

AITS Post Project Review Results

Inception to date report

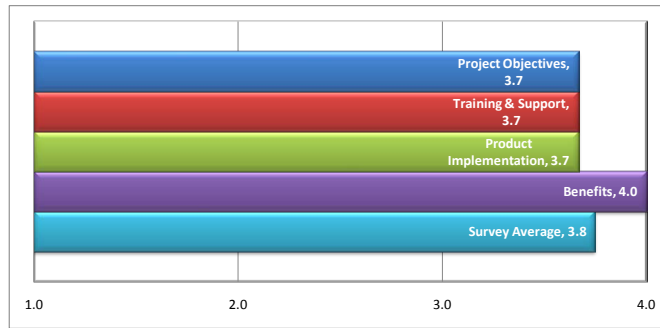
April 25, 2014

This document contains the post project review survey results that we perform on our internal and ITPC projects. We perform these reviews after the project is complete and 6 months after implementation for implementation projects.

They are listed in order of project number, with the Post Implementation Review results occurring first.

Please use the bookmark feature in this file to navigate through the results.

**Project Post Implementation Survey
ITPC-0155 USFSCO: Direct Deposit Enrollment Page**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives	3.7			
1. Project Objectives, as defined in the Project Charter, were successfully met.	3.7			
2. The project was a success.	3.7			
3. The customer unit was well prepared to receive project deliverables.	3.7			
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Was very happy working with TAMS and David Keith in particular. Getting the template approved aside, once the project started the development process was very flexible. David identified opportunities not specifically spec'd in the template and made suggestions to the process as a true development partner. All in all it made for a better end product to serve the University and student population.			

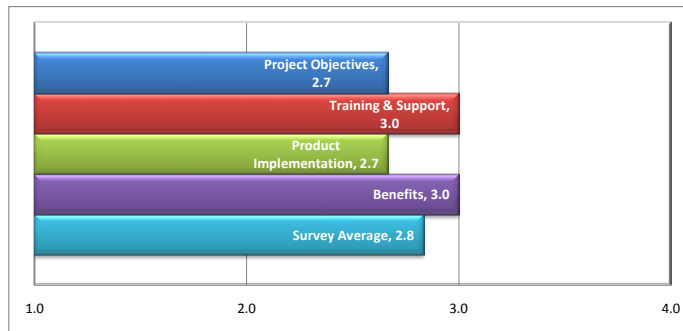
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support	3.7			
5. The content of the training received in preparation for the use of the product/service was useful and timely.	3.7			
6. The support received during implementation of the product/service was effective.	3.7			
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation	3.7			
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.	3.7			
9. The transition of support from the project team to the customer office was smooth.	3.7			
10. Customers are satisfied with the product/service.	3.7			
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits	4.0			
12. The unit is realizing the anticipated benefits of the project.	4.0			
13. The level of maintenance required since the implementation of the project has been minimal.	4.0			
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

Project Post Implementation Survey
ITPC-0191 Financial Aid Census (formerly user fields to columns)



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				
2. The project was a success.				
3. The customer unit was well prepared to receive project deliverables.				
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Need subset of deliverable reports to be useful to customer units.			

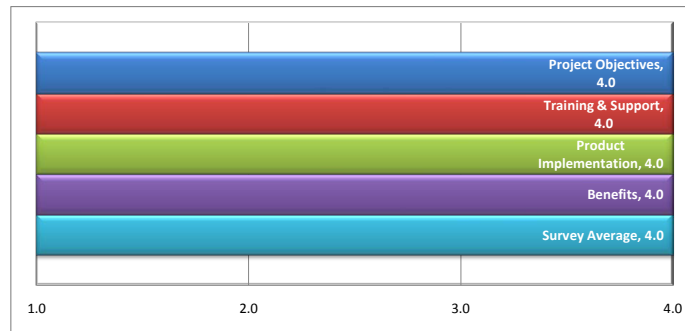
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				
6. The support received during implementation of the product/service was effective.				
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	No training received.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				
9. The transition of support from the project team to the customer office was smooth.				
10. Customers are satisfied with the product/service.				
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Not sure of what the transition is. There are currently only a few customers due to complexity.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				
13. The level of maintenance required since the implementation of the project has been minimal.				
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Need a set of deliverable reports to be useful. Offices do not currently have resources to deliver this.			

Additional Information	
15. Please provide any other information you feel we should know about.	

Project Post Implementation Survey ITPC-0215 FinAid TW Eligibility 'UIC Campus Care' Modifications



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				4.0
1. Project Objectives, as defined in the Project Charter, were successfully met.				4.0
2. The project was a success.				4.0
3. The customer unit was well prepared to receive project deliverables.				4.0
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

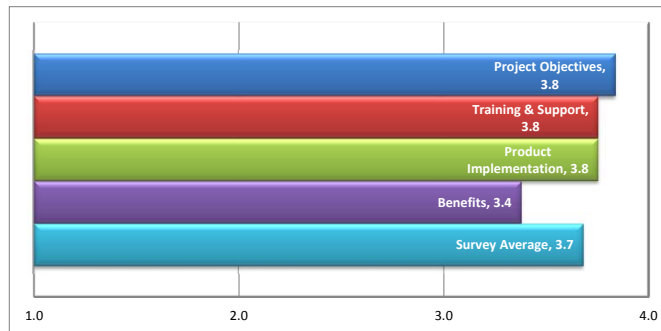
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				4.0
5. The content of the training received in preparation for the use of the product/service was useful and timely.				4.0
6. The support received during implementation of the product/service was effective.				4.0
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				4.0
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				4.0
9. The transition of support from the project team to the customer office was smooth.				4.0
10. Customers are satisfied with the product/service.				4.0
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				4.0
12. The unit is realizing the anticipated benefits of the project.				4.0
13. The level of maintenance required since the implementation of the project has been minimal.				4.0
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	

**Project Post Implementation Survey
ITPC-0220 EAS and EAS Administration Enhancements (EAS 3.0)**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				
2. The project was a success.				
3. The customer unit was well prepared to receive project deliverables.				
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

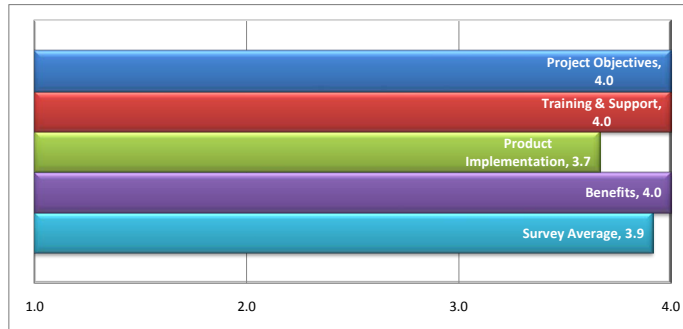
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				
6. The support received during implementation of the product/service was effective.				
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				
9. The transition of support from the project team to the customer office was smooth.				
10. Customers are satisfied with the product/service.				
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				
13. The level of maintenance required since the implementation of the project has been minimal.				
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	Project Manager and Analyst should be a separate resource. Specifications for EAS should be documented before development and QA begin their work.
	The EAS project is quite a challenge. Both Suzanne Zelle and Jun Huang are doing a marvelous job in keeping the application afloat. Kudos to them!

