

SMI003 UniDesk CMDB Closure Survey results


Survey overview

Number of respondents: 4
Expected number of respondents: 50
Response rate: 8.0%
Launch date: 10 Jun 2014
Close date: 16 Jun 2014

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:		50.0%	2
5:		50.0%	2
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:		50.0%	2
5:		50.0%	2
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:		25.0%	1
4:		25.0%	1
5:		50.0%	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:		75.0%	3
3:		0.0%	0
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.

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:		0.0%	0
4:		75.0%	3
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.

1.g. Were milestones met? -- 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.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.			
1.h. Were risks managed effectively? -- 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.h.i. Were risks managed effectively? -- 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 managed effectively? -- 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.i.i. Were issues managed effectively? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.			
1.j. Was testing robust and managed effectively? -- Please indicate a score 1 (low) - 5 (high)			
1:		0.0%	0
2:		25.0%	1
3:		25.0%	1
4:		25.0%	1
5:		25.0%	1
N/A:		0.0%	0
1.j.i. Was testing robust and managed effectively? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.			
1.k. Was estimation for this project good? -- 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.k.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.			
1.l. Was resourcing for the project effective? -- 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.l.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.			
1.m. Do you feel you had sufficient and appropriate 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:		50.0%	2
5:		50.0%	2
N/A:		0.0%	0
1.m.i. Do you feel you had sufficient and appropriate 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.			
1.n. Do you feel the project communications to you and your users were timely and appropriate? -- 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.n.i. Do you feel the project communications to you and your users were timely and appropriate? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

1.o. Do you feel that the project engaged effectively with TOPdesk? -- 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.o.i. Do you feel that the project engaged effectively with TOPdesk? -- If you score a section less than a 4, please indicate why to help us improve this aspect of our projects.

1.p. Were meetings were effective? -- Please indicate a score 1 (low) - 5 (high)

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




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

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

1.r. Was the management 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:		50.0%	2
5:		25.0%	1
N/A:		25.0%	1


1.r.i. Was 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.s. Was 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:		50.0%	2
5:		50.0%	2
N/A:		0.0%	0

1.s.i. Was 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:		0.0%	0
No:		100.0%	3

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

there is a date issue in the import process for which we have a workaround and which is not critical

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

Although it took longer to deliver than originally planned I a very happy that has been achieved - a great place to be to move MCC to CMDDB.

as before, although having senior staff on the project brings quality to the work, they have constrained availability and this makes the project timeline extend. Also, the CMDDB project was not the priority work in any of the partner institutions so again, this moved milestones out especially for UAT.

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

Stefan Kaempf