During the coding phase, there was a lot of troubleshooting to be done due to errors and code not producing its intended results. However, thanks to constant troubleshooting by multiple members, the issues were slowly solved, and the final product was completed successfully.   1. Describe one example of what went wrong on this project.   Uncertainty and doubt were commonplace in tackling a project none of us were prepared for. We were unsure of how to approach our project in the early stages and because of that some earlier versions of work already completed had to be revised and completely redone from the start.   1. What will you do differently on the next project based on your experience working on this project?   In my opinion, the success of the project is heavily defined by the team that is managing it. Without a good team to manage the project, the project might not be able to even start properly. With that in mind, my goal in the next project is to ensure my team is properly communicating and is up to date with one another and our goals and hopefully in turn help to successfully complete the project. |

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| **Project Name: Webook**  **Project Sponsor: CIO**  **Project Software Architect: Chua Tian Sheng**  **Project Dates: 01-OCT-21 to 15-NOV-21**  **Final Budget: $53500** |
| 1. Describe one example of what went right on this project.   I find that the administrative work was generally well done, from doing up all the templates to having good team camaraderie. The templates given were all new to us, but we managed to complete them without much hiccups, only with occasional confusion on some templates but we were able to rectify them quickly. Team-based wise, I can confidently say that our team is proactive in tackling the project goals, with spontaneous suggestions of many potential solutions in meeting with the project goals and deliverables, even with the sudden project changes we were on the ball with it, coming up with solutions to suit the new needs. Hence, with this strong foundation supporting our group, there are no surprises that we delivered what was needed and successfully completed the project.   1. Describe one example of what went wrong on this project.   I find that during the earlier stage of the project, we had spent a lot of time and resources to decide which solution we would undertake to come up with the product. We had brainstormed lots of ideas to create the product, by using either html, excel or coding, and explored the potential ideas using up precious time before deciding on the idea of coding. If we had decided faster on which idea to use, we could have potentially finished the project faster.   1. What will you do differently on the next project based on your experience working on this project?   After completing this project, I have picked up numerous knowledge on how tools and techniques will help project groups to complete the projects successfully and realise that every group is unique and there is no one size fits all solution and that we need to navigate the group’s dynamic carefully at start. I would like to take all these tools and techniques that this module had taught and bring it to the next project. |

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| **Project Name: Webook**  **Project Sponsor: CIO**  **Project Documenter: Liew Yong Qi**  **Project Dates: 01-OCT-21 to 15-NOV-21**  **Final Budget: $53500** |
| 1. Describe one example of what went right on this project.   I believe that our group' s collaboration and teamwork was what went well in this project. As like any other group of people who have just gotten to know each other, we started off with a little awkwardness which was normal. But thankfully, we were able to start off quickly and work on the project. Everyone was enthusiastic and efficient, working together to get the job done. Soon enough, with frequent meetings, we were able to bond and get closer, becoming friends in the process. It was good that there were no conflicts or clashes that could have affected our project and relationship. Everyone did their best to complete their own work and to help one another out, learning new things and getting out of our own comfort zone in the process too.   1. Describe one example of what went wrong on this project.   I think that one thing that may have gone unsmooth is our lack of experience in such IT projects since most of us did not come from IT backgrounds. Hence, we did not really know how to embark on this project. We were not familiar with all the different kinds of programming languages; hence we were not sure which would be the most suitable for us to work on. This has led to more time spent just deciding on the programming language and learning how to use it. Nevertheless, it was a good experience to learn more new things and explore the variety of programming languages we can try.   1. What will you do differently on the next project based on your experience working on this project?   Firstly, the experience working on this project has been pretty good and taught me new things. In the next project, I would make sure to understand the project specifications thoroughly first and help future group mates to do so too, so that we can begin discussion with everyone on the same page. I will not be afraid to speak up about my ideas since I have more experience now. |

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| **Project Name: Webook**  **Project Sponsor: CIO**  **Project Finance: Tan Hui Min**  **Project Dates: 01-OCT-21 to 15-NOV-21**  **Final Budget: $53500** |
| 1. Describe one example of what went right on this project.   I feel that our communication went well in this project as some of us have other commitments other than study and our time may not be as flexible as those that are not working. However, my group would come together and find a time that all of us are available to meet up for our project. I also feel that my group members are very efficient in the tasks that are allocated to each of us to make all our meetings productive. Thus, we managed to finish our project all in time.   1. Describe one example of what went wrong on this project.   I think that an example of what did not really go well in our project is that I do not have an IT and coding background like most of my group members and I am afraid that I would cause my group progress to be slower. However, my group members would help me by clearing my doubts and work together to complete the documentations.   1. What will you do differently on the next project based on your experience working on this project?   I believe that I have benefited a lot from this project such as understanding the use of different templates and how to apply Microsoft Projects into our own project. Therefore, with the experience of this project I would take more initiative and step up to help my group members in the things that they need help with on the upcoming project and would also hope that my group members communicate effectively as I feel that what really makes a good team is the communication between the members. |