Postimplementation Activities

INSTITUTIONALIZING THE NEW SYSTEM

Institutionalizing the System

Provide support

Assistance in using the system

Provide maintenance

- Repair or fix discovered bugs or errors
- Add minor enhancements to provide added value

Assess the project

- Analyze what was done well
- Discover what activities need improvement in the future

Types of System Support

On-demand training at time of user need

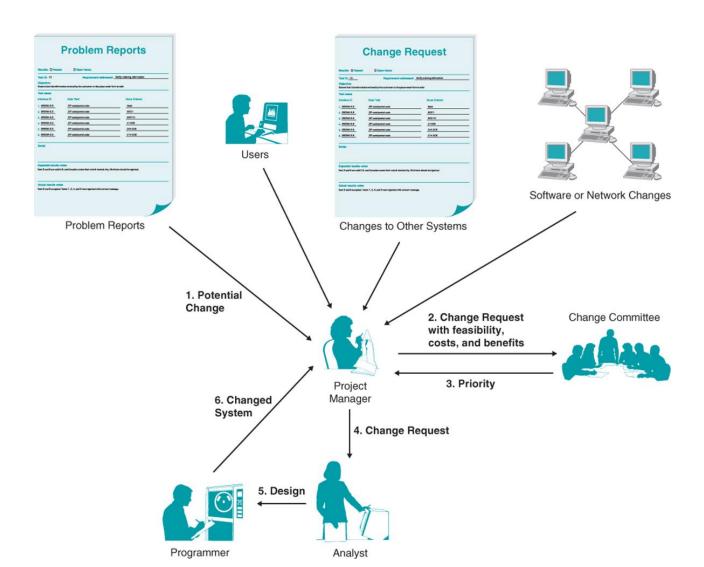
- Online support
 - Frequently asked questions (FAQ)

- Help desk
 - Phone service for known issues
 - Level 1 Support Broad knowledge
 - Unresolved issues passed to Level 2 Support specialists in the application system

Sources of Change Requests

- Problem reports from the operations group
- Requests for enhancements from users
- Requests from other systems development projects
- Change requests from senior management

Processing a Change Request



Project Assessment

- Important for continued project improvement
 - Were cost estimates accurate?
 - Did expected benefits actually materialize?
 - Was this project really worth doing?

Especially important for junior personnel to improve quickly

Project Team Review

- Each member prepares 2-3 page document regarding her or his actions during the project
- Focus on improvement not penalties
- Excellent behaviors are acknowledged and diffused to others
- Team leader summarizes and distributes lessons learned

System Review

Examine the extent to which the costs and benefits of the system are realized

 Use this information to help in more accurately estimating costs and benefits for future projects