**[Insert Project Name]**

**Post Implementation Review**

Further description if needed

***Please note:*** *all text highlighted in grey has been developed to assist you in preparing your project Post Implementation Review. Please delete this text once you understand the requirements.*

Document Control

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| **Version** | **Date** | **Author** | **Amendment** | **Distribution** |
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Document Approval

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**Supported by:**

**……………………………………………………………………..** Date: **……………………**

(INSERT Business Owner name / title)

**Approved by:**

**……………………………………………………………………..** Date: **……………………**

(INSERT Project Sponsor name / title)

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1. Purpose

*The purpose of a Post Implementation Review is to determine whether the project was successful and produced the required deliverables within the agreed timeframe. It also considers lesson learned and highlights successes and achievements.*

1. Objectives

***Are the project results aligned with the project objectives (as stated in the Project Brief and Business Case)?***

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| --- | --- |
| **Project Objective** | **Project Results** |
|  |  |
|  |  |

1. **Deliverables**

***Was the project delivered within scope? Were the Success Criteria as described in the Business Case achieved? Are the deliverables fit for purpose and functioning well? Have the users received training and support?*** *How does the end result compare with the original project plan, in terms of quality, schedule and budget? What were the variations?*

*List defined project outcomes and corresponding success criteria.*

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| **Key Performance Indicator (KPI)** | **Project Outcomes** | **Success Criteria achieved** |
| *e.g. Reduce operating costs by 10% by consolidating resources into one centralized location* | *e.g. Move 25 resources from Location A to Location B* | *e.g.*  *- Move completed by end of Q4*  *- Location A vacated and lease cancelled by Nov 30*  *- No customer downtime during core business hours M-F 8am to 5pm (AEST)* |
|  |  |  |

1. Quality and acceptance

*Have you met the needs of your key stakeholders/end users?*

*If they are not satisfied how will this be addressed?*

1. Schedule

Describe the actual performance of the project against the project schedule.

1. Cost benefit analysis

*What were the final costs?*

*What will it cost to maintain/support the solution in the future?*

*Provide an updated cost benefit analysis*

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| **Costs** (for the life of project) | | | | |
| **Category** | **Item** | **Qty (# or FTE)** | **Cost ex GST per unit** | **Total ex GST** |
| *e.g. Training* | *System Training* | *5* | *$200* | *$1000* |
|  | *Help Desk* | *2* | *$300* | *$600* |
| *Resources* | *Business Analyst* | *2* | *$10,000* | *$20,000* |
|  | *Test Analyst* | *1* | *$3,000* | *$3,000* |
| *TOTAL COST* |  |  |  | *$24,600* |

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| **Benefits\*** | |
| **Benefit Description** | **Expected Benefit in $ value** |
| *e.g. Improvements in processing efficiency* | *$60,000* |
| *Accuracy of reporting data* | *$25,000* |
|  |  |
| Total Benefits achieved\* |  |
| Net Savings\* *costs minus benefit* |  |

\*For the Life of the Project

1. **Lessons learned**

*What lessons need to be carried forward to future projects? What went wrong, why did these things go wrong, and how could these problems be avoided next time?*

*How well were the project’s deliverables assessed, and how well were timescales and costs assessed?*

*This information can be taken from the Lessons Learned Log for the project.*

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| **Lesson Type** | **What worked** | **What didn’t work** | **Recommendations** |
|  |  |  |  |

*Data Quality Issues*

*List any data quality issues that impacted the delivery of this project. The Project Manager is responsible for providing this information to the Data Governance Committee for inclusion on the Data Quality Register.*

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| **Data Quality Issue Type** | **Data system** | **Impact** | **Recommendations for future projects** |
| *Select the data quality issue types:*  *Duplicate data*  *Data stored in the wrong category*  *Incorrect data*  *Incomplete data*  *Not current (obsolete) data*  *Inconsistent formats*  *Merged data*  *Lack of data dictionary*  *Lack of data owner/custodian*  *Does not meet compliance and security requirements*  *Technical limitations to readily access the data*  *Other* | *Where does the source data reside?* | *Describe the impact the data issue is causing your project in terms of schedule, quality, outputs, and other.* | *Describe viable actions that future projects can take to proactively address this issue. Possible actions can be data analysis, data testing, establishing a data dictionary, and acquiring the right data tools.* |

1. Achievement and highlights

*What were the successes and highlights of the project?*

*What was done well that could be shared more broadly?*

1. Recommendations

*This section should cover any activities required to be undertaken following the post implementation review. List any matters that are outstanding, what actions are required to address them and who is responsible. This should include things such things like outcomes yet to be achieved, outputs not yet delivered, maintenance of the outputs or other operational matters such as meeting future training requirements that are outstanding or have not been formally agreed prior to this stage.*

*Where appropriate, if the project is to be repeated at another time, for example annual events such as organising a conference or the development of an Annual Report, identify how the report will be utilised as a tool for continuous improvement.*

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| **ID** | **Recommendation** | **Action** | **Responsibility** | **Date** |
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