

## Post-implementation review report outline

### Task 5.1.1 Review the feedback.

Serial No.	Issue
1	Functionality issues: wrong delivery date and blank environmental impact field in the customer engagement mobile app
2	System performance issues: long generation time of analytical report on sales trends across offices; long transactions in the sales system during the month's end; average response time for one of the Fiori apps is higher than expected
3	Data migration issues: missing preferred vendor status indicator for wood suppliers
4	User adoption issues: underused template can be used for frequently performed transactions
5	Training issues: incorrect transactions making incorrectly in the system

Serial No.	Issue	Technical or Non-technical, or Probably both
1	Functionality issues	technical
2	System performance issues	technical
3	Data migration issues	technical
4	User adoption issues	Probably both
5	Training issues	Probably both

### Task 5.1.2 Identify likely reasons and resolution for the issues.

Serial No.	Issue	Technical or Non-technical, or Probably both	Likely reasons and resolution
1	<example> Users are performing transactions incorrectly in the system.	Probably both	<i>Technical: The system may not be performing as expected. Review the issues and see whether all users are facing this issue or only some. Conduct testing.</i> <i>Non-technical: Users may not be trained to perform this transaction in the new system. Conduct an additional round of training. Improve the help documentation.</i>

2	Functionality issues	technical	The system may mismatch product and delivery time data, mistakenly modify parameters in wrong functions/scripts, or have issues accessing the database correctly. Conduct unitary testing.
3	System performance issues	technical	The system may not be well designed to handle large amounts of data, or the generation process contains unnecessary loops. Conduct performance testing.
4	Data migration issues	technical	The system may not have the desired function, or the function is not properly integrated to be displayed. Conduct testing.
5	User adoption issues	Probably both	Technical: The system may not show the template properly. Review the issues and see whether all users are facing this issue or only some. Conduct testing. Non-technical: Users may not be trained to use the template. Conduct an additional round of training. Improve the help documentation.

#### Task 5.1.3 Document the lessons learned.

Serial No.	Lessons learned
1	<i>&lt;example&gt; The delivery date not appearing correctly for the customer is a huge issue and will significantly impact the business. We should have done thorough testing, especially for customer-facing apps.</i>
2	The long processing time for reporting and transactions dealing is against the customer's primary goal of increasing operational efficiency. We should have considered thoroughly in solution development and conducted more comprehensive performance tests especially for processes involving large amounts of data.
3	The missing preferred vendor status is against the customer's goal of increasing buying event efficiency and decreasing workload of employees. We should have done a thorough review of the previous system and clearly communicated with the customer on the features to keep and extend on the new system. We should also do a comprehensive regression test.
4	The unused transaction template is decreasing efficiency. We should have designed it to be more flexible and intuitive to use, and done thorough functionality test.