Lessons Learned Report

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| **Prepared by: Kechinyere Emerole** **Date: 4-12-2022**  **Project Name: Blood Bank Database Management System**  **Project Sponsor: Project Team, Ontario Health, PHIPA (Personal Health Information Protection Act)**  **Project Manager: Kechinyere Emerole**  **Project Dates: Aug 11, 2022 – Dec 06, 2024**  **Final Budget: $1,498,338** |
| 1. **Did the project meet scope, time, and cost goals?**   Unfortunately, the Blood Bank Database Management System project could not meet the cost goals. The project tried as much to compensate all internal employees and human resources on contract. The project exceeded the budget allocated to funding equipment and software without enough contingency reserves to mitigate known risks. Balancing and managing this project's triple constraint involved making trade-offs between scope, time, and cost goals to determine project success. Using their strategic and business management skills, the project manager decided which aspect of the triple constraint was the most important, which was identified as the financial constraint and schedule. To make constraint trade-offs, the scope was reviewed to avoid scope creep, and the project team met regularly with internal project customers, other stakeholders, and sponsors to reiterate and ensure objectives were clearly defined and followed diligently. The scope was reduced from catering to clients in all of Canada to the Greater Toronto Area to reduce failure rate, which is common in large projects, and complete the project within the estimated finish date. The cost was underestimated as the team had to utilize funds from the management reserves to compensate for the cost of equipment outsourced to utilize project objectives, e.g., keyboards, monitors, and other software, which, unknown to the team, would have been an issue. The team had an additional $54,778 of unexpected costs.   1. **What was the success criteria listed in the project scope statement?**   Our success criteria were to create an automated and easy-to-access record that hospitals can use online and offline that accommodates Wi-Fi outage risks and a website with 24/7 online presence for donor clients to access their blood work results without having to install an extra application. This helps patients during the time of emergencies as well as saves time and effort. Problems arise when hospitals are required to retrieve the necessary data to match the blood type of recipients requiring a transfusion on time. Hospitals often cannot meet the demands due to shortages of specific blood types, especially rare ones. The project success criteria are measured through objectives aimed at solving recurring problems by designing and implementing software that utilizes a database management system, allowing respective access to donors and hospitals based on profile criteria and agenda. Blood donors can set up their next appointment, retrieve information about their last blood donations, view blood results update their personal information through the system. On the other hand, hospitals can keep track of the different types of blood available and track nearby hospitals with relevant blood types in stock. This all happens while the information is kept secure.   1. **Reflect on whether you met the project success criteria.**   I believe that the success criteria for the project were met. This was done through working with the project team to ensure high-quality products in the software development aspect of the project using maturity models to improve processes and systems. The project also upheld product quality standards through usability tests and user acceptance tests with proper documentation of reports and training material before it was released. Information security and trust were achieved because the project sought out external government regulatory bodies for licenses, such as the medical devices bureau, Ontario health, Electronic Health Record (EHR) and Personal Health Information Protection Act (PHIPA). They established rules for collecting, using, and disclosing personal health information and overseeing how the project managed patient blood data in a consensual manner.   1. **In terms of managing the project, what were the main lessons your team learned?**   -My team learned the importance of meetings as an avenue for the project team members to recoup and ensure that we were on the same page. Meetings ensured that scope creep was avoided and objectives were met. We learned that effective communication was a priority and that including internal customers was important at every step of the project life cycle.  -My team learned that conflicts in projects are inevitable, and it was important to make changes where necessary to accommodate a successful project. We learned that it is important to manage conflicts efficiently using tools and techniques such as collaborating and confrontation, which directly face a conflict using a problem-solving approach that allows affected parties to work through their disagreements.   1. **Describe one example of what went right on this project.**   -One example of something that went right was that the team implemented a hybrid model, which allowed for various cloud-based solutions for the project management knowledge areas, such as google slides for presentation, google sheets for the cost estimate and earned value analysis, and scheduling management using Insta Gantt. This made the meetings productive and ensured all team members had updated versions of project documents in real time which enhanced the team working on the project concurrently.   1. **Describe one example of what went wrong on this project.**   I belive that the team was over worked for most of the project. The team members had to allocate a great amount of time to meet schedule and submit deliverables on time.   1. **What will you do differently on the next project based on your experience working on this project?**   - I would try to use similar projects as a benchmark and guideline on how to approach a future project or an expansion of the current Blood Bank Database Management System.  - I believe that implementing a good organizational culture, such as reward criteria allocated to team members performance and acknowledging individual and group accomplishments, motivates team members and encourages a positive attitude towards work. I would explore different types of social activities to help project team members to get to know each other better to enhance team identity. |