Project Post Implementation Survey ITPC-0245 OCP Contract Document System Replacement



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				
2. The project was a success.				
3. The customer unit was well prepared to receive project deliverables.				
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

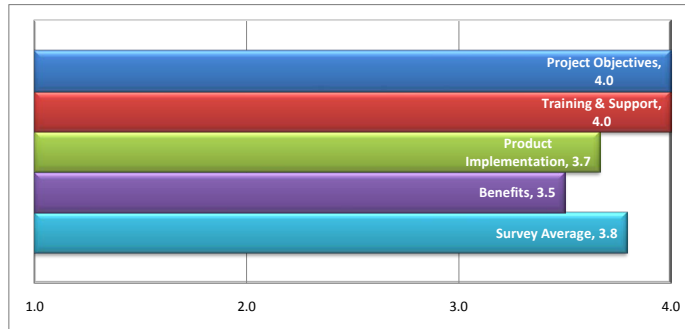
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				
6. The support received during implementation of the product/service was effective.				
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				
9. The transition of support from the project team to the customer office was smooth.				
10. Customers are satisfied with the product/service.				
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				
13. The level of maintenance required since the implementation of the project has been minimal.				
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

Project Post Implementation Survey ITPC-0251 Payroll Voucher Process



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				
2. The project was a success.				
3. The customer unit was well prepared to receive project deliverables.				
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

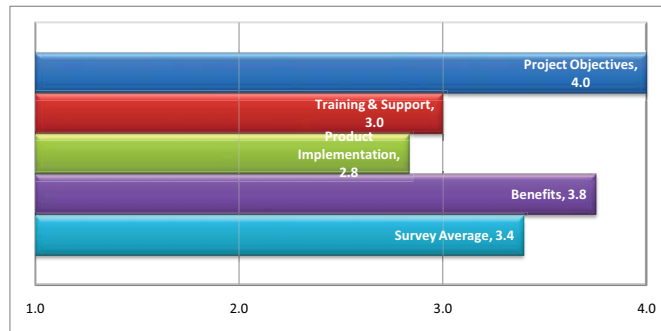
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				
6. The support received during implementation of the product/service was effective.				
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				
9. The transition of support from the project team to the customer office was smooth.				
10. Customers are satisfied with the product/service.				
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				
13. The level of maintenance required since the implementation of the project has been minimal.				
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	Outstanding issue; No customer access to operational parameters maintained in GTVSDAX table

Project Post Implementation Survey ITPC-0252 Implement Banner Survey Tool



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				4.0
2. The project was a success.				4.0
3. The customer unit was well prepared to receive project deliverables.				4.0
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

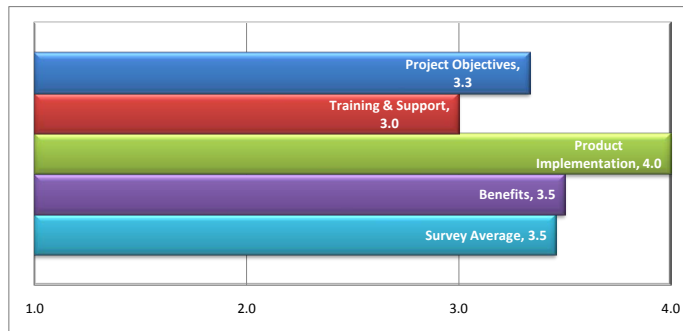
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				3.0
6. The support received during implementation of the product/service was effective.				3.0
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				2.8
9. The transition of support from the project team to the customer office was smooth.				3.0
10. Customers are satisfied with the product/service.				2.5
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				3.0
There was some difficulty in determining how to request the job run. Our documentation lacked that information. AITS was very helpful in providing the information when requested, but then a unit on campus was upset because we worked around them. If the information had been available in the documentation, this wouldn't have been an issue.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				3.8
13. The level of maintenance required since the implementation of the project has been minimal.				3.5
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				4.0
Staffing shortages and limited resources have prevented us from using Banner Survey has much as we intended, but this doesn't reflect the impact or convenience of having it available.				

Additional Information	
15. Please provide any other information you feel we should know about.	Erin Arie is always very helpful and very professional.

Project Post Implementation Survey ITPC-0259 Electronic Settlement



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				
2. The project was a success.				
3. The customer unit was well prepared to receive project deliverables.				
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

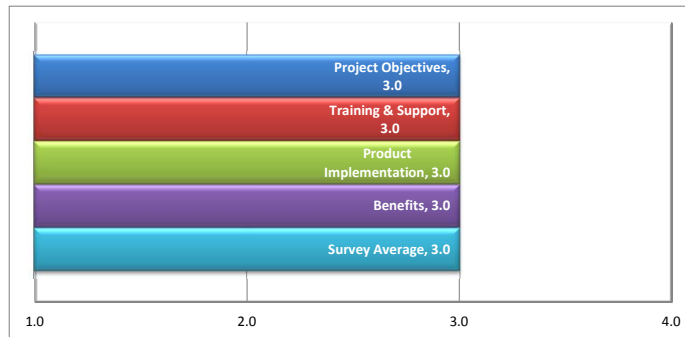
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				
6. The support received during implementation of the product/service was effective.				
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				
9. The transition of support from the project team to the customer office was smooth.				
10. Customers are satisfied with the product/service.				
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				
13. The level of maintenance required since the implementation of the project has been minimal.				
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	

Project Post Implementation Survey ITPC-0281 Generate Transcripts as PDFs



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives			3.0	
1. Project Objectives, as defined in the Project Charter, were successfully met.			3.0	
2. The project was a success.			3.0	
3. The customer unit was well prepared to receive project deliverables.			3.0	
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

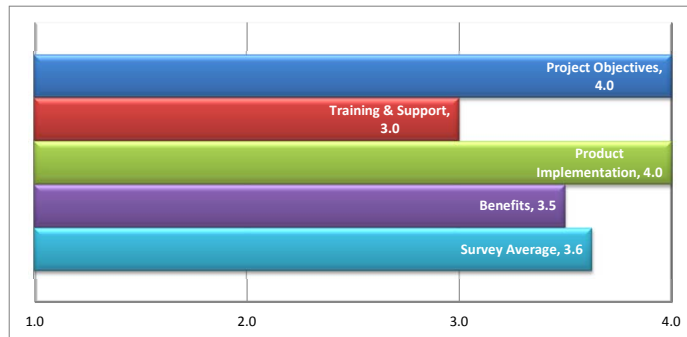
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.0	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.0	
6. The support received during implementation of the product/service was effective.			3.0	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.0	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.0	
9. The transition of support from the project team to the customer office was smooth.			3.0	
10. Customers are satisfied with the product/service.			3.0	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.0	
12. The unit is realizing the anticipated benefits of the project.			3.0	
13. The level of maintenance required since the implementation of the project has been minimal.			3.0	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

**Project Post Implementation Survey
ITPC-0286 Student Orientation Data in Data Warehouse**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				4.0
1. Project Objectives, as defined in the Project Charter, were successfully met.				4.0
2. The project was a success.				4.0
3. The customer unit was well prepared to receive project deliverables.				4.0
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

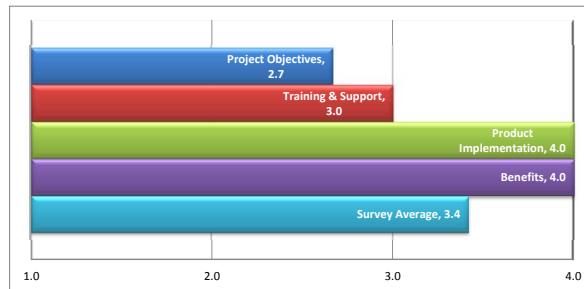
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.0	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.0	
6. The support received during implementation of the product/service was effective.			3.0	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				4.0
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				4.0
9. The transition of support from the project team to the customer office was smooth.				4.0
10. Customers are satisfied with the product/service.				4.0
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.5	
12. The unit is realizing the anticipated benefits of the project.			3.0	
13. The level of maintenance required since the implementation of the project has been minimal.			4.0	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

