1. To pass this practice quiz, you must receive 100%, or 1 out of 1 point, by completing the activity below. You can see an overview of the graded   **1 point**
and practice items in the Course Overview⧉.
Activity Overview

In this activity, you will create a project closeout report to leave behind documentation for future project managers. It should detail what your team did, how they did it, what they delivered, and what work remains. It also provides an opportunity to explore where you could improve in the future.
Be sure to complete this activity before moving on. The next course item will provide you with a completed exemplar to compare to your own work. You will not be able to access the exemplar until you have completed this activity.
Scenario

Review the scenario below. Then complete the step-by-step instructions.

As the project manager for the Plant Pals operations project, you helped develop and implement an Operations and Training plan. You and your team worked on the project for six months and reached a number of milestones. The project is now complete and it's time to create a project closeout report for future project managers to use as a resource. In your closeout report, you will document key accomplishments, open and ongoing items, lessons learned, next steps, and task and milestone duration.
Step-By-Step Instructions

Step 1: Access the template

To use the template for this course item, click the link below and select "Use Template."

Link to template: Project Closeout Report⧉
OR

If you don't have a Google account, you can download the template directly from the attachment below.

📎Activity Template_ Project closeout report
DOCX File

Step 2: Write an executive summary

Under Executive Summary, describe the project's purpose, major milestones, and ultimate outcome. The summary should be at least a few sentences, but no longer than a short paragraph. High-level stakeholders, like the Project Sponsor, will read your closeout report and sign off on it. So, it's important that the summary be both brief and informative.
Step 3: Record lessons learned

Consider the key accomplishments listed in the template and think about the project as a whole. (You may find it helpful to consult your completed slide deck from the *Create a presentation*⧉ activity for Steps 3-5.) Then record the following information under Lessons Learned:
- At least two things that went well during the project

- At least two things that went wrong during the project (and their solutions)

Be sure to include as much detail as possible. Because the report will be a resource for future project managers, you should describe roadblocks and how you handled them. That way, they can continue to improve on the process.
Step 4: Add open items

Record 2-3 unresolved issues or items that need more work under Open Items.

For example, you might let the next project manager know that Plant Pals still needs to increase its on-time deliveries by 5%.

Step 5: Discuss next steps

In the Next Steps and Future Considerations section, record 2-3 follow-up items to help future project managers plan their projects. This is the place to mention any ongoing work, maintenance, and ideas for the future.
For example, you might suggest creating a training schedule for future employees.

Step 6: Create a project archive

Finally, under Resources and Project Archive, link to important documents that could help new project managers with future planning. Be sure to include your project plan and the documents you've created throughout this certificate program:
- Project Plan (created in *Project Planning: Putting It All Together*⧉)
- ROAM Analysis

- Status reports

- Escalation email

- Presentation of customer feedback

- Relevant meeting agendas

Note: You can learn about how to create hyperlinks by visiting this Google Help Center article.⧉
Pro Tip: Save the template

Finally, be sure to save a blank copy of the closeout report template you used to complete this activity. You can use it for further practice or in your own personal or professional projects. These templates will be useful as you put together a portfolio of project management artifacts. You can use them to work through your thought processes as you demonstrate your experience to potential employers.
What to Include in Your Response

Be sure to include the following elements in your completed closeout report:.

- An executive summary of the project

- Key accomplishments and completed objectives

- Lessons learned (what went well, what went wrong, and how to improve)

- Open items to address

- Next steps for the service

- Links to project resources

Did you complete this activity?

○ Yes

○ No

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