Project Closure report

**<Project Name>**

|  |  |  |
| --- | --- | --- |
|  | **Designation** | **Name** |
| Prepared by |  |  |
| Reviewed by |  |  |
| Approved by |  |  |

**Change History**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version No. | Release date | Process Improvement Proposal Reference No. | Summary of changes | Prepared by | Approved by |
| 1 | 10-Apr-14 | NA | Initial Document |  |  |
| 1.01 | 1-May-17 | NA | Changed the GAVS logo | Emmanuel.F | Sekar.T |

**TABLE OF CONTENTS**

Table of Contents

[1.0 Project Details 5](#_Toc384998544)

[2.0 Customer Details 5](#_Toc384998545)

[3.0 Closure Synopsis 5](#_Toc384998546)

[4.0 Project Specific Processes 6](#_Toc384998547)

[o Project Life Cycle 6](#_Toc384998548)

[o Process Tailoring Details 6](#_Toc384998549)

[o Process Improvement Suggestions 6](#_Toc384998550)

[5.0 Project Management 7](#_Toc384998551)

[o Resource Management 7](#_Toc384998552)

[o Issue/Problem Management 7](#_Toc384998553)

[o Risk Management 8](#_Toc384998554)

[o Quality /Defect Management 8](#_Toc384998555)

[o Escalation and Communication Management 8](#_Toc384998556)

[o Asset Management 8](#_Toc384998557)

[6.0 METRICS PERFORMANCE 9](#_Toc384998558)

[o Product /Service Performances 9](#_Toc384998559)

[o Volume Metrics 9](#_Toc384998560)

[o Any Recommendations 10](#_Toc384998561)

[o Success Criteria Performance 10](#_Toc384998562)

[o Things That Went Well 10](#_Toc384998563)

[o Things That Could Have Gone Better 11](#_Toc384998564)

[o Things That Surprised Us 11](#_Toc384998565)

[o Lessons Learned 12](#_Toc384998566)

[o Best Practices 12](#_Toc384998567)

[o Final Thoughts 13](#_Toc384998568)

[o Action Plan 13](#_Toc384998569)

# Project Details

|  |  |
| --- | --- |
| Project Name |  |
| Project Type | Maintenance/Support/Development |
| Project Start Date | DD/MM/YYYY |
| Project End Date | DD/MM/YYYY |
| Project Detailed Description |  |
| Applications Support/Maintained(if any) |  |
| SoW References |  |

# Customer Details

|  |  |
| --- | --- |
| Customer Name |  |
| Domain(s) |  |
| Customer Business |  |
| Customer Representative |  |
| Customer Address |  |
| Customer Contact Details |  |

# Closure Synopsis

<Provide a brief description of why the project is being closed. Like for examples, is it being closed because all project objectives and deliverables have been met or is it being closed for other reasons (loss of funding, shift in strategy, etc.>

# Project Specific Processes

## Project Life Cycle

< Fill in the details in tabular format, Paste the process work flow diagram>

## Process Tailoring Details

<Provide the details of process tailored and embed the modified templates and processes>

## Process Improvement Suggestions

<Provide details of process improvement recommendations, applicability and its benefits>

# Project Management

## Resource Management

<Provide Details on how Resources were managed in the project>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S. No** | **Resource Name** | **Duration of Stay** | **Skill Level** | **Productivity(Size/Effort or Shift)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No.** | **Skill Set** | **Resource** | **Required Rating** | **Current Rating** |
|  | JAVA Programming |  |  |  |
|  | .net Programming |  |  |  |
|  | Integration and Sytem Test |  |  |  |
|  | Black beery trouble shooting |  |  |  |
|  | etc |  |  |  |

## Issue/Problem Management

<Provide Details on how Issues are managed, List Open issues, reasons for not able to resolve etc>

|  |  |  |  |
| --- | --- | --- | --- |
| **Problem / Issue** | **When Occurred** | **Root Cause** | **Resolution** |
|  |  |  |  |
|  |  |  |  |

## Risk Management

<Provide Details on how Risks are managed>

## Quality /Defect Management

<Provide Details on how reviews, testing defects were managed,No. of Work product Audits,