Project Post Implementation Survey ITPC-0295 Content Management System (WCMS), Phase II Implementation



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				
2. The project was a success.				
3. The customer unit was well prepared to receive project deliverables.				
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>The project objectives were defined quite clearly in the project. However, in reality the objectives seemed to be continuously evolving making it a moving target. I do not think the project was a success, just the opposite. There was a lot of time and resources put into a limited system that is average at best. The lack of support internally and externally was frustrating. Why was UIC not involved?</p>			

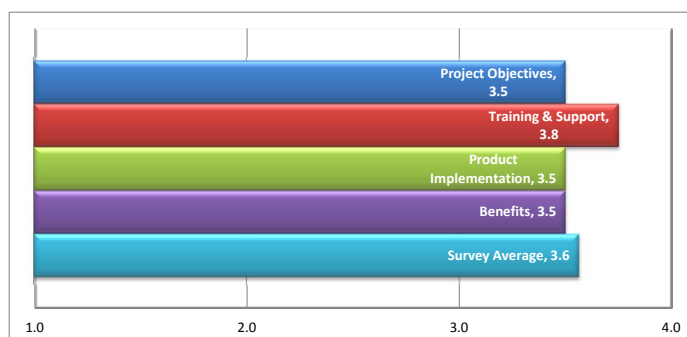
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				
6. The support received during implementation of the product/service was effective.				
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>There was an attempt to provide further training later in the project. However, I felt as if it was too little too late. There was a very big push to launch several websites before people were comfortable working with the sites. It would have been different if there were several people in-house that fully knew and trusted the system's ability. Unfortunately there were many unanswered questions at every level.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				
9. The transition of support from the project team to the customer office was smooth.				
10. Customers are satisfied with the product/service.				
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				
13. The level of maintenance required since the implementation of the project has been minimal.				
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	<p>I realize that hindsight is always 20/20 and that no project can ever truly exceed "everyone's" expectations. However, I was very disappointed that certain people were excluded from this project's beginning, people who have decades of experience working with and building systems. It is critical to ask the right questions before writing a charter, reviewing vendors, implementing a system, etc. How do you orchestrate long and short term projects without a clear vision? How does (should) everything work together? At the end of the day we are all on the same team - regardless of which department you represent. I hope that in the future we will be able to build a committee that is truly diverse in knowledge and experience.</p>

Project Post Implementation Survey ITPC-0297 Web Application Summary Modifications



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives			3.5	
1. Project Objectives, as defined in the Project Charter, were successfully met.			3.5	
2. The project was a success.			3.5	
3. The customer unit was well prepared to receive project deliverables.			3.5	
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

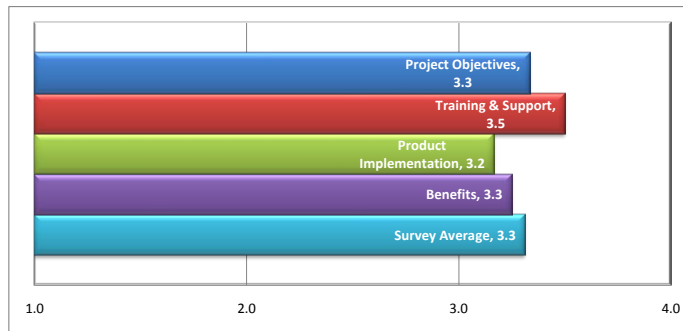
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.8	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.5	
6. The support received during implementation of the product/service was effective.			4.0	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.5	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.5	
9. The transition of support from the project team to the customer office was smooth.			3.5	
10. Customers are satisfied with the product/service.			3.5	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.5	
12. The unit is realizing the anticipated benefits of the project.			3.5	
13. The level of maintenance required since the implementation of the project has been minimal.			3.5	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

Project Post Implementation Survey ITPC-0312 USFSCO: FY10 SalePoint Upgrade



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				
1. Project Objectives, as defined in the Project Charter, were successfully met.				
2. The project was a success.				
3. The customer unit was well prepared to receive project deliverables.				
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	The problem was with the vendor, not AITS, BIS or USFSCO. The product was full of bugs and it took a full year to resolve all the issues.			

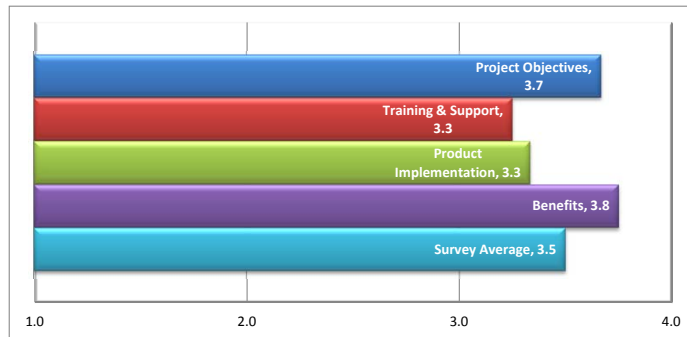
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				
5. The content of the training received in preparation for the use of the product/service was useful and timely.				
6. The support received during implementation of the product/service was effective.				
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				
9. The transition of support from the project team to the customer office was smooth.				
10. Customers are satisfied with the product/service.				
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	We were satisfied with the internal support, but not with the actual vendor product.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				
12. The unit is realizing the anticipated benefits of the project.				
13. The level of maintenance required since the implementation of the project has been minimal.				
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I would strongly agree if the question was stated: "The level of maintenance required since the FINAL implementation of the all upgrades and patches for this project has been minimal."			

Additional Information	
15. Please provide any other information you feel we should know about.	

Project Post Implementation Survey
ITPC-0316 Urbana Undergraduate Admissions Paperless Migration



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives			3.7	
1. Project Objectives, as defined in the Project Charter, were successfully met.			3.5	
2. The project was a success.			4.0	
3. The customer unit was well prepared to receive project deliverables.			3.5	
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

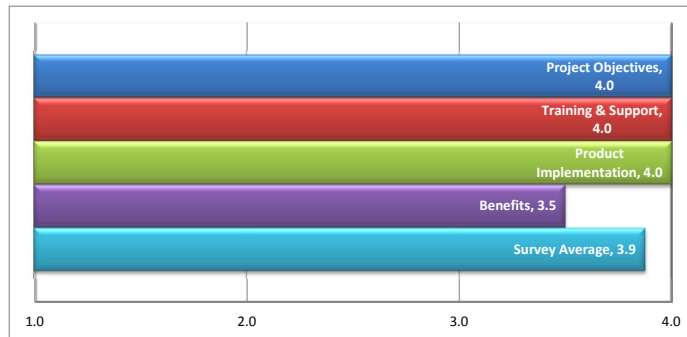
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.3	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.0	
6. The support received during implementation of the product/service was effective.			3.5	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.3	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.0	
9. The transition of support from the project team to the customer office was smooth.			3.0	
10. Customers are satisfied with the product/service.			4.0	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.8	
12. The unit is realizing the anticipated benefits of the project.			4.0	
13. The level of maintenance required since the implementation of the project has been minimal.			3.5	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

Project Post Implementation Survey
ITPC-0339 Merchant Card: Add iPay Data to the Enterprise Data Warehouse



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				4.0
1. Project Objectives, as defined in the Project Charter, were successfully met.				4.0
2. The project was a success.				4.0
3. The customer unit was well prepared to receive project deliverables.				4.0
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

