

Lessons Learnt Report



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Projects: All Projects Lessons: All Lessons Group By: Project



Lessons


Business Architecture Blueprint

Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
Business Architecture Blueprint	User requirements insufficient	User requirements studies yield insufficient results and are not reflective of the user's actual requirements.	Organisation	Didn't Work Well	 Siswe Khumalo	User requirement studies should be more exhaustive and must involve all stakeholders. The client requirements should be signed off by all stakeholders during the initial stages of the project.
Business Architecture Blueprint	Costs stipulated explicitly	The costs for this project were agreed upon and signed off prior to the implementation of the project.	Project Management	Worked Well	 Harry Adams	The costs for the project should be stipulated exclusively and signed off by all stakeholders involved. The only time the costs for a project can change is when a formal scope change was registered and the change in cost approved again by all stakeholders involved.

Cashflow Boost Project

Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
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Cashflow Boost Project	Re-do of development work	We've had to re-do certain development tasks because the technical specification was not completed clearly and in line with the client's specification.	Process	Didn't Work Well	 Harry Adams	Spend time and ensure a good well thought out, complete technical design.
Cashflow Boost Project	Limited number available resources	We did not take into account the impact that other projects have on the number of available resources for our project.	People	Didn't Work Well	 Joe Bloggs	Do not underestimate the impact of related projects with regards to available resources. The Northern Frontier Marketing project always have an impact on all other projects running.

Compliance Front-end						
Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
Compliance Front-end	Reusable documentation	We've been having to re-create several documents per project, which could have been prevented, had we created a template the first time and made it reusable.	Process	Didn't Work Well	 Siswe Khumalo	Attention should be given to consolidate documents so that we end up with nice usable documents at the end of the project. These document template should then be made available for use during future projects.

Cost to Income Ratio						
Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation

Cost to
Income Ratio

Meeting
attendance

Whenever
meetings are held
only one
representative
attended, the rest
could then spend
the meeting time
on more
productive
matters.

Organisation


Worked Well



Jane
Branch


The technical
team should be
involved in as
little as possible
time consuming
meetings. If a
technical person
is needed only
invite the most
applicable
technician, and
not the whole
team.

Fixed Admin Fee Project



Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
Fixed Admin Fee Project	Testing client satisfaction	After the completion of the project we often just close the project without ensuring that the client is satisfied with the end result.	Process	Didn't Work Well	 Siswe Khumalo	Testing should be done to ascertain client satisfaction before the project is closed out.

MIS Reporting

Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
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MIS Reporting	Include Architecture Board for Technology Decision	This project required the choice of an OLAP tool. While a large amount of time was spent by the business unit and PM on evaluating options it seems Acme has a corporate standard around OLAP tool (and all technology). It would have been best if we had consulted the architecture board before doing our own evaluation as this would have narrowed the options and fast tracked the planning.	Organisation	Didn't Work Well	 Adrian de Villiers	Update the stakeholder templates and process to include "Architecture Board" if the project has a technology procurement need.
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Northern Frontier Marketing

Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
Northern Frontier Marketing	Poor supplier turn around times	Poor supplier turnaround times for equipment have caused a significant delay in project end date.	Process	Didn't Work Well	 Tracey Marais	Ensure that suppliers are notified timeously of the order size to avoid delays and ensure that orders are placed on-time.
Northern Frontier Marketing	Ad-hoc requests	The number of ad-hoc requests on this project has severely impacted the estimated end date.	Project Management	Didn't Work Well	 Jane Branch	Time impact of ad-hoc tasks and requests should be measured and communicated / escalated appropriately, with particular attention being paid to the impact on the project end date


Procurement Module Development

Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
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Procurement Module Development	Testing client satisfaction	After the completion of the project we often just close the project without ensuring that the client is satisfied with the end result.	Process	Didn't Work Well	 Siswe Khumalo	Testing should be done to ascertain client satisfaction before the project is closed out.
Procurement Module Development	Meeting attendance	Whenever meetings are held only one representative attended, the rest could then spend the meeting time on more productive matters.	Organisation	Worked Well	 Mary Eksteen	The technical team should be involved in as little as possible time consuming meetings. If a technical person is needed only invite the most applicable technician, and not the whole team.

Sales Recovery Pilot						
Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation
Sales Recovery Pilot	Limited number available resources	We did not take into account the impact that other projects have on the number of available resources for our project.	People	Didn't Work Well	 Peter Fraklin	Do not underestimate the impact of related projects with regards to available resources. The Northern Frontier Marketing project always have an impact on all other projects running.

X100 Product Launch						
Project	Title	Description	Type	Classification	Submitted By	Action / Recommendation

X100 Product Launch	Book Venue way in Advance	For the next product launch we are planning the venue needs to be booked first, before any dates are sent out and confirmed with any stakeholders.	Process	Didn't Work Well	 Harry Adams	Please update the marketing event process to reflect the venue booking as the first step in any event that will be done onwards. Once updated please communicate this change to all project managers.
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