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**Project Closure Plan**

**The Virtual Job Fair**

**Nova Scotia Community College**

**Prepared By**

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**November 30, 2020**

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# Introduction

The project closure plan is a document which entails and formalizes the official closure of the Virtual Job Fair (VJF) project. This plan includes a format list of completion criteria, confirmation about the completion of criterion, outstanding business activities, documentation, release resources, project closure approval, and lessons learned. This document may be used as part of new project planning for similar projects to determine what problems occurred and how those problems were handled and may be avoided in the future. The plan also includes what went well with the project and why, so that project managers may capitalize on these actions. This document will be formally communicated with the organization and will become a part of the organizational assets and archives.

# Project Completion Criteria

List the criteria which must be met to confirm that the project is completed. For each criterion listed, assess whether it has been achieved to the satisfaction of the customer.

| **Objectives** | **Description** | **Achieved** |
| --- | --- | --- |
| Provide career resources | Web-based app will enable students to communicate with potential employers in real-time and explore career opportunities. | Yes |
| Improve communication and accessibility | Graduates and students can communicate with companies via video, live chat, or even text message. They do not need to wait in a queue to contact any employer for a long time. Students from different campuses can attend the fair. | Yes |
| Utilize resources | The VJF will be developed by existing students, students will get experience to work in a real industry project. | Yes |
| Reduce costs | No physical space is required, entertainment, logistics, food costs will reduce. | Yes |

| **Deliverables** | **Description** | **Achieved** |
| --- | --- | --- |
| Features | The app hosts virtual job fair and conferences, engage participants with companies over real-time chat, text message, and video without making the app download. | Yes |
| Video Streaming | Enable to interact with 50 companies with 50 students over video streaming at a time. | Yes |
| Chat Feature | Enable to communicate 100 companies with 500 students over live chat at a time. | Yes |
| Text Feature | Allow communicating through text messages, through Whatsapp, emojis, zoom integration. | Yes |
| Scheduling Feature | Allow scheduling an online meeting/interview. | Yes |

# Outstanding Item

The outstanding item listed below needs to be address by the owner

| **Item** | **Action** | **Risk** | **Owner** |
| --- | --- | --- | --- |
| Scheduling Feature | The app should have a scheduling feature through which the potential employer can schedule an interview with a student. | This feature could accelerate the job interview process. Now alternative tools like outlook calendar will be used. | Abdullah Karson |

# Project Post Mortem

The VJF project was developed by scrum methodology, hence the project team conducts a sprint retrospective to gather postmortem information.

A postmortem will be conducted to evaluate the performance of the VJF project. The project will be evaluated based on scope, budget, how the project members manage their time, whether any quality issues compromises, how well the sprint went, challenges and failures, how well the project team communicate, client satisfaction with the result any changes or improvements for future projects.

A detailed questionnaire is used to gather all this information from the project stakeholders to evaluate the project performance. The questionnaire template is attached in the appendix.

# Project Closure

This section outlines the steps required to perform the closure of the project. This includes the handover of deliverables and documentation to the client, the termination of contracts, the release of project resource back to the business (IT dept of NSCC) and the communication to all stakeholders that the project is now formally closed.

## **Deliverables**

The following template will be used to hand-over the VJF projects deliverables to the client.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Deliverable** | **Current** | | **New©** | | **Hand-over Plan** | | |
| **Type** | **Owner** | **Location** | **Owner** | **Location** | **Activities** | **Date** | **Owner** |
| The VJF application | Ashraf | 5685 Leeds St, Halifax, NS | Marc Scarfone | 5685 Leeds St, Halifax, NS | * Handover system maintenance and received formal acknowledgment * Handover system documentation | 02/23/21 | Marc Scarfone |
| The VJF application documentation | Ricardo | 5685 Leeds St, Halifax, NS | Marc Scarfone | 5685 Leeds St, Halifax, NS | * Handover system documentation | 02/23/21 | Marc Scarfone |

## **Documentation**

The following template will be used to hand-over the VJF projects documentations to the client.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Deliverable** | **Current** | | **New©** | | **Hand-over Plan** | | |
| **Type** | **Owner** | **Location** | **Owner** | **Location** | **Activities** | **Date** | **Owner** |
| All the documents including  Business Case, Project Charter, Project Management Plan, Gantt Chart, Monitoring and Evaluation Plan, Communication Plan, Change Request Plan, Project Closure Report. | Ashraf | 5685 Leeds St, Halifax, NS | Marc Scarfone | 5685 Leeds St, Halifax, NS | Handover project documentation | 02/24/21 | Marc Scarfone |

## **Resources**

The following template will be used to release any resources

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Resource  Name** | **Current**  **Designation** | **Release Activity** | **Release Date** | **Activity Owner** |
| Abdullah Karson  Ricardo Olivera  Alex M,  Charles Pink | Team members | * Notify staff members of the release * Release staff member * Return staff assets | 28/02/21 | PM |
| Computers, laptops, storage device | Project use | * Release equipment to the IT dept of NSCC. | 27/02/21 | PM, Ricardo |