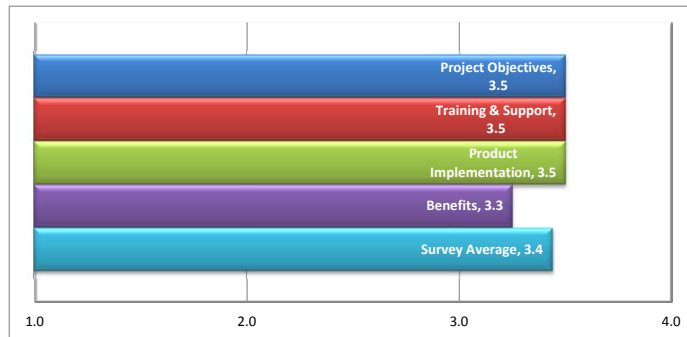
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support				4.0
5. The content of the training received in preparation for the use of the product/service was useful and timely.				4.0
6. The support received during implementation of the product/service was effective.				4.0
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation				4.0
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.				4.0
9. The transition of support from the project team to the customer office was smooth.				4.0
10. Customers are satisfied with the product/service.				4.0
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits				3.5
12. The unit is realizing the anticipated benefits of the project.				3.0
13. The level of maintenance required since the implementation of the project has been minimal.				4.0
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	

Project Post Implementation Survey ITPC-0340 Appworx 8.0 Upgrade



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives			3.5	
1. Project Objectives, as defined in the Project Charter, were successfully met.			3.5	
2. The project was a success.			3.5	
3. The customer unit was well prepared to receive project deliverables.			3.5	
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

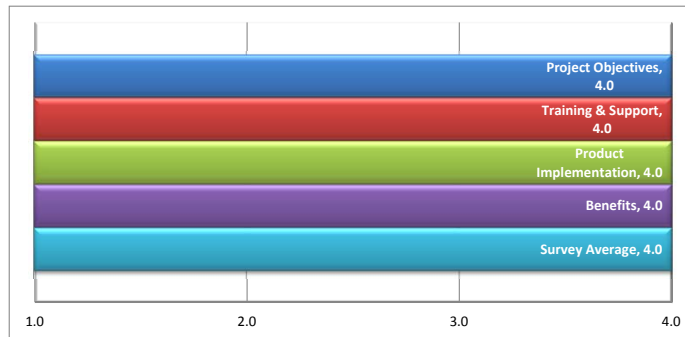
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.5	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.5	
6. The support received during implementation of the product/service was effective.			3.5	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.5	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.5	
9. The transition of support from the project team to the customer office was smooth.			3.5	
10. Customers are satisfied with the product/service.			3.5	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.3	
12. The unit is realizing the anticipated benefits of the project.			3.5	
13. The level of maintenance required since the implementation of the project has been minimal.			3.0	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	

Project Post Implementation Survey
ITPC-0341 Progress SonicMQ upgrade and architecture improvement



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives	4.0			
1. Project Objectives, as defined in the Project Charter, were successfully met.	4.0			
2. The project was a success.	4.0			
3. The customer unit was well prepared to receive project deliverables.	4.0			
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

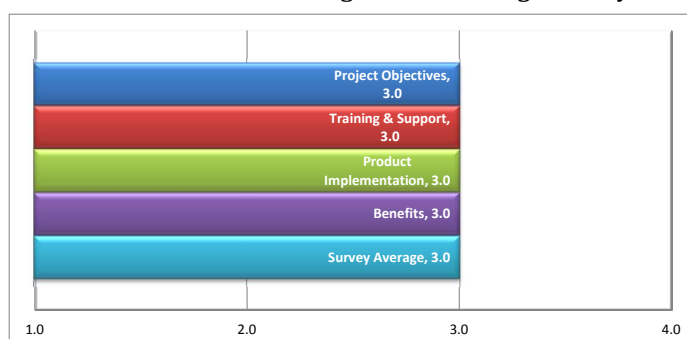
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support	4.0			
5. The content of the training received in preparation for the use of the product/service was useful and timely.	4.0			
6. The support received during implementation of the product/service was effective.	4.0			
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation	4.0			
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.	4.0			
9. The transition of support from the project team to the customer office was smooth.	4.0			
10. Customers are satisfied with the product/service.	4.0			
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits	4.0			
12. The unit is realizing the anticipated benefits of the project.	4.0			
13. The level of maintenance required since the implementation of the project has been minimal.	4.0			
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

Project Post Implementation Survey ITPC-0349 Legal Matter Management System



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives			3.0	
1. Project Objectives, as defined in the Project Charter, were successfully met.			3.0	
2. The project was a success.			3.0	
3. The customer unit was well prepared to receive project deliverables.			3.0	
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	We are not yet done with the project. (?)			

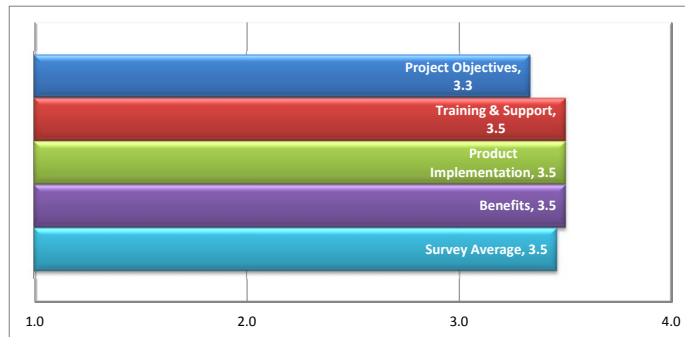
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.0	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.0	
6. The support received during implementation of the product/service was effective.			3.0	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	We haven't gotten to any training yet. The project team leaders are very diligent and patient with us. (?)			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.0	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.0	
9. The transition of support from the project team to the customer office was smooth.			3.0	
10. Customers are satisfied with the product/service.			3.0	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	The project team does plan well and is prepared during our meetings. We just aren't done yet and these questions imply the project is over. I am satisfied with our current progress. (?)			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.0	
12. The unit is realizing the anticipated benefits of the project.			3.0	
13. The level of maintenance required since the implementation of the project has been minimal.			3.0	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	It is too early to tell the benefits of the project. I am cautiously optimistic the project will end well. (?)			

Additional Information	
15. Please provide any other information you feel we should know about.	We're not done - I would like to do the survey when we are done. (?)

Project Post Implementation Survey ITPC-0350 CapProg: Cap Program data to EDW



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives			3.3	
1. Project Objectives, as defined in the Project Charter, were successfully met.			3.5	
2. The project was a success.			3.5	
3. The customer unit was well prepared to receive project deliverables.			3.0	
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

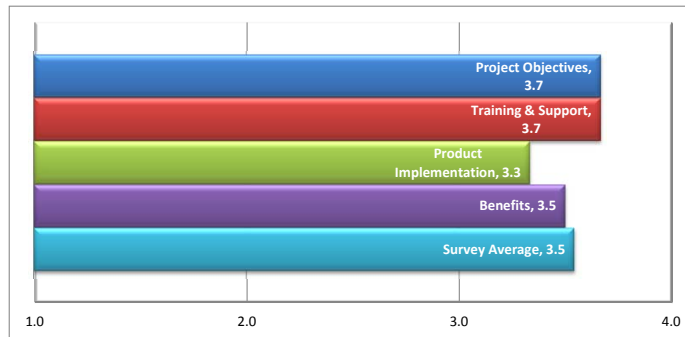
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.5	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.5	
6. The support received during implementation of the product/service was effective.			3.5	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.5	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.5	
9. The transition of support from the project team to the customer office was smooth.			3.5	
10. Customers are satisfied with the product/service.			3.5	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.5	
12. The unit is realizing the anticipated benefits of the project.			3.5	
13. The level of maintenance required since the implementation of the project has been minimal.			3.5	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	The post live support has been excellent as well

