

# Post Project Review

## Principles and Process

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### Guiding Principles

A post project review provides the opportunity to accomplish several important final steps.

1. Formally recognizes the completion of the project phase.
2. Reviews the project's success in a systematic and comprehensive manner.
3. Documents opportunities to improve the project management process.
4. Identifies any "loose ends" that may have been overlooked during the heat of "go-live."
5. Promotes the best practices of project management.

PMBOK best practice recommends that the Post Project Review facilitator not be someone who served on the project team. An effective facilitator should have a project management background, and have strong facilitation skills to lead the review and deal objectively with participants.

### Deliverables

- Provide a brief executive summary that includes metrics and graphics
- Develop a list of lessons learned so past mistakes are not repeated
- Improve the ability to control and predict future project work
- Mark the close of a project, or a significant phase of the project
- Improve communication by providing:
  - reports to executive sponsors and stakeholders
  - feedback to project teams
  - marketing opportunities for the Office of Information Technology – let the campus know what we're doing.

### Process to be followed by the Post Project Review Facilitator

1. When to conduct the review
  - a. Upon project completion
    - i. No sooner than 30 days after the project ends, or a business cycle has occurred
    - ii. No later than 6 months from the end of the project
    - iii. When all critical participants can attend
  - b. During the project, a review might be useful
    - i. When a project is large, and milestones or designated points are reached.



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2. Review project process

	YES	NO	N/A	Notes:
a. Project request form (PRF) process was followed, and/or Footprints ticket submitted				
b. Project charter				
i. Scope				
ii. Deliverables developed				
c. Project Plan				
Work Breakdown Structure				
i. Timeline – phases and milestones				
ii. Testing process				
iii. Communication strategy				
iv. Training strategy				
v. Support system is in place				
d. Staffing Plan				
i. Roles and responsibilities				

- e. Request access to, or a demo of, the application
- f. Review all Footprints tickets
- g. Gather Key Metrics
  - i. Numbers and types of end users
  - ii. Numbers and types of transactions processed
  - iii. Time and cost savings (ROI)
- 3. Conduct a survey that qualitatively measures:
  - a. the project management process
  - b. project team performance
  - c. material and staffing resources
  - d. the testing process
  - e. communication

**Note:** Surveys conducted using Survey Monkey and a 1-5 numerical rating scale. In addition to ratings, written feedback will be solicited. <http://www.surveymonkey.com/>

- 4. Write the draft of the Post Project Review
- 5. Schedule a meeting to discuss the first draft.
  - a. Project Manager
  - b. Functional Lead
  - c. Technical Lead
  - d. Project Team
  - e. Others
- 6. Write the second draft of the PPR that includes feedback from the meeting.
- 7. Send to participants for final review.
- 8. Write and post the final report on the wiki.
- 9. Communication
  - a. Reports – Project Team, Annual Report, CIO
  - b. Publicity – Outlook, the Post, OIT web site, OIT Editorial Board
  - c. Applications Inventory

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