Post-implementation review report outline

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| --- | --- |
|  | The SAP implementation of East Canada Paper has gone live. As a technology consultant, you are conducting a post-implementation review. Based on the case study and the additional input, capture the following information. |

## Task 5.1.1 Review the feedback.

|  |  |
| --- | --- |
|  | *List the post-implementation feedback received from users and monitoring tools. List at least four issues.* |

<Document your response in the table below. Add more rows as needed.>

|  |  |
| --- | --- |
| **Serial No.** | **Issue** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |

|  |  |
| --- | --- |
|  | *Categorize the feedback into technical issues and non-technical issues. List at least four issues and the categorization.* |

<Document your response in the table. Add more rows if needed.>

|  |  |  |
| --- | --- | --- |
| **Serial No.** | **Issue** | **Technical or Non-technical, or Probably both** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |

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

|  |  |
| --- | --- |
|  | *Document the likely reasons and resolutions for the issues identified. Document these for at least four issues.* |

<Document your response in the table below. Add more rows as needed.>

|  |  |  |  |
| --- | --- | --- | --- |
| **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* | *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.*  *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.* |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

## Task 5.1.3 Document the lessons learned.

|  |  |
| --- | --- |
|  | *Document the lessons that you learned from this SAP implementation. As a technology consultant in this project, you created many deliverables for this project. You have also seen the exemplars for some of these documents. What do you see as an opportunity for improvement? Did you miss out on any requirements of East Canada Paper? List three lessons learned.* |

<Document your response in the table below. Add more rows as needed.>

|  |  |
| --- | --- |
| **Serial No.** | **Lessons learned** |
| 1 | *<example> 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.* |
| 2 |  |
| 3 |  |