Project Post Implementation Survey ITPC-0352 Tuition Waiver Calculator Rewrite



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives			3.7	
1. Project Objectives, as defined in the Project Charter, were successfully met.			3.7	
2. The project was a success.			3.7	
3. The customer unit was well prepared to receive project deliverables.			3.7	
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

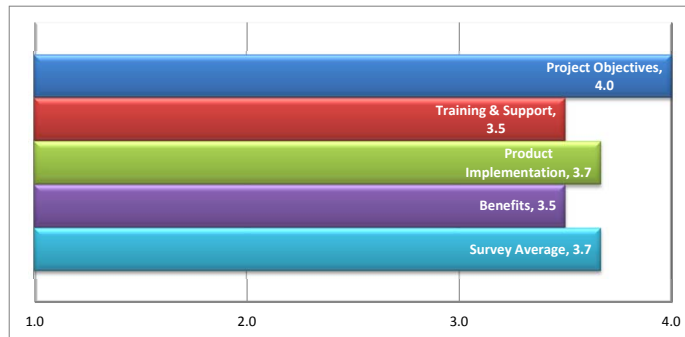
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.7	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.3	
6. The support received during implementation of the product/service was effective.			4.0	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.3	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.3	
9. The transition of support from the project team to the customer office was smooth.			3.3	
10. Customers are satisfied with the product/service.			3.3	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.5	
12. The unit is realizing the anticipated benefits of the project.			3.7	
13. The level of maintenance required since the implementation of the project has been minimal.			3.3	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	It is a little early to tell if all benefits have been realized. But so far, objectives seem to have been met.

Project Post Implementation Survey
ITPC-0362 Business Objects XI Release 3 Upgrade – Implementation



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				4.0
1. Project Objectives, as defined in the Project Charter, were successfully met.				4.0
2. The project was a success.				4.0
3. The customer unit was well prepared to receive project deliverables.				4.0
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

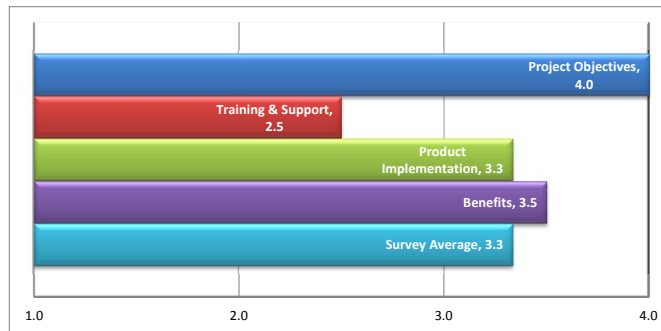
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			3.5	
5. The content of the training received in preparation for the use of the product/service was useful and timely.			3.0	
6. The support received during implementation of the product/service was effective.			4.0	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.7	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.0	
9. The transition of support from the project team to the customer office was smooth.			4.0	
10. Customers are satisfied with the product/service.			4.0	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.5	
12. The unit is realizing the anticipated benefits of the project.			4.0	
13. The level of maintenance required since the implementation of the project has been minimal.			3.0	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information				
15. Please provide any other information you feel we should know about.				

Project Post Implementation Survey
ITPC-0400 College of Engineering: UIUC Time Clock Interface to Banner



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Objectives				4.0
1. Project Objectives, as defined in the Project Charter, were successfully met.				4.0
2. The project was a success.				4.0
3. The customer unit was well prepared to receive project deliverables.				4.0
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

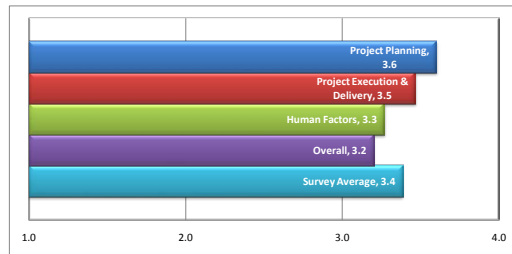
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Training & Support			2.5	
5. The content of the training received in preparation for the use of the product/service was useful and timely.		2.0		
6. The support received during implementation of the product/service was effective.			3.0	
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I actually feel like the explanation with respect to what was expected of me and of Engineering was lacking. We ran into problems over a year out that I had to fix based on a faulty understanding of what it was we needed to do. Plus, the documents sent to us to explain the data that we needed to receive from and send back to Payroll were extremely difficult for me to understand. There was too much detail and not enough explanation.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Product Implementation			3.3	
8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the product or service of the project.			3.0	
9. The transition of support from the project team to the customer office was smooth.			3.0	
10. Customers are satisfied with the product/service.			4.0	
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Benefits			3.5	
12. The unit is realizing the anticipated benefits of the project.			4.0	
13. The level of maintenance required since the implementation of the project has been minimal.			3.0	
14. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
15. Please provide any other information you feel we should know about.	

Project Team and Stakeholder Satisfaction Survey AITS-0045 Identity Management Analysis Project



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Last item (Test Plan) was not applicable to this project [or not addressed if it should have been part of project].			

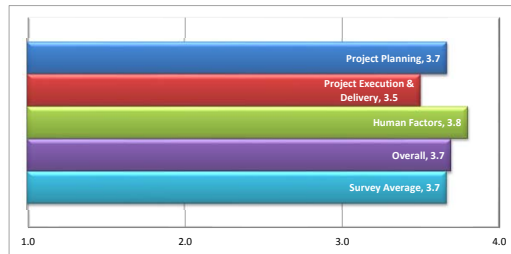
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I interpret the "end product" being the RFP and follow on ITPC templates. There was not enough lead time allowed for review of the completed RFP. Follow on ITPC template was not offered for review at all.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	This ties to prior comment. After the initial requirements activities, results of all subsequent activities were shared broadly or in a timely fashion to allow stakeholder influence.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	<ul style="list-style-type: none"> - The project is very challenging. The identity management problem has existed for at least 20 years. The progress that the team made with this initiative is outstanding. - I believe most of my negative scores relate to a gap between "formal" end of the project and follow on activities that really were part of the project. It is this gap that allowed for issue in project management. Everything within the formal bounds was handled very well by the project manager, especially with such a diverse group with many competing interests.

Project Team and Stakeholder Satisfaction Survey [Project Name]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

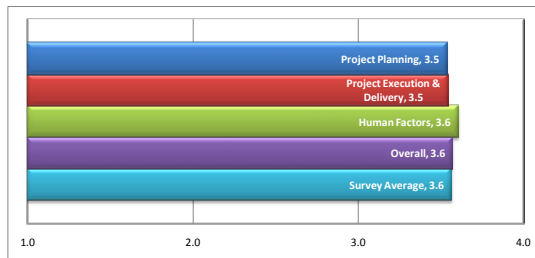
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	Challenge - Brand new technology and learning curve Efficient - Rely more on RedMine to report issues and less on email threads Done Well - PowerPoint slides - Prototyping sessions with clients - RedMine task management - Good rapport with clients - Good enthusiasm and effort The organization of issues in Redmine was helpful. Redmine should be kept simple to use so developers and managers alike would be likely to contribute. I encourage using the Wiki as a way to collaborate within AITS for documentation and other efforts that need the team.

Project Team and Stakeholder Satisfaction Survey AITS-0063 ITIL Configuration Management



Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

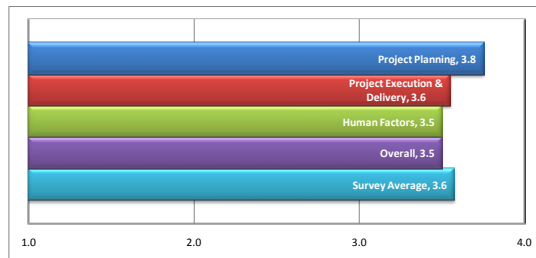
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
25. Please provide any other information you feel we should know about.	

