**Project Lessons Learned Report**

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| **Project Name:** | | | Sample1 Project | | |
| **Prepared By:** | | | Abi Atolagbe-Olaoye | | |
| **Date** | | | 5/29/2018 | | |
| **Project Close-Out Discussions** | | | | | |
| A lessons-learned meeting was held on 5/29/2018 and the initial summary is attached herewith. | | | | | |
| **Project Team:** | | | | Alex Darwin, Philip Cantello, Abi Atolagbe-Olaoye, Race Scott, Sherry Chen, Annie Novel, Rick Morris, Chris Adams | |
| **Project Background:** | | | | Sample1 Project will implement a software solution to improve the speed and accuracy of processing applicant and enrolled student transcripts. Transcript processing and transfer articulation are integral parts of the life cycle of a student impacting admission, retention and ultimately completion. | |
| **I. Project’s biggest successes:** | | | | | |
| ***Description*** | | | | ***Factors that promoted this success*** | |
| 1. | Meeting frequency at the start (1st 6 months) | | | Engagement and participation of team members was valuable. | |
| 2. | Good design for automated transcripts processing | | | Expertise from cross-functional team members. | |
| 3. | EDI transcript are being processed electronically | | | Successfully designed and implemented EDI auto load, matching, & indexing. | |
| 4. | Good communication among the IT team members | | | Collaboration and willingness to complete tasks. | |
| 5. | Documentation | | | The vendor’s documentation was valuable. | |
| **II. Areas of potential improvement along with high-impact improvement strategies:** | | | | | |
|  | ***Category*** | ***Project Shortcomings*** | | | ***Lessons learned*** |
| 1. | Best Practices | Lack of change management knowledge (transition lapses). | | | Create and enforce policies to help the right roles and responsibilities in authorization & systems access. |
| 2. | Roles & Responsibility | Lack of clarity around project management & vendor relationship. | | | The team should adopt best practices in the area of Project Management, and understand the roles of PM and other functions. |
| 3. | Communication | Poor communication. For example, some technical team members were not involved in PDT discussions. | | | The team should adhere to the PMO's communication management plan. |
| 4. | Email (Communication) | * 1. No project team email account.   2. Indirect email communication resulted in delays. | | | * 1. Create a group email account.   2. Clear communication that states issues or tasks owners when emails are sent to more than one person. |
| 5. | Testing (UAT) | UAT was not effective - the time was too short, and the process was not well defined. | | | UAT window should be reasonable to perform relevant tests, fix bugs, and retest before go-live. |
| 6. | Schedule (decision making) | Delays in critical decision making which partly affected planning and solution requirements. | | | The team should make use of available opportunities to meet and make decisions that aid team dynamics. |
| 7. | Requirements | The definition of processes for the functional system was not defined at the beginning of the project. | | | Defining the business processes at the early stage of the project would provide clarity and add value to every step of the implementation. |
| 8. | Documentation | * 1. There was no business process documentation except the one created by Registrar’s team   2. Vendor documentation was inaccurate/insufficient - PDT documentation lacked in general, poor for troubleshooting and solution maintenance in particular. | | | * 1. The need and requirements for documentation should be part of the planning phase, and the owners should deliver and share the documents with the team.   2. The vendor should create the user and technical guides that meet the specific solution. |