**Project Close Report**

Enter Project Name and Number

Project Manager

***Please note:*** *Text in blue italics is for guidance only and should be removed in final version.*

**Document History**

## Document Details

|  |  |
| --- | --- |
| **Author** | *(PM Name)* |
| **Classification** | Private / Public *(Select Appropriate)* |

Document Review History

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Version No.** | **Status**  Draft / Awaiting Approval / Final | **Reviewed By** | **Review Date** | **Summary of Changes** | **Date of Changes** | **Changes Approved by** |
|  |  | *Peer* |  |  |  |  |
|  |  | *Technical* |  |  |  |  |
|  |  | *Security* |  |  |  |  |
|  |  | *Financial* |  |  |  |  |
|  |  | *Project Board* |  |  |  |  |

**Project Manager’s Summary**

*Brief high level description of what the project was set up to achieve versus what was achieved and/or why it is being closed.*

**Main Success Factors**

*Tangible outcome(s)/deliverable(s) of the activity that were achieved.*

* *New System*
* *New Process or Service*
* *New Roles Responsibilities*

**Objectives**

*Review of how the project performed against its planned targets and tolerances*

*Time:*

* *Did the project deliver to the original timescales?*

*Cost/Resources:*

* *Final Budget Report*
* *Did the project over/under use the identified resources?*

*Quality:*

* *Did the project meet quality expectations?*

*Scope:*

* *Did the scope change throughout the project?*
* *If Yes, please detail how it increased, or what was removed and why.*

*Risks:*

* *Are all risks from the project now closed?*
* *Detail any risks that are being passed the business/system owner including those identified by the Privacy Impact Assessment (PIA).*

**Benefits**

*Project Full: Link to the Benefits Realisation Plan and Tracker (template can be found* [*here*](https://livenapierac.sharepoint.com/:x:/r/sites/iservices/crossdepartment/ISProgramme/PMO/Project%20Toolkit/Templates/PMO-0043-Benefits-Realisation-Plan-and-Tracker.xlsx?d=w0b9fb267fb7040dcbf6abf312f60b098&csf=1&web=1&e=8bQRma)*)*

*Project Lite: Insert a copy of the Benefits Realisation Plan table from the Project lite Workbook.*

**Project Handover / Business Transition**

*Details of how the project has been transitioned into ongoing business.*

**Agreed Ownership of Deliverable(s)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Deliverable** | **Owner** | **Sign Off** | **Handover Date** |
| *e.g. FAQs for service desk* | *PM* | *Service Desk Manager* |  |
|  |  |  |  |
|  |  |  |  |

**Ongoing Support Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement** | **Owner** | **Location** | **Handover Date** |
| *Service Mapping / Add to Service Catalogue* |  |  |  |
| *Early Life Support (if outside project)* |  |  |  |
| *Staff Training* |  |  |  |
| *Relevant Documentation Location* |  |  |  |
| *Contract/Account Management* |  |  |  |

**Project Follow-On Actions**

*Details of any actions that the business or system owner need to carry out to ensure ongoing success.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Action** | **Action Owner** | **Handover Date** | **Action Completion Required by Date** |
| *Maintain support agreement – annual review* |  |  |  |
| *Benefits realisation – 6mth, 1 yr., 3 yr. Review* |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Lessons Learned**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Theme** | **Technical Team(s)** | **Customer** | **Description** | **Recommendations** | **Experience Type**  *(Successful, Neutral, Difficult)* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Project Recognition**

*Please indicate if the project should be considered for any of the following:*

* *Award(s): e.g. Above & Beyond, IT Industry, Library, THE*
* *CSE*
* *IS Case Study*

**Additional Information**

Enter any additional information.

Please complete and send to [pmo@napier.ac.uk](mailto:pmo@napier.ac.uk)