Project Team and Stakeholder Satisfaction Survey
AITS-0064 ITIL Re-deploy Change Management on CA UniCenter



Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

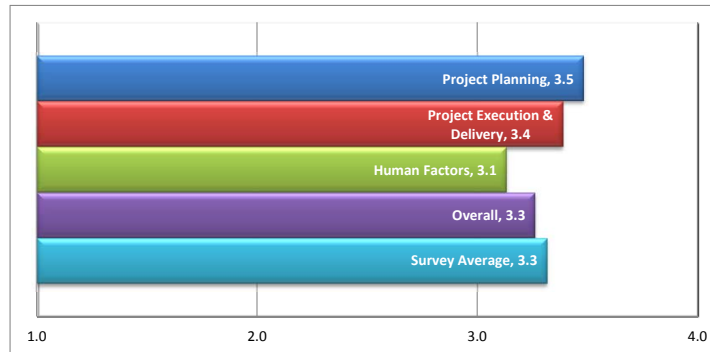
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	

Project Team and Stakeholder Satisfaction Survey AITS-0085 Informatica Upgrade 8.1.1 to 9.0.1



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			3.5	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.4	
3. Requirements were gathered to sufficient detail.			3.8	
4. Requirements were documented clearly.			3.5	
5. Test Plan was adequate, understandable, and well-documented.			3.3	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Requirements questions are not relevant to a technical upgrade project. As per usual with an AITS project, I never saw a written test plan presented to the whole team. DS team tested, rest of AITS tested and somehow the results meshed in meetings--after much frustrating discussion.			

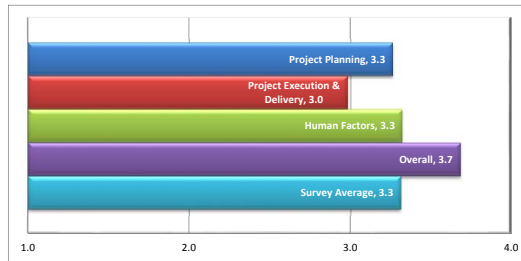
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			3.4	
8. Changes in direction that did occur were of manageable frequency and magnitude.			3.3	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			3.2	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			3.3	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			3.4	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.			3.8	
	Again, you really should have a separate survey for technical upgrade projects. Project Charter? I do not have a long history with AITS but I've never seen a Project Charter for ANY AITS projects. Functional design specs do not apply here. Since there was never one shared testing plan, as the team encountered new settings to test, much swirl around what to test and retest.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			3.1	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			3.2	
14. Customer participation in testing was adequate.			3.0	
15. There was good communication within the Project Team.			3.0	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			3.2	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			3.3	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>This project was lumped together with the effort to upgrade DS Oracle databases with 11g. So for a while I went to all meetings, then I was excused from meetings but not told information that related to me—I had to dig it up. No clear expectation for my role in project initially set so how could my expectations be met? Everyone agreed we had to meet deadline but important information was in emails that did not reach whole team. Team members made judgements about who needed to know what.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.3	
19. I am satisfied with the project kick-off & status meetings I attended.			3.2	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			3.4	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			3.2	
22. Time allocated to review project deliverables was sufficient.			3.5	
23. Project issues were well communicated & effectively managed throughout the project.			3.0	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>Some project team members did not communicate their progress with the project management always. They tended to get focused on the process and communicated between the technical folks without including management.</p> <p>Christina was wonderful. She jumped in after the project was already kicked off and was able to quickly get up to speed. The project would have had many more problems if it had not been for her.</p> <p>PM struggled to understand and manage technical issues during meetings. PM did get a "to do" list put together by end of meetings. PM did communications as per typical AITS project team. However, I now can see that AITS teams are really committees of committees. Synergy and creativity are not sought...lock step execution of a plan, reporting in Clarity, and meeting dates are the principal goals of any AITS project.</p>			

Lessons Learned				
<p>Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects.</p> <p>This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .</p>		<p>Christina did a very good job coming on board to lead this very technical project.</p> <p>Lessons learned -- AITS projects are AITS projects-- the important work and information is in email chains outside of project meetings. If you are not copied on the emails, as a team member you are expected to ask questions until you get someone to tell you which email you did not receive. Meetings are for the purpose of verifying project plan progress and planning other side meetings. The feedback in this survey reflects my general experience with AITS projects, not this in particular. I would send the AITS PMO to PMI facilitation training and send all of AITS to continuous improvement team training if I could.</p>		

Project Team and Stakeholder Satisfaction Survey [AITS-0105]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I appreciate the flexibility with which this project was managed. As this project needed to work within variable constraints and several "moving targets", I valued the degree to which this project was run with the "real world" in mind, and not according to a Project Manager's more typical "spreadsheet mentality".			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	We did run out of time to conduct much feedback from outside AITS. We will have to continue to do that this year as part of the maintenance.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Disagree as noted on the previous screen.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	Due to time constraints, we were unable to gather much feedback from stakeholders. In addition, our testing plan seemed "rushed." For Project Management, I think we did a great job. Yeah, Noni! We spent time at the beginning trying to get items clarified, which helped. I think we have put together a good product with sustainable feedback mechanisms.

AITS Project Team and Stakeholder Satisfaction Survey: ITPC-0162 FC Web Migration to Admin Network

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning	4				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.	4				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.	4				
3. Requirements were gathered to sufficient detail.	4				
4. Requirements were documented clearly.	4				
5. Test Plan was adequate, understandable, and well-documented.	4				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

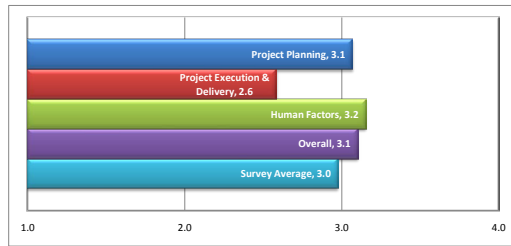
Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery	3.4				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.	3				
8. Changes in direction that did occur were of manageable frequency and magnitude.	3				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.	4				
10. The end product of the project underwent an appropriate amount of testing prior to production release.	4				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.	3				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors	4				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.	4				
14. Customer participation in testing was adequate.	4				
15. There was good communication within the Project Team.	4				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).	4				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.	4				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall	4				
19. I am satisfied with the project kick-off & status meetings I attended.	4				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.	4				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.	4				
22. Time allocated to review project deliverables was sufficient.	4				
23. Project issues were well communicated & effectively managed throughout the project.	4				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

Additional Information	
25. Please provide any other information you feel we should know about.	

Project Team and Stakeholder Satisfaction Survey ITPC-0230 FABWEB Enhancements



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

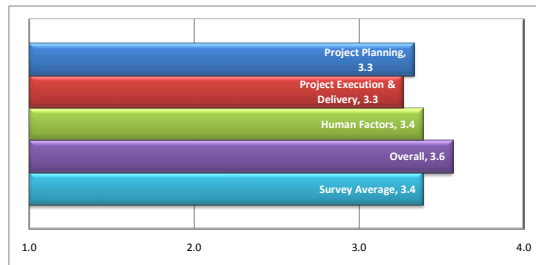
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	<ul style="list-style-type: none"> - Each iteration could be broken into small segments so that we did not had to wait to test on a whole module. UI prototypes could have been provided instead of visio diagrams. More clear error messages. - More extensive testing on the banner side to find out all the exceptions. - Communication was an issue at the beginning of the project but it got better as we went along. - We need better change management. Customers often added pieces and caused the project to be delayed.

