# Purpose of the PIR

Purpose of PIR is to discuss the way how the change has been implemented, what were the issues and challenges faced while implementing.

# Scope of the PIR

The PIR applies to:

* Change Implementation
* Dates
* Resources needed
* Communication

# Objectives of the Change request

Should define the overall objectives of change request

# Post Implementation Review Details

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| **PIR** | | | |
| Change number: |  | PIR number: |  |
| RFC created date: |  | Requester name: |  |
| RFC closed date: |  | Requester Department: |  |
| PIR meeting date: |  | Change Manager's name |  |
| Type of review: | Statutory/ Non statutory | Change Manager's email: |  |
| Stakeholders involved in PIR: |  | Change Manager's phone: |  |
| PIR method: | Surveys, User group meetings, etc. | RFC Result: | Success/ Failed |
|  | |  | |
|  | |  | |
| **PIR Assessment Questionnaire** | | | |
| What were the objectives of the RFC? | | | |
| To what extent have the objectives met? | | | |
| What were the original assumptions of the change? | | | |
| Were there any unintended consequences? | | | |
| What were the original risks identified? | | | |
| Were there any risks that were discovered in the later stages? | | | |
| What are the direct and indirect impacts of the change? | | | |
| What type of communication was needed while implementing the change? | | | |
| Were the stakeholders informed about the change progress and while implementation? | | | |
| What were the challenges faced while implementing the change? | | | |
| Were there enough trainings provided after the change implementation and release? | | | |
| Were the new/ modified CI details updated in CMDB on time? | | | |
| Were there any incidents raised due to change implementation? | | | |
| Were there any change collisions? | | | |
| How many days it takes for the complete implementation? Did we breach SLA's? | | | |
| How many people were involved in the change implementation? | | | |
| Did we have to consult any 3rd party companies for any technical expertise? | | | |
| Was the implementation plan detailed enough? | | | |
| Did we backout the plan? Was the backout plan detailed enough? | | | |
| Did we implement remediation plan? Was the remediation plan detailed enough? | | | |
| Did the test plan cover all the scenarios? Was it detailed enough? | | | |
| Were there are any deviations with respect to planned and actual implementation dates? | | | |
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| **Objective outcomes** | | | |
| Objective definition | | Objective Met? (Rating 1-5)  1 stands for not at all and  5 stands for completely met | |
| 1) | |  | |
| 2) | |  | |
| 3) | |  | |
|  | |  | |
| **Benefits realization** | | | |
| Benefits planned | | Benefits realized? (Rating 1-5)  1 stands for not at all and  5 stands for completely met | |
| 1) | |  | |
| 2) | |  | |
| 3) | |  | |
|  | |  | |
| **Customer requirements** | | | |
| Customer requirements | | Requirements Met? (Rating 1-5)  1 stands for not at all and  5 stands for completely met | |
| 1) | |  | |
| 2) | |  | |
| 3) | |  | |
|  | | | |
| **Lessons learned** | | | |
| Lesson | | Where and how to be used | |
| 1) | |  | |
| 2) | |  | |
| 3) | |  | |
|  | | | |
| **Recommendations** | | | |
| Recommendation definition | | Where and how to be used | |
| 1) | |  | |
| 2) | |  | |
| 3) | |  | |

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| --- | --- |
| **Signatures** | |
| Prepared By:  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Approved By:  Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |