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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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| **Version** | **Date** | **Author** | **Description of Change** |
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**Approvals**

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| 1.1 |  |  |  |  |

**Glossary**

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| **Term** | **Description** |
| PIR | Post Implementation Review |
| PvA | Planned vs. Actual |
| ITIL | Information Technology Infrastructure Library |
| PMBOK | Project Management Body of Knowledge |
| HW | Hardware |
| SW | Software |
| FTE | Full Time Equivalent |
| SOP | Standard Operating Procedure |

# Basic Implementation Information

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| **Basic Implementation Table** | | | |
| **Project Name:** | **Gamma Implementation** | **Change Number:** | **DEF8900** |
| **Release Manager:** | **Swapnil Wale** | **Project Manager:** | **Swapnil Wale** |
| **Release Date:** | **8-Aug-2018** | **PIR Date** | **25-Aug-2018** |

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# List of Issues faced during the implementation

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| **#** | **Description** | **Date** | **Status** | **Owner** |
| 1 | The allotted downtime window was insufficient to run all the test scripts, and we requested a 2-hour extension (which was approved) | 8-Aug | Closed | Grzegorz Skorupa |
| 2 | The contract stated that the support for tier 2 issues is 24X6, while the client demanded we fix a port malfunction on Sunday | 8-Aug | WIP | Daniella Was |
| 3 | No budget was allocated for logistical support, specifically transport of servers to the clients’ site | 8-Aug | Open | Manish Naik |
| 4 | Different SOP’s were used by the back-office personnel | 8-Aug | Open | Michal Zigelman |
| 5 | The release took 2 additional resources than what was planned. | 8-Aug | WIP | Neel Wale |
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# Feedback on Release Planning

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| **Review #1** | **Review Name: Resource allocation** | **Owner: PMO** |
| **Which types of resources were allocated in the initial plan: Physical/Human/Budget / etc.?** | | |
| **What was the PvA regarding the resources?** | | |
| **How were the resource risks managed?** | | |
| **How can the allocation process be simplified?** | | |

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| **Review #2** | **Review Name: System downtime communicated** | **Owner: Project Manager** |
| **Were the required downtime windows planned in advance or requested ad-hoc?** | | |
| **Was the scope of each downtime achieved, or was an extension required?** | | |
| **How efficient was the process of getting the approvals for each downtime?** | | |
| **Review #3** | **Review Name: Change Build Quality** | **Owner: Technical Manager** |
| **How were the changes tracked? (Approvals, scope, completion on time percentages, etc.)** | | |
| **Should the changes performed be included as the default in the next implementation?** | | |
| **Why weren't the requested changes included in the original planning (lessons learned)?** | | |
| **How can the organization diminish the changes in the upcoming implementation?** | | |

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| **Review #4** | **Review Name: Change Instructions Quality** | **Owner: QA Manager** |
| **How many clarifications were required per each change request?** | | |
| **How close was the actual change to the requested change?** | | |
| **Who requested the most changes?** | | |
| **Which planned activity required the most changes?** | | |

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| **Review #5** | **Review Name: Processes followed** | **Owner: QA Manager** |
| **Which processes were followed?** | | |
| **Were the processes ITIL / PMBOK approved?** | | |
| **Were any in-house changes made to the processes?** | | |
| **Do the team-members recommend the processes for the next implementations?** | | |
| **Will an addition of a flow chart of the processes be helpful?** | | |

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| **Review #6** | **Act Name: Scope for Improvement** | **Owner: Project Manager** |
| **What were the lessons learned for the next implementation planning?** | | |
| **How close was the actual implementation to the planned one?** | | |
| **Which changes do we need to make to the work plan / Gantt chart for the next implementation?** | | |
| **How can we improve the required resource scope?** | | |

# Feedback on Release Execution

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| **Review #1** | **Review Name: Tasks Started on Time** | **Owner: PMO** |
| **Specify what type of tasks started on time (HW / SW / Integration / etc.)** | | |
| **What percentage of the tasks started on time?** | | |
| **How many predecessors did the tasks that started on time have?** | | |
| **What was the average duration of the tasks that started on time?** | | |

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| **Review #2** | **Review Name: Status communication were adequate** | **Owner: Project Manager** |
| **How many follow up questions and clarifications were needed after each communication was sent?** | | |
| **Which format was used (E-mail, face-to-face, video conferencing, etc.), and which platform (Outlook, Trello board, etc.)?** | | |
| **How many people were in the correspondence communications?** | | |

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| **Review #3** | **Review Name: Were all of the stakeholders informed** | **Owner: Project Manager** |
| **How many unplanned meetings were scheduled by a stakeholder in order to fully understand the status of the implementation?** | | |
| **Were all of the stakeholders informed in each status update correspondence?** | | |
| **How many of the changes were approved by all the stakeholders?** | | |

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| **Review #4** | **Review Name: Adequate issue management** | **Owner: Project Manager** |
| **Which percentage of the issues required an escalation in order to resolve?** | | |
| **What was the average timeframe of resolving the issues?** | | |
| **How many FTE's were required on average to resolve an issue?** | | |

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| **Review #5** | **Review Name: Scope for Improvement** | **Owner: Project Manager** |
| **What were the lessons learned for the release / roll-out?** | | |
| **Do we need a dedicated war-room staffed 24/7 for the duration of the hyper-care period?** | | |
| **Should the processes / methodology / procedures be changed or modified for the next release?** | | |
| **Is it necessary for the resources to physically be present in the release location?** | | |

# Action Items

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| **#** | **Owner** | **Action Item** | **Status** | **Due Date** |
| 1 | Daisy  Barker | Ensure that all the release artefacts are ready before the release. | Open | 12-Jun-2019 |
| 2 | Wendy Nunes | System impact analysis needs to be complete before the changes are approved. | Open | 25-Jun-2019 |
| 3 | Rand  Kaler | Dev team needs to assign tasks on time. | Closed | TBA |
| 4 | Suman Novar | Dev team needs to update their checklist. | WIP | TBA |
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