AITS Project Team and Stakeholder Satisfaction Survey ITPC-0241 Grants and Contracts Accounts Receivable Report



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

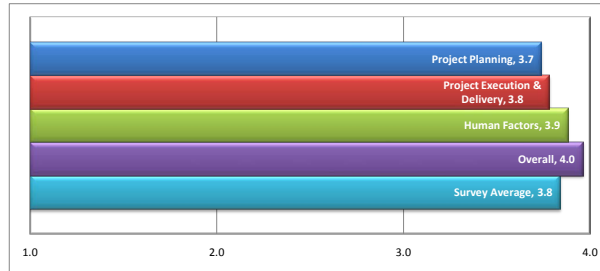
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Report was often changed, testing took considerable amount of time.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Additional Information	
25. Please provide any other information you feel we should know about.	



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning	3.7				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.	3.8				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.	3.8				
3. Requirements were gathered to sufficient detail.	3.7				
4. Requirements were documented clearly.	3.7				
5. Test Plan was adequate, understandable, and well-documented.	3.7				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

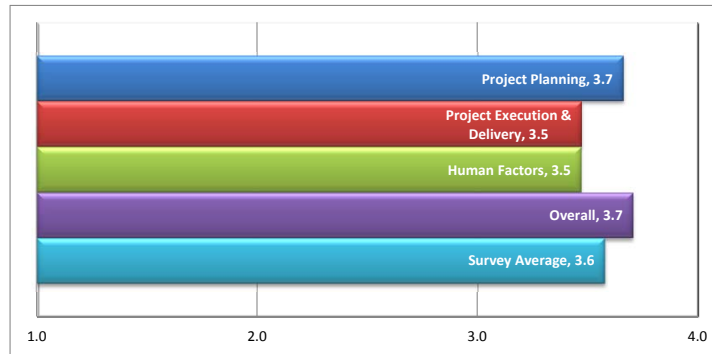
Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery	3.8				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.	3.7				
8. Changes in direction that did occur were of manageable frequency and magnitude.	3.8				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.	4				
10. The end product of the project underwent an appropriate amount of testing prior to production release.	3.7				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.	3.7				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors	3.9				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.	3.8				
14. Customer participation in testing was adequate.	3.8				
15. There was good communication within the Project Team.	4				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).	4				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.	3.8				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall	4.0				
19. I am satisfied with the project kick-off & status meetings I attended.	4				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.	4				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.	4				
22. Time allocated to review project deliverables was sufficient.	4				
23. Project issues were well communicated & effectively managed throughout the project.	3.8				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

Additional Information	
25. Please provide any other information you feel we should know about.	I thought Jared and Kathy did a fantastic job with this project.
	Jared Crowe was fantastic. Whatever you pay him, double it.

Project Team and Stakeholder Satisfaction Survey ITPC-0269 Academic NOA Rewrite Implementation



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Not all applicable parties were invited to be on the committee from the beginning.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>Testing - 100% input from all campuses and UA should've been required. Not everyone pulled their weight ... thus the result of the follow-up issues to date.</p> <p>Timeline seemed much longer than originally anticipated</p>			

Project Team and Stakeholder Satisfaction Survey ITPC-0269 Academic NOA Rewrite Implementation

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Commented on this on a previous screen. Not all stakeholders understood their role adequately and thus did not contribute nor test to their abilities. Not necessarily a fault of AITS, but I wish something could've been addressed in this regard. Some members were not in the group from the beginning and their perspective was lost in the project and couldn't be incorporated because of the late arrival.

Took more of my time than I had anticipated

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Those of us that have been heavily involved in AITS projects previously understood the communications and messages much more than others. Possibly more "down to earth" explanations are needed as some were lost...

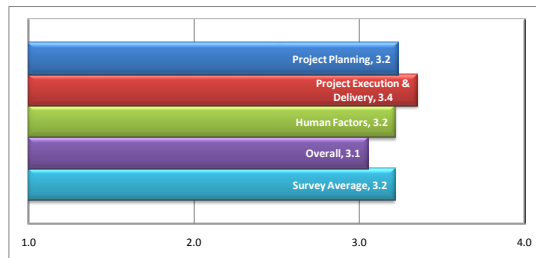
Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .				

Overall a good project team. It was a shame that the initial team invite was not more thoroughly discussed and dissected. I would also encourage customer service after a project is closed in the eyes of AITS. Not everything is a "change notice"...sometimes you have to work with the team for a bit after the project is live in production....and after the wrap-up meeting.

Frequency and content of communication by the project manager was excellent as was responsiveness to inquiries/issues

Sherri did an amazing job keeping everything and everyone on track. All aspects of the project were well organized and communication was excellent.

Project Team and Stakeholder Satisfaction Survey ITPC-0281 Generate Transcripts as PDFs



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

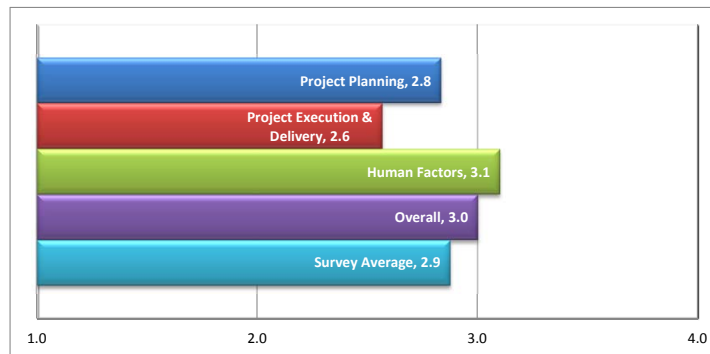
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	

Project Team and Stakeholder Satisfaction Survey ITPC-0284 Codebook Data in the Data Warehouse



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			2.8	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.0	
3. Requirements were gathered to sufficient detail.			3.5	
4. Requirements were documented clearly.			2.7	
5. Test Plan was adequate, understandable, and well-documented.			2.7	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.			2.3	
<p>I don't recall seeing anything called a "Test Plan."</p> <p>The data designer had many conversations directly with the stakeholders that were not documented because the FAC nor a Business Analyst was privy to those conversations or email. This made the documentation of the requirements and business rules difficult. The test plan was adequate but the timeline was shortened due to the data analyst taking more time to complete the STT, ETL, etc.</p>				

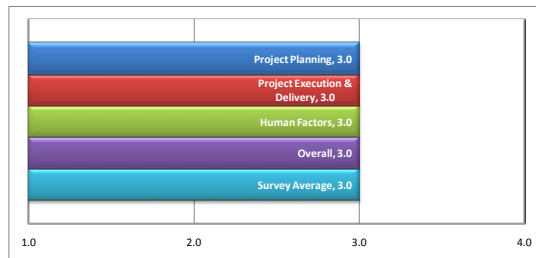
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			2.6	
8. Changes in direction that did occur were of manageable frequency and magnitude.			2.0	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			2.5	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			2.7	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			2.7	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.			3.0	
<p>After some initial meetings, I don't recall hearing anything about the project until UAT was scheduled. We didn't know how the project had evolved, which requirements had been dropped. Regarding testing, UAT occurs, problems are reported, but there is never a follow-up UAT to make sure those problems have been resolved. Also the UAT time frame is always too short and frequently scheduled without input from testers, so that we are being asked to perform this work during some of our peak periods.</p> <p>The project schedule was drastically changed due to the design on many of the tables for history tracking to be changed. This cause significant delays in the delivery, UAT, etc. UAT was very successful and produced several requests for pre-golive enhancements.</p>				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			3.1	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.		2.7		
14. Customer participation in testing was adequate.		3.3		
15. There was good communication within the Project Team.		3.5		
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).		3.0		
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.		3.0		
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Unfortunately a member of the data design team did not understand the urgency of this project therefore the work was not being completed in a timely manner.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.0	
19. I am satisfied with the project kick-off & status meetings I attended.		3.3		
20. The frequency and content of information conveyed to me by the Project Manager was adequate.		3.0		
21. Project status was well communicated in sufficient detail throughout my involvement in the project.		3.0		
22. Time allocated to review project deliverables was sufficient.		2.7		
23. Project issues were well communicated & effectively managed throughout the project.		3.0		
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
<p>Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects.</p> <p>This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .</p>	<p>I have no problem that DS worked closely with UA codebook users on this project – that is as it should be. Any project will have certain key users who can provide the most insight. However, after initial meetings, we sometimes don't hear anything concrete about a project until UAT when we finally see how the project evolved. This means we have a very limited time to learn about the data set and then test that it is working as expected.</p> <p>I provided lessons learned directly to the PM and team in our follow-up meeting to document lessons learned.</p>

