

# Project Closure Report – Client Onboarding System

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## 1. Project Completion

### Completion Criteria

Category	Criteria	Achieved (Y/N)
Objectives	Project vision achieved (seamless, compliant digital onboarding)	Y
Objectives	All project objectives delivered (BRD, FRD, SRS, RTM, UAT completed)	Y
Benefits	Expected benefits realized (reduced onboarding time, improved compliance)	Y
Deliverables	All deliverables produced & approved by stakeholders	Y
Deliverables	Final UAT passed with business sign-off	Y

### Outstanding Items

Item	Action Required	Owner
KYC Vendor SLA	Confirm API SLA timeline	Compliance Officer
Ops Dashboard	Final minor enhancement (escalation rules)	Dev Team

## 2. Project Closure

### Deliverables Handover

Deliverable	Owner (Project)	Owner (BAU)	Handover Date	Notes
Business Documentation	BA (Prashant)	Compliance / Ops	20-Sep-25	BRD, FRD, SRS stored in DMS
Technical Documentation	Tech Lead	IT Ops	20-Sep-25	ERD, DFD, API Specs
Test & UAT Results	QA Lead	QA Team	20-Sep-25	Stored in Test Repository
Training Materials	BA + QA	Business Users	22-Sep-25	Shared via LMS

### Suppliers

- Compliance Vendor (Refinitiv) – confirmed continuation under Ops.
- DocuSign – subscription handed over to BAU Ops team.

### Resources Release

- Dev & QA resources released back to IT pool.
- Project laptop assets returned.

### Communication

- Closure email sent to all stakeholders (Sponsor, Compliance, Ops, IT).
- Special presentation to Steering Committee scheduled for 25-Sep-2025.
- Lessons Learned workshop on 28-Sep-2025.

## 3. Lessons Learned

### Successes

- Strong collaboration between BA, Compliance, and Tech ensured smooth requirement gathering.
- Early creation of RTM helped QA achieve high test coverage.

- UAT completed on time with >95% pass rate.

### **Challenges**

- Delays in KYC vendor API SLA confirmation caused risk to compliance testing.
- Ops Dashboard required multiple iterations to finalize escalation rules.
- Performance testing initially failed due to environment instability.

### **Recommendations**

- Engage third-party vendors earlier to confirm integration SLAs.
- Define Ops requirements with mockups upfront to avoid rework.
- Stabilize performance test environment at least 2 weeks before SIT.

## **4. Approval**

By signing, I confirm the Client Onboarding Project is complete and all deliverables have been accepted.

Name: \_\_\_\_\_

Role: Project Sponsor

Signature: \_\_\_\_\_

Date: \_\_ / \_\_ / 2025