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| Project Close-Out Report | |
| **Report Date: Nov 31,20XX** | |
| **Key Information** | |
| Project Name | AHI App Development |
| Division/Department | IT/Marketing |
| Project Sponsor | Mary Smithers |
| Project Manager | Cary Manning |

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| **Project Goals** |
| Document the original goals from the project charter. |
| 1. Develop a real-time marketing analytics app for Acme Health Innovations (AHI). |
| 1. Integrate key data feeds to enhance customer demographics and market trends analysis. |
| 1. Improve AHI's customer interaction processes, including secure invoicing and order processing. |
| 1. Launch the app within the 90-day development window. |
| 1. Achieve a 20% ROI in the first-year post-launch. |

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| **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. Develop a real-time marketing analytics app for AHI.    * **Status**: Success    * **Analysis**: The app was developed successfully within the specified time frame, providing real-time analytics as intended. 2. Integrate key data feeds to enhance customer demographics and market trends analysis.    * **Status**: Partial Success    * **Analysis**: Two required data feeds were not included due to inadequate requirements gathering. These will be addressed in version 2. 3. Improve AHI's customer interaction processes, including secure invoicing and order processing.    * **Status**: Success    * **Analysis**: Feedback from the customer focus group confirmed that the app met their requirements for secure invoicing and order processing. 4. Launch the app within the 90-day development window.    * **Status**: Success    * **Analysis**: Despite the addition of a third Sprint, the app was launched within the 90-day window. 5. Achieve a 20% ROI in the first-year post-launch.    * **Status**: Not Accomplished    * **Analysis**: Due to the omission of key features, the projected ROI may be delayed. ROI will be reassessed after the release of version 2. |

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| **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? |
| * **Variances**: The project did not include all originally planned features, such as two data feeds and several reports. * **Reason**: Inadequate requirements gathering at the project’s onset led to multiple change requests. * **Prevention**: Future projects should include thorough requirements gathering and validation phases to avoid scope changes. |

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| **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? |
| * Variances: The addition of a third Sprint extended the development timeline but stayed within the overall 90-day window. * Reason: Additional scope items and unforeseen equipment requirements caused the need for extended development time. * Prevention: More accurate initial planning and resource allocation can help prevent similar schedule variances. |

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| **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? |
| * Variances: The project exceeded the budget by $7,000. * Reason: The cost overruns were due to omitted equipment requirements and inflationary factors not accounted for during initial planning. * Prevention: Detailed budgeting and contingency planning should be incorporated in future projects. |

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| **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. |
| * Anticipated Risks: Over-budget and design flaws were anticipated but partially mitigated. * Unanticipated Risks: Recruitment challenges in IT led to understaffing, which could not be fully mitigated during the project timeline. * Prevention: Future projects should include risk management plans that address staffing contingencies and inflationary pressures. |

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| **Outstanding Items** | | |
| List any outstanding project-related follow-up items, how they are being addressed, and who is responsible. | | |
| **Issue** | **Planned Resolution** | **Assigned To** |
| App Interface Issues | Minor interface bugs to be fixed by Nov 15 | IT Team |
| Outstanding Data Feeds | Integration planned for version 2 | Development Team |
| Second IT Hire | HR working on recruitment, onboard by Dec 1 | HR/IT |

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| **Lessons Learned** | |
| **DID WELL**  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** |
| **Effective use of Sprints to meet the 90-day window.** | **The addition of a third Sprint allowed the team to deliver the app on time. Future projects should consider flexible sprint planning.** |
| **Positive customer feedback.** | **Focus group feedback was overwhelmingly positive, indicating strong alignment with customer needs. Engaging end-users early on contributed to this success.** |
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| **DO BETTER**  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** |
| **Requirements gathering** | **Inadequate requirements gathering led to significant scope changes. More structured and thorough requirements processes should be implemented in future projects.** |
| **Cost estimation** | **The project exceeded its budget due to unforeseen equipment needs and inflation. Future projects should include more detailed cost estimation and contingency funds.** |
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| **Recommendations** | |
| Note any recommendations for future project managers managing similar projects. | |
| * Conduct initial Scrum training for all team members to ensure a structured approach is followed. * Improve requirements gathering and validation processes to minimize scope changes and cost overruns. * Include detailed budget planning with contingencies for inflation and equipment needs. | |

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| **Project Archives** |
| Note where those wanting to reference documents related to this project in the future will be able to find them. |
| Project Folder |

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| **Project Closeout** |
| * Lessons Learned Conducted: Dec 1,20XX * Closeout Review Complete: Dec 5, 20XX |