**Project Lessons Learned Report**

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| **Project Name:** | | | Sample4 Project | | |
| **Prepared By:** | | | Abi Atolagbe-Olaoye | | |
| **Date** | | | 4/16/2019 | | |
| **Project Close-Out Discussions** | | | | | |
| A lessons-learned meeting was held on 4/16/2019, and the initial summary is attached herewith. | | | | | |
| **Project Team:** | | | | Chris Adams, Philip Cantello, Abi Atolagbe-Olaoye, Jim Scott, James Jones, Amy Clarence, John Doe, Joe Rodriguez, Andy Jamaine, Becky Davis | |
| **Project Background:** | | | | The organization manages the existing shared services contract for Microsoft that includes software licensing for the server, database, applications and enterprise cloud services (known as Office 365), for all faculty, staff, and students. The benefits of the new capabilities, introduced by enabling Data Loss Prevention functionality, include (1) Real-time scanning of Office 365 (email, OneDrive and Share Point Online) for PII and the automatic application of security protocols to restrict access or prevent that data from unauthorized access. (2) Improvement of Data Loss Protection maturity and compliance with State of Texas Cybersecurity Framework requirements. | |
| **I. Project’s biggest successes:** | | | | | |
| ***Description*** | | | | ***Factors that promoted this success*** | |
| 1. | Project strategy | | | An effective strategy was crafted for enrolling participants – “opt-in and offer” as a mandatory service for targeted areas. | |
| 2. | Project schedule | | | Effective stakeholders' communication and the establishment of a working group to implement policies & procedures. | |
| 3 | Business needs | | | a. DLP helped meet the state of Texas requirements and contributed to the maturity of the security program – from level 2 to level 4.  b. Protects the confidentiality, integrity, and availability of PII, and reduces risk exposure.  c. The solution met audit recommendations. | |
| 4. | Communication | | | a. Good coordination among team members. The team members were transparent and hardworking with a good sense of responsibilities.  b. Effective communication plan (30 days, 7 days, go-live day) to the users, technical teams, and leadership. | |
| 5. | Project resources | | | Team members were committed with the right attitudes that led to a successful implementation of the solution. | |
| 6. | Documentation | | | a. Service documentation was completed before the implementation. The documents are SOP, SDP, Policy configuration, and communication plan.  b. The internal resources supported and provided materials used for the various documents. | |
| 7. | Metrics and reporting | | | a. Weekly and other generated reports are simplified – easy to understand. Policy violations are reported in real-time.  b. The pre-built dashboard allowed for quick analysis. | |
| **II. Areas of potential improvement along with high-impact improvement strategies:** | | | | | |
|  | ***Category*** | ***Project Shortcomings*** | | | ***Lessons learned*** |
| 1. | Functional | 1. OneDrive Policy limitation 2. DLP Reporting permission | | | 100 ODFB users per policy.  Create custom permission for the DLP reporting. |
| 2. | Continuous Improvement | End-user lifecycle management | | | The team needs to research methods for automatic policy removal. |
| 3. | Business requirements | ABA routing number | | | It is not effective, and not required to be filtered because it is currently public information and not considered PII. |