

Project Close-Out Report Template

Project Close-Out Report	
Report Date: November 2023	
KEY INFORMATION	
Project Name	AHI C SUITE MARKETING APP
Division/Department	IT/MARKETING
Project Sponsor	Mary Smithers
Project Manager	Cary Manning (Marketing)

PROJECT GOALS
Document the original goals from the project charter.
<ol style="list-style-type: none">1. Enable faster introduction of new and updated products to the target market2. Improve the overall AHI customer experience3. Enable better positioning to be worked out through analysis of individual product sales4. Enable better business decisions5. Accelerate the testing of new product concepts6. Gain insights into current shoppers and demographics7. Enable improved brand tracking

PROJECT GOAL SUCCESS ANALYSIS
Highlight the success or failure in meeting the project goals from the original plan and explain deviations. (Success, Partial Success, Not Accomplished)
<ul style="list-style-type: none">• We can develop a viable app to meet marketing needs. IT can support the app.• The app will improve marketing effectiveness. 20% ROI in Year 1.• End-users will test the app during a soft launch• The App will work as designed• There will be no cost overruns• The project scope will remain unchanged once stakeholders have signed off

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SCHEDULE REVIEW

Call out any variances to the original schedule plan and briefly describe why they happened. Can these variances be prevented in future projects? If so, how?

- App development is running behind the original schedule. The team can overcome the schedule delays by adding a third sprint. Cary Manning shared the need for a third sprint with the sponsor Mary Smithers. Mary Smithers' decision is pending.
- The team is working on scope issues. Cal Hamer is working with the marketing and leadership team to address some requirements omitted when the team developed the initial user stories. There is a risk that 100% of the desired App functionality may not be ready in version 1.
- The budget is on track. The project has not incurred additional costs to date. The team informed Mary that the initial cost estimates were erroneous. The IT team purchased more hardware and storage capability than needed due to misinterpreting the number of App users. Priya Service is evaluating IT capabilities and will share a recommendation on how to use the additional capacity.
- Priya identified an additional interface equipment item required to complete the project. The cost is \$2000. Cary is reviewing the budget to determine the impact.
- An issue did develop regarding leadership reporting requirements. There is a high probability that some reporting requirements cannot be satisfied in version 1.
- The team needs to ensure that they identify all updated requirements for the App as soon as possible to avoid potential delays and restarts.
- Jose Garcia recognized a shortfall in the customer-facing design of the new App. He shared insight with the development team and helped avoid a potential App shortfall. Kudos are due. It is currently the flu season. The team is hoping everyone on the team stays healthy.

Effective Planning, Budgeting and proper weather forecasting information can prevent all this in future projects.

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COST REVIEW

Call out any variances to the original budget plan over or under and briefly describe why they happened. Can these variances be prevented in future projects? If so, how?

Cost	Estimate
App Development	\$180,000
IT Storage and Hardware	\$15,000
IT Storage	\$15,000
Data Feeds	\$5000
App Security Upgrades	\$20,000
IT Personnel (HR)	\$15,000
Additional Budget Constraints	\$7000
Initial Total Budget for Project	\$250,000
Total Budget for Project	\$257,000 after Additional \$7000.

Effective Planning,Budgeting,Hiring of experience IT personnel and procuring of latest IT infrastructure (Software,Hardware,Data feeds) latest Security Devices and Upgrades

OUTSTANDING ITEMS

List any outstanding project-related follow-up items, how they are being addressed, and who is responsible.

Issue	Planned Resolution	Assigned To
Final Testing and Deployment	IT deploying software for testing	IT Team
Interface and features improvement	IT collecting feedback from stakeholders and Customers implementing them	IT team and Marketing Team

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LESSONS LEARNED

DID WELL

Note what aspects of the project went well or better than expected, and share your thoughts on how this positive outcome could be replicated in future projects.

ITEM	NOTES
<ul style="list-style-type: none">• Designing and Development of App	<ul style="list-style-type: none">• The team described five solutions or objectives in the project charter. At the end of the project, the app was developed within the specified time frame. The app did not include all features as originally planned. Two required data feeds and a number of desired reports were not included. Inadequate requirements gathering at the beginning of the project resulted in several change requests. The team will incorporate the outstanding requirements into version 2.
<ul style="list-style-type: none">• App Usage	<ul style="list-style-type: none">• Feedback from the customer focus group was positive. The new App satisfied their requirements for improved access to all AHI products and pricing and provided secure invoicing and order processing as required.

DO BETTER

Note what aspects of the project went poorly or worse than expected, and share your thoughts on how this less than desirable outcome could be avoided in future projects.

- The team added a third Sprint and developed the app within the 90-day development window. Additional costs of \$7000 were incurred due to equipment requirement omissions and inflationary cost factors not considered during initial planning. A few minor App interface issues still need to be remedied. IT has forecasted a 15 November completion date.

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- Development team velocity was based on assumptions. In the future, the team will strive to understand better how much work measured by story points the team can achieve in each Sprint.
- The team felt that initial scrum training would have been a great benefit. The development team mixed traditional predictive and adaptive methods during the Sprints. The team determined that applying a more structured Scrum process would be beneficial.
- IT encountered recruiting issues. They could find and hire only one qualified candidate to fill the two vacancies and approved positions. IT is working with Human Relations (HR) to add a second new hire. They hope to have a second new hire on boarded by 1 December.

ITEM	NOTES
Budget	Effective Planning early
Schedule	Work within Schedule
Communication	Perform Daily Standups promptly and Weekly status meetings timely.
RECOMMENDATIONS	
Note any recommendations for future project managers managing similar projects.	
Implement Scrum and Agile methodologies Hire Experienced Scrum Master in the Team Hire Experienced Software Engineers. Procure and install latest IT Infrastructure	

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PROJECT ARCHIVES

Note where those wanting to reference documents related to this project in the future will be able to find them.

Project Archives would be found on Project Management Shared drive on Server with the Title: ACHME HEALTH INNOVATIONS C SUITE MARKETING APP DEVELOPMENT PROJECT.

PROJECT CLOSEOUT

- Lessons Learned Conducted: Date Dec 2023
- Closeout Review Complete: Date Jan 2023