

LAB 12: PROJECT CLOSING

(Submit your Lab assignment at ulearn with group of 2-4 students)

As a team member *of the artificial intelligence (AI) project*, you will be developing the various project deliverables. One of them is a closed project. All lessons learnt are consolidated and the team will seek acceptance of the completed deliverables from stakeholders. Project closing brings the project to an orderly end by preparing the final report.

Given two templates in Table 1 and Table 2, prepare the following report based on your AI Project.

1. Customer acceptance Project Completion Form
2. Lessons-Learned Report

Customer Acceptance/Project Completion Form June 30, 2008			
Project Name:	<u>Just-In-Time Training Project</u>		
Project Manager:	<u>Kristin Maur</u>		
I (We), the undersigned, acknowledge and accept delivery of the work completed for this project on behalf of our organization. My (Our) signature(s) attest(s) to my (our) agreement that this project has been completed. No further work should be done on this project.			
Name	Title	Signature	Date
Lucy Camarena	Training Director	Lucy Camarena	June 30, 2008
1. Was this project completed to your satisfaction? <u> X </u> Yes <u> </u> No			
2. Please provide the main reasons for your satisfaction or dissatisfaction with this project. The project met and exceeded my expectations. In my 15 years with this company, I have never seen workers so interested in training courses. Kristin effectively coordinated all of the people who worked on this project. We worked with a number of new suppliers, and everything went very smoothly.			
3. Please provide suggestions on how our organization could improve its project delivery capability in the future. One suggestion would be to try to improve our estimating and forecasting abilities. The project costs were slightly over budget, even with some reserve built in. The schedule buffer prevented the project from finishing late. We also need to improve the way we forecast the number of people who want to take courses. The demand for the Web-based courses was much higher than expected. Even though that was a pleasant surprise, it was still poor forecasting and caused extra work for project and support staff.			
Thank you for your inputs.			

Table 1: Customer acceptance Project Completion Form

Lessons-Learned Report June 30, 2008	
Project Name:	The Just-In-Time Training Project of Global Construction Inc.
Project Sponsor:	Lucy Camarena
Project Manager:	Kristin Maur
Project Dates:	July 1, 2007-June 30, 2008
Final Budget:	\$1,072,000
1. Did the project meet scope, time, and cost goals?	
We did meet scope and time goals, but we had to request an additional \$72,000, which the sponsor approved. We actually exceeded scope goals by having more people take training courses than planned, primarily the Web-based courses.	
2. What was the success criteria listed in the project scope statement?	
The following statement outlined the project scope and success criteria: "Our sponsor has stated that the project will be a success if the new training courses are all available within one year, if the average course evaluations are at least 3.0 on a 1-5 scale, and if the company recoups the cost of the project in reduced training costs within two years after project completion."	
3. Reflect on whether or not you met the project success criteria.	
All of the new training courses were offered within a year, and the course evaluations averaged 3.4 on a 5.0 scale. We do not know if the cost of the project will be recouped within two years after completion, but the number of people who took the Web-based training courses far exceeded our expectations. Because the Web-based training is more cost-effective than the instructor-led training, we are confident that the costs will be recouped in less than two years.	
4. What were the main lessons your team learned from this project?	
The main lessons we learned include the following: <ul style="list-style-type: none">• Having good communication was instrumental to project success. We had a separate item in the WBS for stakeholder communications, which was very important. Moving from traditional to primarily Web-based training was a big change for Global Construction, so the strong communication was crucial. The intranet-site information was excellent, thanks to support from the IT department. It was also very effective to have different departments create project description posters to hang in their work areas. They showed creativity and team spirit.	

Table 2: Lessons-Learned Report

CUSTOMER ACCEPTANCE/PROJECT COMPLETION FORM

20 DECEMBER 2020

Project Name : Dental and Mouth Disease Chatbot Assistant

Project Leader : Mohd Hariz bin Abdul Malek

We manage to complete this project by the time that is already set and meet the user requirement that has been listed. My (Our) signature attest to my (our) agreement that this project has been completed. No further work should be done on this project.

Name	Title	Signature	Date
Tim Cook	CEO Apple Inc.	Tim Cook	10 January 2021

1. Was this project exactly fulfil your requirement ? X Yes ___ No.

2. Please provide the feedback on your satisfaction about this project.

The reason that i said about the project is far more excellent than my expectation is because the team making this project is as likely as i want to and at the same time the team consists of the best team ever which is their teamwork that make the system make even better.

3. Please provide suggestions on how our organization could improve its project delivery capability in the future.

One suggestion that would be amazing is about the project procurement management which is that the cost that has been used usually should be lower than the cost that has already been used. For this project I think the cost is affordable because the project was sponsored by the big name company. Thus, if the not a big name company wanted to make a deal it would be hard for them to make a deal.

**LESSONS-LEARNED REPORT
20 DECEMBER 2020**

Project Name: Dental and Mouth Disease Chatbot Assistant
Project Sponsor: Apple Incorporated
Project Manager: Mohd Hariz bin Abdul Malek
Project Dates: 10 October 2020 - 10 January 2021
Final Budget: RM 408,360.00

a. Did the project meet scope, time and cost goals?

We successfully achieved all the scope, time and cost goals. However, we lack about RM1000 to cover all the supporting resources and in the end we get the funds from the sponsors. We really surpassed scope objectives by having a good design, functionalities, and features than expected. And we complete tasks according to the specified time portion and finish at the specified time

b. What was the success criteria listed in the project scope statement?

The following statement outlined the project scope and success criteria:

"Our sponsor has stated that the project will be a success if the chatbot can function properly and meet the dentists or expert expectations, if the average expert expectations are met and recommendation of experts are at least 3.0 on a 1-5 scale."

c. Reflect on whether or not you met the project success criteria.

All of the chatbot features can function properly, and the experts or dentists recommend our chatbot and get an average score of 4.5 on a 5.0 scale. Although in the middle, we experience difficulties, that is lack of money to meet the required resources, but in the end all of that can be covered and can be implemented smoothly.

d. What were the main lessons your team learned from this project?

Based on this project we manage the project in an efficient way without having any overdue time. Since this project is during the pandemic period of time, we learned that having good communication was the key of success for the project. For example, two way communication between each member is a very crucial part in order to avoid any misleading information that can cause problems for the project to reach the goals. If we had a high level of team spirit in each of the team members and support each other we can achieve the project goals without hesitation.