**Project Lessons Learned Report**

|  |  |
| --- | --- |
| **Project Name:** | Sample14 Project |
| **Prepared By:** | A Welch |
| **Date** | 03/05/2018 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Close-Out Discussions** | | | | |
| A lessons learned meeting was held 03/05/18 and the initial summary is attached herewith. | | | | |
| **Project Team:** | | | D Burns, O Galiop, T Pina, A Welsh | |
| **Project Background:** | | |  | |
| **I. Project’s biggest successes:** Currently, ITSS does not have an effective way to manage its service operations from a central view | | | | |
| ***Description*** | | | ***Factors that promoted this success*** | |
| 1. | The ability to implement some of the services on the ITOM platform | | ITSS team worked together to work through troubleshooting and getting thing done to move this forward. | |
| **II. Areas of potential improvement along with high-impact improvement strategies:** | | | | |
|  | ***Category*** | ***Project Shortcomings*** | | ***Lessons learned*** |
| 1 | Time management/Vendor relations | The estimated hours to complete given by the vendor originally was not realistic to the time it took to complete less work that was originally set. Therefore the scope was reduced. | | Work more closely with the vendor to create the schedule to works best for all of us and work with vendor upfront to set guidelines and expectations. |
| 2. | Scope Change | Pinacle integration had a very high cost so it had to be taken out of scope | | Understand a head of time what items may have additional cost associated with them. |
| 3. | Time Management | A lot of items that needed to be done by the ITSS were not understood ahead of time. | | Make sure ITSS understands in the future who may need to be involved and what items may need to be done before work on the project starts. |
| 4. | Time Management/Vendor relations | Vendor did not initially give us information that may be needed upfront before working calls which slowed down the process of things because we may not have the right people on the call or it may be info we need to track down. | | Work with the vendor to receive Documents or information before the calls if they will be expecting to gather information on the call. This will allow our team time to review the information and find answers if they do not already know. |
| 5. | Contract needs | The resources that we thought would be in the project all along were only there at the beginning and then we were given new resources. | | Make sure to ask for names resources in the contract with a statement that UNTS must approve any change to a resource while the project is ongoing. |