## **Communication**

Identify a plan to communicate the project closure to all stakeholders and interested parties.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Target Audience** | **Intended**  **Message** | **Method  Used©** | **Dispatch Date** | **Dispatch Owner** |
| All team members and advisors | * Project has been successfully completed and is now closed * Benefits realized due to the success of the project * Lessons learned from project | * Email and formal letter for each recipient * Undertake ‘Post Implementation Review’ and email to key stakeholders | 25/02/21 | Matt Wales |
| All faculties, IT dept, and Administrative members of NSCC | * Project has been successfully completed and is now closed * Benefits realized due to the success of the project | * Email and formal letter for each recipient | 5/02/21 | Matt Wales |
| External stakeholders | * Project has been successfully completed and is now closed | * Email and formal letter for each recipient | 5/02/21 | Matt Wales |

# Lessons Learned Approach

The VJF project’s lessons will be gathered from the project register as well as through interviews with the project team members as well as the stakeholders. As the Nova Scotia Community College (NSCC) conducts this kind of project for the first time, the lessons learned from this project are to be used as references for future projects and contain an adequate level of detail so that other project managers may have enough information on which to help base their project plans. The lesson learned will be categorized in different knowledge areas including procurement management, risk management, integration management, quality management, time management, cost management, scope management, human resource management, and communications management.

# Lessons Learned from this Project And Recommendation

The lesson learned of the VJF project is categorized into the following way. Each lesson learned is mentioned with issue, problem or success, impact, and recommendation are provided for consideration on similar future projects. In this chart, not only the issues or shortcomings are included but successes are listed as well. The lesson learned document must be kept in NSCC’s IT dept as well as in the SharePoint so that it can be easily accessed by the stakeholders, whenever needed.

The following chart lists the lessons learned for the VJF project.

| **Category** | **Issue Name** | **Problem/Success** | **Impact** | **Recommendation** |
| --- | --- | --- | --- | --- |
| Procurement Management  (Resource collection) | Contract Requirements | There was no resources inventory and tracking system. The PM was not fully engaged in the resource collection process from NSCC. | All requirements were not identified at the initial stage. As requirements came up, more resources were collected from NSCC. | A resources log should be maintained to track the resources and maintain inventory. This must be communicated to both PM and the IT Dept of NSCC. |
| Human Resources Management | Award Plan | There was no plan for providing awards and recognition to the team members. | Toward the end of the project, motivation was low among the project team. There was increased conflict and team members were asked to leave the project. | The PM should initiate and communicate an awards program for the project. |
| Scope Management | Scope Creep | As the proposed product is new to NSCC, the client continuously tried adding to the project scope throughout the project lifecycle. | The PM did not have a plan for addressing scope creep and allowed some requirements to be added until the sponsor stopped it. Overall project delay of 3 weeks was the result. | The PM must have an approval process for any proposed scope changes and communicate this process to all stakeholders. |
| Quality Management | Coding standard/product  standard | Many bugs found in some areas of the application. | The team spend more time than planned as the advisors asked to change some code/functionality. | PM should plan quality standards as advised by the advisor team. |
| Risk Management | All functionality may not work | A risk was identified that there may be a delay in the development of some functionality. | The impact was minimal because the PM prioritize the products functionality. | The team should prioritize the functionality of products during the planning phase. |

# Lessons Learned Knowledge Base

The lessons learned for the VJF Project will be contained in the organizational lessons learned knowledge base maintained by the NSCC. This information will be cataloged under the project’s year 2020-2021 and the type of project IT for future reference and will be kept to the IT Dept of NSCC. This information will be valuable for any project manager assigned to a new software application project in the future.

# Lessons Learned Applied from Previous Projects

As NSCC has not developed any IT application development project earlier, the VJF project is new and as a result the project could not get any lesson learned documents from earlier projects. Some experienced faculties and the advisory committee will be utilized to address any project related issues.

# Process Improvement Recommendations

The VJF project came across several changes in the requirements, more emphasis should be given to requirements gathering and analysis. There was no award policy that needs to be addressed in future projects. Not only is this a lesson learned for similar future projects, but the organization must ensure that all project managers are aware of the requirements to be included in the planning of all future projects.

# Celebrate Success

At the end of the project, all members and internal stakeholders should celebrate the success of the project. In addition, to improve the moral of the team members and to encourage them, the team will celebrate success at the end of each milestone’s completion. The team members will decide how to celebrate, where to celebrate and the time to celebrate by the approval of PM within project constraints.

# Project Acceptance

This document establishes formal acceptance of all the deliverables for the VJF project. The VJF project has met all the acceptance criteria as defined in the requirements document and project scope statement. A project audit has been performed to verify that all deliverables meet performance and product requirements. Additionally, a product evaluation has been performed and determined that all products meet the quality and functional requirements defined within this project.

