CASE ITS Lessons Learned

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| Project Name: | Inventory System for Theater Program |

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| **A**. *Identify what went well and why.* |
| Good communication with sponsor. Because we had a successful initial meeting that left her a good impression, and we maintained the good relation by communicating with her regularly. |
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| **B**. *Identify what could have been done better and how.* |
| Communication within the team could be guided better by project manager. Although we maintained good communication with project sponsor, the emails from sponsor are not always viewable by team members. We could have let sponsor know about not all email was linked to all members. |
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| **C**. *Did anything go differently than expected?* |
| We did not expect to have a SaaS solution for the final deliverable. I did research focusing on the aspect of keeping the cost low for sponsor, as the sponsor indicated she had little to no budget for this project. However, after seeing the SaaS product, she was willing to increase the budget on her own for the convenience it offered. |
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| **D**. *What serious issues were encountered during the project and how were they dealt with?* |
| Files and documentations did not have a standard naming convention on the team drive. We start over with a new space with standardized naming. |
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| **E**. *What improvements would you recommend for similar projects in the future?* |
| Do not exclude SaaS solutions from the beginning – this may be the most efficient solution for your team as well as for the sponsor. |
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| **F**. *What were the most valuable lessons learned?* |
| The most efficient solution is not always the best solution. |
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