Post-implementation review report outline

## Task 5.1.1 Review the feedback.

|  |  |
| --- | --- |
| **Serial No.** | **Issue** |
| 1 | Expected delivery date not displayed correctly in the customer engagement mobile app. |
| 2 | Environmental impact field remains blank for selected products. |
| 3 | Delay in generating analytical reports on sales trend. |
| 4 | Extended duration of certain transactions in the sales system during month-end. |

|  |  |  |
| --- | --- | --- |
| **Serial No.** | **Issue** | **Technical or Non-technical, or Probably both** |
| 1 | Expected delivery date not displayed correctly in the customer engagement mobile app. | Probably Both |
| 2 | Environmental impact field remains blank for selected products. | Technical Issue |
| 3 | Delay in generating analytical reports on sales trend. | Technical Issue |
| 4 | Extended duration of certain transactions in the sales system during month-end. | Technical Issue |

## Task 5.1.2 Identify likely reasons and resolution for the issues.

|  |  |  |  |
| --- | --- | --- | --- |
| **Serial No.** | **Issue** | **Technical or Non-technical, or Probably both** | **Likely reasons and resolution** |
| 1 | Expected Delivery Date displayed Issue | Probably Both | Technical: Configuration or integration issue affecting date display. Investigate and rectify configuration or integration issues.  Non-technical: Lack of user awareness or training. Conduct additional user training and enhance documentation. |
| 2 | Environmental Impact Field blank Issue | Probably Both | Technical: Data integration or mapping issue. Investigate and correct data integration points.  Non-technical: Lack of user awareness or training. Conduct additional user training and improve documentation. |
| 3 | Analytical Report Generation Delay | Technical | Technical: Performance optimization required for report generation. Propose optimizations to enhance report generation speed. |
| 4 | Extended Duration of Transactions during Month-Ends | Technical | Technical: System load issues during peak periods. Recommend measures to optimize transaction processing time. |

## Task 5.1.3 Document the lessons learned.

|  |  |
| --- | --- |
| **Serial No.** | **Lessons learned** |
| 1 | The delivery date issue in the customer engagement mobile app has highlighted the importance of thorough testing, especially for applications directly impacting customers. |
| 2 | Non-technical issues like the blank environmental impact field emphasize the need for comprehensive user training and improved awareness initiatives. |
| 3 | The delays in analytical report generation and month-end transactions underscore the importance of continuous performance optimization, even post-implementation. |