Transition to Operations has been completed. The live system has been handed over to the IT Dept of NSCC and the transfer of knowledge from the Project Team to Operations has also been completed. The System Operations Guide has been handed over to the IT Dept.

The Project Manager is authorized to continue with the formal close-out of this project. The closeout process will include a post-project review, documentation of lessons learned, release of the Project Team, close out all release of resources and archive all relevant project documents. Once the closing process is completed the project sponsor will be notified and the Project Manager will then be released from the project.

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

Jamie Hartling

Academic Chair

Technology and Environment

Nova Scotia Community College

# Reference

*Lessons Learned* [DOC]. (n.d.). Project Management Docs. Retrieved From:

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# Appendices

# Project Postmortem Report

|  |  |  |  |
| --- | --- | --- | --- |
| **PROJECT TITLE** | | | |
| **The Virtual Job Fair** | | | |
| **PPROJECT MANAGER** | **DATE PREPARED** | |  |
| **Ashraf Mamun** | **10/12/2020** | |  |
|  |  |  | |
| PROJECT OVERVIEW | | | |
| What were the original goals and objectives of the project? | | | |
|  | | | |
| What were the original criteria for project success? | | | |
|  | | | |
| Was the project completed according to the original expectation? | | | |
|  | | | |
| Additional Comments | | | |
|  | | | |

|  |
| --- |
| PROJECT HIGHLIGHTS |
| What were the major accomplishments? |
|  |
| What methods worked well? |
|  |
| What was found to be particularly useful for accomplishing the project? |
|  |
| Additional Comments |
|  |

|  |
| --- |
| PROJECT CHALLENGES |
| What elements of the project went wrong? |
|  |
| What specific processes need improvement? |
|  |
| How can these processes be improved in the future? |
|  |
| What were the key problems areas (i.e., budgeting, scheduling, etc.)? |
|  |
| List any technical challenges. |
|  |
| Additional Comments |
|  |

|  |
| --- |
| POST-PROJECT TASKS / FUTURE CONSIDERATIONS |
| List any continuing development and maintenance objectives. |
|  |
| What actions still need to be completed, and who is responsible for completing them? |
|  |
| List any additional outstanding project items. |
|  |
| Additional Comments |

|  |  |  |
| --- | --- | --- |
| PLANNING PHASE | | |
| **LESSON LEARNED** | **ACHIEVED?** | **COMMENTS** |
| The project plans and scheduling were well documented, complete with adequate structure and detail. |  |  |
| The project schedule contained all elements of the project. |  |  |
| The tasks were clearly defined. |  |  |
| The stakeholders had adequate input in the planning process. |  |  |
| The requirements were gathered and clearly documented. |  |  |
| Additional Comments | | |
|  | | |

|  |  |  |
| --- | --- | --- |
| EXECUTION | | |
| **LESSON LEARNED** | **ACHIEVED?** | **COMMENTS** |
| The project reached its original goals. |  |  |
| Unexpected changes that occurred were of manageable frequency and intensity. |  |  |
| Project baselines (i.e., time, scope, and cost) were thoughtfully managed. |  |  |
| Fundamental project management processes (i.e., risk and issue management) were efficient. |  |  |
| Project progress was tracked and reported in an accurate, organized manner. |  |  |
| Additional Comments | | |
|  | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| HUMAN FACTORS | | | | |
| **LESSON LEARNED** | **ACHIEVED?** | | **COMMENTS** | |
| The project manager reported to the appropriate parties. |  | |  | |
| Project management was effective. |  | |  | |
| The project team was organized and adequately staffed. |  | |  | |
| The project manager and team received proper training. |  | |  | |
| There was efficient communication among project team members. |  | |  | |
| Functional areas collaborated effectively. |  | |  | |
| Conflicting goals did not cause interdepartmental problems. |  | |  | |
|  |  | |  | |
| Additional Comments | | | | |
|  | | | | |
| OVERALL | | | | |
| **LESSON LEARNED** | | **ACHIEVED?** | | **COMMENTS** |
| Original cost and schedule projections were accurate. | |  | |  |
| Deliverables were presented on time within the amended schedule. | |  | |  |
| The project was completed within the amended budget. | |  | |  |
| Change control was constructive. | |  | |  |
| External dependencies were known and handled effectively. | |  | |  |
| The needs of the customer were met. | |  | |  |
| The objectives of the project were met. | |  | |  |
| The objectives of the business were met. | |  | |  |
|  | |  | |  |
|  | |  | |  |
| Additional Comments | | | | |
|  | | | | |

*Source: Free Project Post-Mortem Templates* [DOC]. (n.d.). Post-Mortem Project Review Template. Retrieved From: <https://www.smartsheet.com/content/project-post-mortem-templates>