

Knowledge assessment: Project management

Student details

Student: 880616253 / David Cruwys

Student signature and Date

David Cruwys, 15th Nov, 2021

Part 6: Hand over the project

Prepare a project handover report, which includes:

Initial support requirements

- System logs will be watched by Lisa McFeist/Ben Dover (Developers) will produce hotfixes for any issues that come up
- Andy Anderson (Software Tester) will be available to our internal users for guidance on how to use the system

Ongoing maintenance requirements.

- Support ticketing system needs to be setup with both email and in-site integration.
- 1st level support staff will need to watch for issues

Update disaster recovery plan

- Add Lisa McFeist/Ben Dover (Developers) with their phone numbers to the internal contact table.
- Add in a section for version rollback so that both the application and database can be rolled back to an earlier working version.

Revision history

Version	Date	Revision details
1.0	20/02/2020	Initial draft

Roles and responsibilities

The following individuals are to assume responsibility for restoring IT services when the DR plan is activated:

Internal contacts

Name	Job role	Contact details	DR process owned
Alison Garmen	IT Manager		Overall responsibility
TBA	Network Administrator		Backup and data recovery of General business applications, AD,
TBA	Database administrator		Backup and data recovery for all corporate databases
TBA	Network support		Installation and configuration of servers and workstations

External contacts

Name	Organisation	Contact details	DR process owned
Paul Browne	OSBS	0499 252 000	Data recovery

Project closure report

How it met the requirements

- Business Analysis was performed with key stakeholders.
- Requirements specification was created
- Project plan was created
- Team was assembled
- Project plan was executed
- User acceptance testing was performed
- Support and maintenance workflows were created
- Product was delivered.

Opportunities for improvement

- Need to identify and address issues with under performing staff more quickly.
- Need to train our staff on the importance of unit test coverage

Lessons learned

- Doing low fidelity mocks was a powerful communication tool for both developers and stakeholders
- Doing data flow diagrams helped developers a great deal

Recommendations for future projects

- We need to skill up on writing Infrastructure as Code, maybe have someone do a course in Terraform

space for names and signatures of the Project Sponsor and Project Manager.

Name	Date	Signature
David Cruwys (Project Manager)	1st Apr	David
Alison Garmen (IT Manager)	8th Apr	Alison
Gayle Winters (General Manager)	20th Apr	Gayle