

Feedback for Project Closure - ITS081 - Unidesk Change & Release results

Survey overview

Number of respondents: 5

Expected number of respondents: 50

Response rate: 10.0%

Launch date: 28 Mar 2013

Close date: 09 Apr 2013

Section 1: Feedback and Assessment of Project

1. All participants in the project are asked to complete this questionnaire so that the data collected will reflect many viewpoints and can be used to complete the Closure Review.

1.a. Were the Business Requirements for this project met? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		0.0%	0
4:		75.0%	3
5:		25.0%	1
N/A:		0.0%	0

1.a.i. Were the Business Requirements for this project met? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

1.b. Were the Objectives for this project met? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		0.0%	0
4:		75.0%	3
5:		25.0%	1
N/A:		0.0%	0

1.b.i. Were the Objectives for this project met? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

1.c. Was the project within Budget? -- Please indicate a score 1 (low) - 5 (high)			
1:		0.0%	0
2:		0.0%	0
3:		0.0%	0
4:		33.3%	1
5:		66.7%	2
N/A:		0.0%	0
1.c.i. Was the project within Budget? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.			
1.d. Did the project stay within Scope? -- Please indicate a score 1 (low) - 5 (high)			
1:		0.0%	0
2:		0.0%	0
3:		0.0%	0
4:		50.0%	2
5:		50.0%	2
N/A:		0.0%	0
1.d.i. Did the project stay within Scope? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.			
1.e. Did the project deliver to Timescales? -- Please indicate a score 1 (low) - 5 (high)			
1:		0.0%	0
2:		25.0%	1
3:		50.0%	2
4:		25.0%	1
5:		0.0%	0
N/A:		0.0%	0
1.e.i. Did the project deliver to Timescales? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.			
The project was more complex than anyone anticipated.			
There was a significant delay in the project which was unfortunate however was outside the control of the project manager.			
1.f. Are you satisfied with the Quality of the product delivered? -- Please indicate a score 1 (low) - 5 (high)			
1:		0.0%	0

2:		0.0%	0
3:		25.0%	1
4:		50.0%	2
5:		25.0%	1
N/A:		0.0%	0

1.f.i. Are you satisfied with the Quality of the product delivered? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

Too early to judge properly - have not been able to engage fully

1.g. Were milestones met? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		50.0%	2
4:		50.0%	2
5:		0.0%	0
N/A:		0.0%	0

1.g.i. Were milestones met? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

I don't think we hit initial goals set

1.h. Were risks managed properly? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		0.0%	0
4:		100.0%	4
5:		0.0%	0
N/A:		0.0%	0

1.h.i. Were risks managed properly? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

1.i. Were issues raised and communicated? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0

3:		25.0%	1
4:		75.0%	3
5:		0.0%	0
N/A:		0.0%	0

1.i.i. Were issues raised and communicated? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

Not sure about this.

1.j. Was estimation for this project good? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		25.0%	1
4:		50.0%	2
5:		25.0%	1
N/A:		0.0%	0

1.j.i. Was estimation for this project good? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

Not sure but my guess is no.

1.k. Was resourcing for the project effective? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		50.0%	2
3:		25.0%	1
4:		25.0%	1
5:		0.0%	0
N/A:		0.0%	0

1.k.i. Was resourcing for the project effective? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

Difficult one - C & R is a complex area and needed resources who understood the issues - these staff tended to be much in need for many projects/services. Perhaps need to ringfence more in future - CMDB project may throw up same issues.

1.l. Do you feel you had sufficient participation in the project? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0

3:		0.0%	0
4:		75.0%	3
5:		25.0%	1
N/A:		0.0%	0

1.l.i. Do you feel you had sufficient participation in the project? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

Would have like to have had more but time was not available

1.m. Do you feel the project communicated key information to you and your users timely and effectively? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		25.0%	1
4:		75.0%	3
5:		0.0%	0
N/A:		0.0%	0

1.m.i. Do you feel the project communicated key information to you and your users timely and effectively? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

Borderline - we struggled to maintain smooth momentum

1.n. Do you think meetings were effective? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		25.0%	1
4:		75.0%	3
5:		0.0%	0
N/A:		0.0%	0

1.n.i. Do you think meetings were effective? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

They were decent enough but it was tricky issue

1.o. Do you find the management of the project effective? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
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2:		0.0%	0
3:		0.0%	0
4:		50.0%	2
5:		25.0%	1
N/A:		25.0%	1

1.o.i. Do you find the management of the project effective? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

1.p. Do you think the governance of the project effective? -- Please indicate a score 1 (low) - 5 (high)

1:		0.0%	0
2:		0.0%	0
3:		0.0%	0
4:		100.0%	4
5:		0.0%	0
N/A:		0.0%	0

1.p.i. Do you think the governance of the project effective? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

2. Are there outstanding actions? If so, please detail what they are.

Yes:		33.3%	1
No:		66.7%	2

2.a. If there are actions, please indicate what these are and their urgency.

Not that I'm aware of.

Upgrade Project will roll out C&R to Edinburgh and St Andrews Upgrade project will update all documentation and training Change&Release Process Owner will set up workshops for a selected initial group of users in Edinburgh A RFC has been sent to TOpdesk and bespoke work approved, to change the Operator Field on the screen

3. Please include feedback below on lessons learned from the project, highlighting both areas for improvement and successes

use of key folk provides excellent input, but they can be difficult to keep assigned due to other priority commitments

4. Please add your name so we can follow up with you.

Bryan
Maurice