

### Post-Mortem

*Use the table to list the things that went well during the completion of this 5-week project and the things that didn't go well.*

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Project Name: The Internet Bank (NeoBank)

5 Things that Went Well During the Project	5 Things that Could Have Been Done Better
The project was completed within the 5-week timeframe, meeting all major deadlines	There were several unexpected technical issues and difficulties that caused delays in certain phases of the project
Clear project objectives and scope, successful integration of recommended technologies	Challenges with time management and meeting deadlines, meeting gaps with external stakeholders
The project team worked well together, maintaining good communication and collaboration throughout	Some aspects of the project exceeded the initial budget estimates, leading to financial constraints
Early user testing received positive feedback, indicating that the platform was user-friendly and met customer needs	There were instances of scope creep where additional features were requested, causing some disruptions. Limited resources caused triple constraints.
The quality assurance process was thorough, ensuring a high-quality final product	There were challenges in resource allocation, with some team members being overburdened. Difficulty in sourcing or evaluating third-party vendors
Stakeholders were supportive, provided positive feedback and valuable input throughout the project	Training for end-users was not as comprehensive as planned, leading to some initial confusion
Strong project management and documentation	Need for more thorough risk assessment mitigation.

Below, discuss all 10 things from the list above in detail. As a project manager, or participant, what processes might you put in place to ensure the same things go well on future projects you're involved in? What processes can you put in place to improve the not-so-great things on future projects? Be specific.

## Detailed Discussion of Project Aspects

### Things That Went Well

#### 1. Timely Completion

- **Detail:** The project was completed within the 5-week timeframe, meeting all major deadlines.
- **Processes to Ensure Success:**
  - **Detailed Planning:** Create a comprehensive project plan with clear milestones and deadlines.
  - **Regular Progress Reviews:** Hold weekly progress meetings to ensure the project is on track.
  - **Buffer Time:** Include buffer time in the schedule to handle unexpected delays.

#### 2. Team Collaboration

- **Detail:** The project team worked well together, maintaining good communication and collaboration throughout.
- **Processes to Ensure Success:**
  - **Communication Tools:** Use collaboration tools like Slack or Microsoft Teams for seamless communication.
  - **Team Building Activities:** Organize regular team-building activities to strengthen team bonds.
  - **Clear Roles and Responsibilities:** Define roles and responsibilities clearly to avoid confusion.

#### 3. User Feedback

- **Detail:** Early user testing received positive feedback, indicating that the platform was user-friendly and met customer needs.
- **Processes to Ensure Success:**
  - **User Involvement:** Involve users early in the development process through focus groups and beta testing.
  - **Feedback Loops:** Establish regular feedback loops to gather user input and make necessary adjustments.
  - **Usability Testing:** Conduct usability testing sessions to identify and address any user experience issues.

#### 4. Quality Assurance

- **Detail:** The quality assurance process was thorough, ensuring a high-quality final product.
- **Processes to Ensure Success:**

- **Automated Testing:** Implement automated testing to catch issues early.
- **QA Checkpoints:** Set up QA checkpoints at various stages of the project.
- **Continuous Integration:** Use continuous integration practices to ensure code quality.

## 5. Stakeholder Support

- **Detail:** Stakeholders were supportive and provided valuable input throughout the project.
- **Processes to Ensure Success:**
  - **Regular Updates:** Provide regular updates to stakeholders to keep them informed.
  - **Stakeholder Meetings:** Hold regular stakeholder meetings to gather input and address concerns.
  - **Transparent Communication:** Maintain transparent communication to build trust and support.

## Things That Didn't Go Well

### 1. Technical Issues

- **Details:** There were several unexpected technical issues that caused delays in certain phases of the project.
- **Processes to Improve:**
  - **Risk Management:** Develop a risk management plan to identify and mitigate potential technical issues.
  - **Technical Reviews:** Conduct regular technical reviews to catch issues early.
  - **Backup Plans and Improvement:** Have backup plans in place to handle technical problems. Building buffer time for unforeseen issues and establishing a contingency plan can mitigate these risks. Having a dedicated troubleshooting team and ensuring that all team members are trained to handle common technical problems can also help.

### 2. Budget Overruns

- **Detail:** Some aspects of the project exceeded the initial budget estimates, leading to financial constraints.
- **Processes to Improve:**
  - **Detailed Budgeting:** Create a detailed budget with clear cost estimates.
  - **Regular Monitoring:** Monitor expenses regularly to stay within budget.
  - **Contingency Fund:** Set aside a contingency fund to handle unexpected costs. Better budget planning, including detailed cost estimates and contingency funds can help manage resources effectively. Exploring

alternative solutions or technologies that provide similar benefits at a lower cost can also be a considerable strategy.

### 3. Scope Creep

- **Detail:** There were instances of scope creep where additional features were requested, causing some disruptions and impacting its execution.
- **Processes to Improve:**
  - **Clear Scope Definition:** Define the project scope clearly at the beginning.
  - **Change Control Process:** Implement a change control process to manage scope changes.
  - **Stakeholder Agreement:** Ensure all stakeholders agree on the project scope and any changes.

### 4. Resource Allocation

- **Detail:** There were challenges in resource allocation, with some team members being overburdened and difficulty in sourcing or evaluating third-party vendors. Finding and evaluating third party vendors is challenging, affecting the project's timeline and quality.
- **Processes to Improve:**
  - **Improvement Process:** Developing a more robust vendor evaluation process including criteria for product quality, reliability, and past performance, can improve vendor selection.
  - **Resource Planning:** Plan resource allocation carefully to avoid overburdening team members. Building relationships with multiple vendors and maintaining a vendor database can also provide more options and flexibility.
  - **Workload Monitoring:** Monitor workloads regularly to ensure a balanced distribution.
  - **Flexible Resources:** Have flexible resources available to handle peak workloads.

### 5. Time Management and a Need for a Liaison:

- **Detail:** There were some instances where the project faced difficulties in managing time effectively which led to some challenges in meeting deadlines in some phases. The gaps in communication with external stakeholders needed to be aligned.
- **Improvement Process:** Implementing more detailed scheduling and time tracking tools, such as Gantt charts or time management software can be helpful. Regular check-ins and progress updates can identify delays early and allow for adjustments. Prioritizing tasks based on urgency and importance can improve time management. Designating a liaison or point

of contact for external stakeholders can streamline communication gaps and address their concerns promptly.

## 6. Training

- **Detail:** Training for end-users was not as comprehensive as planned, leading to some initial confusion.
- **Processes to Improve:**
  - **Comprehensive Training Plan:** Develop a comprehensive training plan for end-users.
  - **Training Materials:** Create detailed training materials, including manuals and video tutorials.
  - **Feedback and Support:** Gather feedback from users and provide ongoing support to address any issues.

By implementing these processes, we can build on the successes and address the challenges faced in this project, leading to smoother and more efficient future projects.

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