

# Project Close-out

- What do we do when we finish projects?
- Communication is key
  - Acknowledgement of Deliverables
  - Documentation of Deliverables
  - Acknowledgement of efforts
- Hand-off Plan(s)
  - Many audiences

# Hand-off Plan: Project Team

- Completed Projects
  - Analysis of performance – what when well, what could be done better
  - Project documents & status reports
  - Recognition for their efforts
- Partially completed Projects
  - All project documents
  - Deliverables, partial deliverables & their status
  - Project continuation plan

# Hand-off Plan: End users

- End users: those who will use or maintain the project deliverables after you are done
- Need project documentation
- Training & Training materials
- Maintenance plan or procedures
- Locators (where deliverables are located), reference copies

# Hand-off Plan: Sponsors

- Completed Projects
  - Affirmation of project status
  - Buy-in on end-user hand-off plan
  - Project documents & status reports
- Partially completed Projects
  - Project status reports
  - Deliverables & their status
  - Buy-in on project continuation plan
  - Project documents

# Sponsor Evaluation

## Customer Acceptance/Project Completion Form June 30, 2008

**Project Name:** Just-In-Time Training Project  
**Project Manager:** Kristin Maur

**I (We), the undersigned, acknowledge and accept delivery of the work completed for this project on behalf of our organization. My (Our) signature(s) attest(s) to my (our) agreement that this project has been completed. No further work should be done on this project.**

Name	Title	Signature	Date
Lucy Camarena	Training Director	Lucy Camarena	June 30, 2008

1. Was this project completed to your satisfaction?       X   Yes        No

2. Please provide the main reasons for your satisfaction or dissatisfaction with this project.  
The project met and exceeded my expectations. In my 15 years with this company, I have never seen workers so interested in training courses. Kristin effectively coordinated all of the people who worked on this project. We worked with a number of new suppliers, and everything went very smoothly.

3. Please provide suggestions on how our organization could improve its project delivery capability in the future.  
One suggestion would be to try to improve our estimating and forecasting abilities. The project costs were slightly over budget, even with some reserve built in. The schedule buffer prevented the project from finishing late. We also need to improve the way we forecast the number of people who want to take courses. The demand for the Web-based courses was much higher than expected. Even though that was a pleasant surprise, it was still poor forecasting and caused extra work for project and support staff.

**Thank you for your inputs.**

# Hand-off Plan: Details

- Hand-off plan overview includes a map to:
  - Document repository
    - Accessible to you, team, sponsors
  - Deliverable locations
    - Accessible to you, team, sponsors, end-users
  - Lessons learned – for the benefit of the team & others
    - Accessible to you, team and possibly sponsors

# Hand-off Plan: Outline

- Executive summary: Status
- Project Goals and assessments
- Pointers to locations
  - Project documents
  - Deliverable locations
  - Lessons learned
  - Training materials