**Project Lessons Learned Report**

|  |  |
| --- | --- |
| **Project Name:** | Sample14 Project |
| **Prepared By:** | Mohammad H |
| **Date** | 3/5/2020 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Close-Out Discussions** | | | | |
| A lessons learned meeting was held on 3/3/3020 and the summary is attached herewith. | | | | |
| **Project Team:** | | | J Gordon, Mohammad H, K Buchan, H Brumm, A Welch, L McMullin, P Vemb | |
| **Project Background:** | | | The project was about implementing technology interfaces with a cloud based solution – iLab that will provide opportunities for increased revenue through central management of UNTHSC’s core research resources. The system also allows for easier access to internal and external users to view and schedule use of research resources, and also provide for centralized monitoring of usage for invoicing and receipt of payment. | |
| **I. Project’s biggest successes:** | | | | |
| ***Description*** | | | ***Factors that promoted this success*** | |
| 1 | Understanding of requirements | | At early stages of project, members meet with business owner and concerned business SMEs from Projects, Accounting, and Budget departments to discuss what had to be done. Having meetings at start to discuss requirements contributes to project’s success. | |
| 2 | Schedule and timeline for completion | | Team feels that the timeline for completion of project tasks were adequate. Business owner understood the concerns of technical team that go-live should take place when support team members are available and not over the weekend or holidays.  Communicate and provide reasoning to counter parties. | |
| 3 | Team Communication | | Take advantage of tools available – meetings (regular, adhoc), emails. Identify team members that need to be in the loop. | |
| 4 | Testing of interfaces | | Test scenarios were documented and discussed with business, vendor representative. These also helped development of test conditions and data. | |
| 5 | Status and issues reporting, tracking | | Meetings, emails were useful. | |
| 6 | Business users’ involvement | | Cross functional business users were helpful in answering questions, assisting with verifying test data. Get them involved in meetings to explain project, functionality and benefits. | |
| **II. Areas of potential improvement along with high-impact improvement strategies:** | | | | |
|  | ***Category*** | ***Project Shortcomings*** | | ***Lessons learned*** |
| 1 | Vendor management | Lack of understanding of system capabilities and functionalities.  Needed to have a better understanding of system limitations. | | Engage with vendor early on to understand capabilities against our intended use and desired functionalities. |
| 2. | Requirements Gathering | Vendor contact did not inform about external billing file integration that could be taken up at the same time. This integration was added later on. | | Ask questions about functionalities offered by the system and assess what may be taken up in scope of work. |
| 3. | Integration Testing | Vendor PM was the point of contact for all communications during testing. We feel that communication related to testing, file exchange, data validation could have been expedited if we could contact with assigned team member on that directly. | | Request for delegation, if possible. If not possible, build in extra time for these. |