|  |  |  |  |
| --- | --- | --- | --- |
| Project # | Project Description | Date Submitted | Prepared By |
|  |  |  |  |

## 1. Completion Status

|  |  |
| --- | --- |
| Have all tasks listed in the Project Scope Statement been completed? | Yes or No |
| Has the acceptance testing procedure been completed? | Yes, No, or N/A |
| Will a Project Close meeting be held? | Yes or No; required for Class 3 projects and above |
| Project Close meeting date | date or N/A |
| Project Close meeting attendees | List names of all project closure meeting attendees or N/A |

## 2. Project Accomplishments

|  |  |
| --- | --- |
| Describe how the project met the success criteria listed in the Project Charter. | Write a brief narrative (3-5 sentences). Provide data and statistics as necessary. |
| Was the client satisfied with the project results? | Clarify and elaborate as needed. |
| Does the product/service do what the client said it would do? | Clarify and elaborate as needed. |
| Does the product/service do what the project team said it would do? | Clarify and elaborate as needed. |

## 3. Lessons Learned

|  |  |
| --- | --- |
| What worked well? | List 1 or more strategies, techniques or other factors that were helpful. Include any organizational, technical, budgetary, or project management factors. |
| What didn’t work well on this project? | List any issues encountered, Include any organizational, technical, budgetary, or project management factors. Enter N/A if there were no issues. |
| What would you do differently? | List 1 or more things that you would do differently based on this project. Enter N/A if no changes would be made. |
| How would the client rate the communication during the project? | Rating (choose 1): Excellent / Good / Fair / Poor Add any additional comments about project communication here |

## 4. Outstanding Issues

Please list any outstanding issues that were not resolved during the project. *Optional*: you may substitute an Issue Log. Please attach Issue Log, and mark “Yes” in the Substitution section below.

|  |  |
| --- | --- |
| **Substitution**: Issue Log attached | NO / YES |

|  |  |  |  |
| --- | --- | --- | --- |
| Issue ID#  Enter # or Issue Log ID# | Issue | Issue status | For Deliverable #... Enter ID# |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## 5. Project Statistics

### Timeline Review

|  |  |  |  |
| --- | --- | --- | --- |
| Was the project completed on time? | Enter Yes or No, and a short narrative explanation as desired | | |
| Proposed Project Start Date | Enter date | Actual Project Start Date | Enter date |
| Proposed Launch/Go-Live Date | Enter date | Actual Launch/Go-Live Date | Enter date |
| Proposed Project End Date | Enter date | Actual Project End Date | Enter date |

### Work and Cost Review

List estimates from Project Scope and related documents, and actuals based on project data. For Cost, enter N/A if not applicable.

|  |  |  |
| --- | --- | --- |
|  | ITS Hours | Cost ($) |
| Estimated |  |  |
| Actual |  |  |

## 6. Support and Maintenance

|  |  |
| --- | --- |
| Has a Service Level Agreement (SLA) or Support & Maintenance Plan been created for the support and maintenance of new product or service? | Enter Yes or No |

**If Yes**, please attach the SLA or Support & Maintenance Plan to this document, and mark the next section as “N/A”

**If No**, please complete the “Support and Maintenance Terms” section below

### 6a. Support and Maintenance Terms

|  |  |
| --- | --- |
| What kind of support will ITS provide for the new product or service? | Provide a brief narrative description, or mark as N/A |
| What will the client’s responsibilities be in the day-to-day operation and support of this product or service? | Provide a brief narrative description, or mark as N/A |
| What are the client’s responsibilities for the regular maintenance of this product? | Provide a brief narrative description, or mark as N/A |

## 7. Acknowledgement of Closure

By their acknowledgement, both the client and Information Technology Services (ITS) now consider this project closed. Requests for support, bug fixes, enhancements, or repair of remaining or new issues must now be submitted as new project or operations support requests in accordance with Section 6 of this document and official ITS business practices.

|  |  |  |  |
| --- | --- | --- | --- |
| Required For Project Class… | Role of Approver | Submitted for Approval on: | Approval Received on: |
| All classes | 1. Client + Client Supervisor |  |  |
| All classes | 2. ITS Supervising Manager |  |  |
| Class 3 and above Projects | 3. CIO |  |  |
| As required | 4. Project Review Board |  |  |

Attach any additional documentation.

Office Use Only:

PMO Received on: