**Project Lessons Learned Report**

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| **Project Name:** | | Sample12 Project | |
| **Prepared By:** | | Mohammad S | |
| **Date** | | 9/23/2019 | |
| **Project Close-Out Discussions** | | | |
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| **Project Team:** | | | Rich B  Philip C  Elizabeth J  Matilda S  Mary T  Frances D |
| **Project Background:** | | | LinkedIn Learning acquired Lynda.com. UNTS is required to transition student and faculty users from Lynda.com to LinkedIn Learning for all institutions (UNT, HSC, Dallas, CoL, and System) before Lynda.com is no longer available. |
| **I. Project’s biggest successes:** | | | |
| ***Description*** | | | ***Factors that promoted this success*** |
| 1. | Project went live on time | | Team work |
| 2. | Project team were able to identify additional integration (Canvas & Bridge) during development | | Team work with forward thinking |
| 3. | Communication plan & tactics were executed in a timely manner to notify the end users ahead of go-live  ITSS & Campus Help Landing page was also a big win | | Team work with forward thinking |
| 4. | Identified all the Lynda.com Urls & references and owners to make changes before Go-Live | | Team work with forward thinking |
| 5. | Three way call between UNTS, Bridge, and LinkedIn technical consultants helped to address technical/configuration questions | | Team work with forward thinking |
| 6. | Weekly team meetings helped move the project along and resolved issues/roadblock in a timely manner | | Using the project management communication plan |

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| **II. Areas of potential improvement along with high-impact improvement strategies:** | | | |
|  | ***Category*** | ***Project Shortcomings*** | ***Lessons learned*** |
| 1. | Scope & Requirements | Detail and clear requirements document were not created  1) Redirect links requirements were not clear to UNTS “org parameter =unt.edu” | Create requirements document and get signoff from UNTS and vendor before starting development work |
| 2. | LinkedIn CSM & Technical resource availability | LinkedIn CSM & Technical resource was not available for weekly team meeting | Ensure vendor resource availability and commitment for weekly status meeting before project kickoff |
| 3. | LinkedIn Technical Team  Communication challenges | LinkedIn technical team missed technical/configuration work or did not communicate UNTS team about after go-live user experience   1. Just in time provisioning 2. Language Filter from Bridge to LinkedIn integration | Improve on communication (demanding for more transparency and details) to get adequate information. |
| 4. | Project Go-Live Date | August 19th Go-live date was not optimal because it was right before the start of fall semester.  Enough details were not available from LinkedIn on the effort at the beginning of the project. Project team picked a window between instruction semesters for least impacts to faculty and students. | Get detail requirements and effort from vendor and review academic calendar before setting project go-live date that impacts faculty and students |
| 5. | Project Strategy | ITSS PM was not engaged from the beginning of the project.  PM did not have adequate project planning time.  Campus Communication team were not provided adequate advance notice | Ensure ITSS PM is assigned before project kickoff.  Ensure Campus communication teams are engaged during project planning and before start of development work. |

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