**Project Lessons Learned Report**

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| **Project Name:** | | | Sample3 Project | | |
| **Prepared By:** | | | Abi Atolagbe-Olaoye | | |
| **Date** | | | 5/9/2019 | | |
| **Project Close-Out Discussions** | | | | | |
| A lessons-learned meeting was held on 5/9/2019, and the initial summary is attached herewith. | | | | | |
| **Project Team:** | | | | Chris Adams, Doris Doles, Philip Cantello, Abi Atolagbe-Olaoye, Race Scott, James Jones, Amy Clarence, John Doe, Joe Rodriguez, Omar Sameer | |
| **Project Background:** | | | | The organization manages the existing shared services contract for Microsoft that includes software licensing for server, database, applications and enterprise cloud services (known as Office 365), for all faculty, staff, and students To leverage technology innovation and cost savings, the IT department and Denton enterprise voice users will be migrated from the on-premise infrastructure to Cloud. In addition to voice, users will enjoy PSTN dial-in conferencing and online meetings. The improved capabilities will allow users to have the most complete and secure cloud productivity service available for use with the assurance of security and minimal risk. | |
| **I. Project’s biggest successes:** | | | | | |
| ***Description*** | | | | ***Factors that promoted this success*** | |
| 1. | Project scope | | | 1. Approximately 800 users were successfully migrated to the cloud. 2. Changes were reviewed, and decisions were presented to the project sponsor for approval. | |
| 2. | Project resources | | | 1. Despite the turnover experienced during the project implementation, the team members were committed with the right attitudes. 2. New team members joined the project with positive attitudes. | |
| 3. | Processes | | | 1. The team participated in crafting the implementation processes which evolved and improved through the various migration phases. 2. Deployment checkpoint meetings were held to ensure readiness before migration at various phases. | |
| 4. | Support | | | 1. The technical team was always available to provide the needed support to users during and after migration. | |
| 5. | Communication | | | 1. A good communication plan was created to notify the users of the migration and the expected changes. 2. A high response rate from the post-migration survey was obtained. 3. Effective coordination and collaboration among team members during all the phases of the project. | |
| 5. | Documentation | | | 1. Cloud Voice website was created as a public facing information hub – for documentation support and training, and an overview of the project. 2. Leaflets were created to provide users the information needed to use the new service and support contacts. | |
| 6. | Functionality | | | 1. Technical issues, such as latency, was resolved by stopping migration activities and embarking on the root cause analysis to identify the problem and the causes. 2. There was a minimal disruption at end users’ interfaces. | |
| 7. | Cost | | | 1. No long distance and voicemail charges for end users (cost reduction). 2. Vendor negotiation improved the cost of equipment. | |
| **II. Areas of potential improvement along with high-impact improvement strategies:** | | | | | |
|  | ***Category*** | ***Project Shortcomings*** | | | ***Lessons learned*** |
| 1. | Project scope and schedule | Business need changes/service needs identification | | | 1. The project team worked with customers for flexible scheduling. 2. More information gathering approaches should be employed to get sufficient information for planning. |
| 2. | Project Strategy and communication | Frequent changes and insufficient communication to stakeholders | | | 1. Effective change management and communication. 2. Creating a technical strategy and aligning with the business/project goals. |
| 3. | Functional | Triage and training documentation for Tier 1 support | | | 1. The project team worked directly with Tier 1 support to onboard users, and troubleshoot issues; however, clear documentation for Tier 1 support needs to be developed. 2. A simplified backend administration is required to improve the current tool. |
| 4. | Technical | Infrastructure and compatibility issues | | | 1. Incompatible network devices led to call quality issues in some area. Standardized infrastructure should be recommended to support the solution and business goals. |