**Project Lessons Learned Report**

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| **Project Name:** | | | Sample9 Project | | |
| **Prepared By:** | | | Abi Atolagbe-Olaoye | | |
| **Date** | | | 9/11/2019 | | |
| **Project Close-Out Discussions** | | | | | |
| A lessons-learned meeting was held on 9/11/2019, 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:** | | | | UNT System (UNTS) is seeking an Electronic Payment Services solution / Merchant Services solution. The primary function is to provide an out-of-the-box solution that will allow the UNTS to offer the campus affiliates secure electronic payment processing and the convenience of online access to campus payment systems. This solution will integrate with the student information system for the collection of tuition, fees, and other payments as well as cashiering functions. | |
| **I. Project’s biggest successes:** | | | | | |
| ***Description*** | | | | ***Factors that promoted this success*** | |
| 1. | Project scope | | | An effective strategy was put in place by upgrading Quikpay to 19.2, which aided the implementation of the anonymous node with basic authentication. | |
| 2. | Project schedule | | | The schedule was flexible on the internal team and Nelnet’s sides to accommodate all the requirements for implementation. | |
| 3. | Business needs | | | The business need was met – no errors from business processes. There is a significant reduction in real-time errors. | |
| 4. | Communication | | | a. Good coordination among team members. The use of checklists, information sharing, feedback, and collaboration helped the team remove roadblocks and achieve the project goal. | |
| 5. | Project Resources | | | Team members were committed with the right attitudes and excellent problem solving approach that led to a successful implementation of the solution. | |
| 6. | Vendor (Nelnet) | | | The expertise and timely response of Nelnet supported getting the functionalities to work with the Integration Broker. | |
| **II. Areas of potential improvement along with high-impact improvement strategies:** | | | | | |
|  | ***Category*** | ***Project Shortcomings*** | | | ***Lessons learned*** |
| 1. | Documentation (Nelnet) | Anonymous node requirements | | | A review and elicitation of requirements are needed on infrastructure-related projects. IT security should be consulted to review security functionalities and guidance. |