No. of Process Audits>

## Escalation and Communication Management

<Provide Details on how escalations were handled >

<List the escalations from client and how it was resolved>

Also, attach mails that provide feedback after resolving the escalations>

<Provide information on how Communication were managed>

## Asset Management

<Provide Details on how assets were managed>

# METRICS PERFORMANCE

## Product /Service Performances

<Remove the metrics that are not applicable to the project>

< Add the rows to the table to provide new metrics that are not listed in the table below>

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Metrics** | **Organization Goal** | **Actual** | **Root cause for deviation** | **Preventive Actions** | **Actual Closure Date** | **Status of Action** |
| **Effort Variance** |  |  |  |  |  |  |
| **Schedule Variance** |  |  |  |  |  |  |
| **Defect Density** |  |  |  |  |  |  |
| **Cost of Quality** |  |  |  |  |  |  |
| **Customer Satisfaction Rating** |  |  |  |  |  |  |
| **% SLA Adherence(Response Time)** |  |  |  |  |  |  |
| **% SLA Adherence(Resolution Time)** |  |  |  |  |  |  |
| **Productivity** |  |  |  |  |  |  |

<Provide the unit of measurement for each metric in “columns “Org Goal” & “Actual”>

## Volume Metrics

<Add /delete as applicable to the project>

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Metrics** | **Target** | **Actual** | **Root cause for deviation** | **Preventive Actions** | **Actual Closure Date** | **Status of Action** |
| <>Total No. of Tickets/Month |  |  |  |  |  |  |
| Avgl No. of Tickets handled per Agent per month |  |  |  |  |  |  |
| No. of Requests/month |  |  |  |  |  |  |
| No. of incidents/months |  |  |  |  |  |  |
| Etc |  |  |  |  |  |  |

<Please provide the unit of measurement for each metric in “columns “Target & Actual”>

## Any Recommendations

<Provide information on metrics performance recommendations for the future>

## Success Criteria Performance

<Provide details of project performance in terms of targeted success criteria.

* + Were all criteria achieved? To what level of success?
  + If some criteria were not achieved, what were the reasons?  
    Is achievement anticipated at a later date?
  + Who is responsible for measuring continued progress?>

## Things That Went Well

|  |  |  |
| --- | --- | --- |
|  | |  |
| Business Issues |  | |
|  |  | |
|  |  | |
| Requirements |  | |
|  |  | |
|  |  | |
| Process |  | |
|  |  | |
|  |  | |
| Project Management |  | |
|  |  | |
|  |  | |
| Technology |  | |
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| <other category> |  | |
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## Things That Could Have Gone Better

|  |  |  |
| --- | --- | --- |
|  | |  |
| Business Issues |  | |
|  |  | |
|  |  | |
| Requirements |  | |
|  |  | |
|  |  | |
| Process |  | |
|  |  | |
|  | |  |
| Project Management |  | |
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| Technology |  | |
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## Things That Surprised Us

|  |  |  |
| --- | --- | --- |
|  | |  |
| Business Issues |  | |
|  |  | |
|  |  | |
| Requirements |  | |
|  |  | |
|  |  | |
| Process |  | |
|  |  | |
|  |  | |
| Project Management |  | |
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| Technology |  | |
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## Lessons Learned

|  |  |  |
| --- | --- | --- |
|  | |  |
| Business Issues |  | |
|  |  | |
|  |  | |
| Requirements |  | |
|  |  | |
|  |  | |
| Process |  | |
|  |  | |
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| Project Management |  | |
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## Best Practices

|  |  |  |
| --- | --- | --- |
|  | |  |
| Business Issues |  | |
|  |  | |
|  |  | |
| Requirements |  | |
|  |  | |
|  |  | |
| Process |  | |
|  |  | |
|  | |  |
| Project Management |  | |
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| Technology |  | |
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## Final Thoughts

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| --- | --- | --- |
|  | |  |
| Things to Keep |  | |
|  |  | |
|  |  | |
| Things to Change |  | |
|  |  | |

## Action Plan

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO.** | **Action item** | **Target Date** | **Responsibility** |
|  |  |  |  |
|  |  |  |  |