Project Team and Stakeholder Satisfaction Survey ITPC-0286 Student Orientation Data in Data Warehouse



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning			3.0	
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			3.0	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.0	
3. Requirements were gathered to sufficient detail.			3.0	
4. Requirements were documented clearly.			3.0	
5. Test Plan was adequate, understandable, and well-documented.			3.0	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

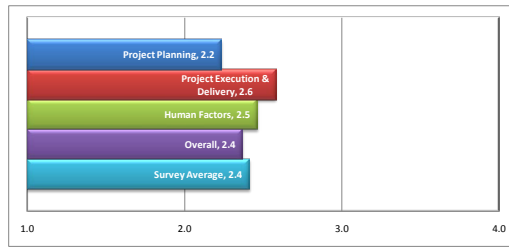
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery			3.0	
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			3.0	
8. Changes in direction that did occur were of manageable frequency and magnitude.			3.0	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			3.0	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			3.0	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			3.0	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			3.0	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			3.0	
14. Customer participation in testing was adequate.			3.0	
15. There was good communication within the Project Team.			3.0	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			3.0	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			3.0	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.0	
19. I am satisfied with the project kick-off & status meetings I attended.			3.0	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			3.0	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			3.0	
22. Time allocated to review project deliverables was sufficient.			3.0	
23. Project issues were well communicated & effectively managed throughout the project.			3.0	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
<p>Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects.</p> <p>This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .</p>	<p>Providing campus specific data that has to be viewable to other campuses who cannot use the data is a usability issue but so far has not caused any backlash from the campuses.</p>

Project Team and Stakeholder Satisfaction Survey ITPC-0293 BO XI Batch / VDR Upgrade



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				2.2
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				2.0
3. Requirements were gathered to sufficient detail.				2.4
4. Requirements were documented clearly.				2.6
5. Test Plan was adequate, understandable, and well-documented.				2.0
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				2.2
The success was from a few key members of the project. Early in the project was a consistent theme of reluctance from the individuals responsible for testing. It was only when the technology team pushed hard that progress was made. The PM facilitated meetings, but offered no leadership on the project. Often it appeared he didn't understand the tasks in the project.				

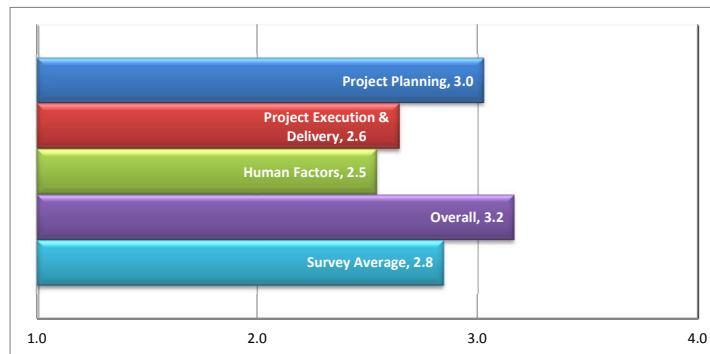
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				2.6
8. Changes in direction that did occur were of manageable frequency and magnitude.				1.8
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				2.4
10. The end product of the project underwent an appropriate amount of testing prior to production release.				2.7
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				3.2
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				2.8
The initial timeline was completely unacceptable with the guidelines of the original project definition.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				2.5
14. Customer participation in testing was adequate.				2.3
15. There was good communication within the Project Team.				2.8
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				2.5
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				2.3
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				2.3
Early on, the managers of many of the teams failed to make this project a priority. That was corrected later.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				2.4
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				2.2
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				2.3
22. Time allocated to review project deliverables was sufficient.				2.3
23. Project issues were well communicated & effectively managed throughout the project.				2.5
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				2.5
The PM didn't seem to understand the tasks in the project. That was a consistent theme throughout the whole project. The minutes from the meetings were usually at best 80% accurate. Most of the project communication occurred outside the meetings as the meetings were viewed as ineffective.				

Lessons Learned
This project had two challenges. There were bugs with the two major software components (Business Objects and ViewDirect) that caused several delays while waiting for software fixes. The other challenge was a lack of commitment and priority by the team members and their managers. It took a long time to get the importance of this project communicated and understood. Once that was achieved, we finally made consistent progress.
I was invited to meetings I didn't need to attend. Need to do a better job of appropriately identifying resources and checking with their managers for their approval of the use of time of their employees.

Project Team and Stakeholder Satisfaction Survey ITPC-0295 Content Management System (WCMS), Phase II Implementation



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			3.0	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.1	
3. Requirements were gathered to sufficient detail.			3.3	
4. Requirements were documented clearly.			3.0	
5. Test Plan was adequate, understandable, and well-documented.			2.7	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>There were too many inconsistencies with the product to adequately follow any sort of Test Plan.</p> <p>Project Plans and Schedule were not well-suited to the software to be implemented or tasks at hand. Plans and schedule needed extensive revisions. Security and other groups were not well-organized or involved to the extent needed to complete tasks in a timely fashion. Agendas were not sent with enough time in advance of meetings; meetings not well-attended.</p>			

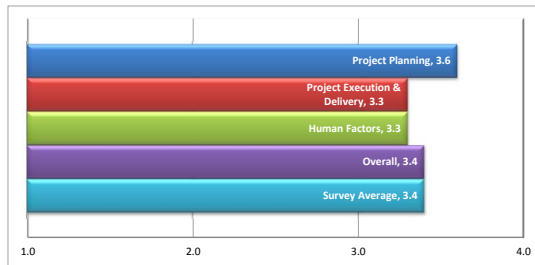
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			2.6	
8. Changes in direction that did occur were of manageable frequency and magnitude.			2.5	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			2.6	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			2.9	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			2.7	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.			2.6	
	<p>There was a significant change mid project to using the application rather than developing a system and service. This got the project off-track and the team distracted.</p> <p>Customer units either went on their own, using their own project management and resources (OBFS), or they dropped out from participation in this project (P&B). Project plans, as mentioned previously, underwent major revisions in order to complete the project.</p> <p>The team had to change mid-project from developing a service for users to having the application being able to use. Management changing whims to the short term limited the positive impact the project could have had. The change to simply being able to use the application to get web sites out there was the wrong choice to make.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			2.5	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			2.1	
14. Customer participation in testing was adequate.			3.1	
15. There was good communication within the Project Team.			2.7	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			2.3	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			2.4	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>Project was talked about like it was a significant effort but the level of support was not there from management. There was no clear way to get to make a decision.</p> <p>As mentioned previously, plans needed revising, meetings were not well attended, participation among units in the collaborative effort was low or withdrawn altogether. Enthusiasm for the product was low among certain members of the project team and this was reflected in the project organization and management.</p> <p>We could have had the application installed and available for use in a month. The team was not well staff to be able to develop the service and this is a result of the management support or lack of support, especially between units involved.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.2	
19. I am satisfied with the project kick-off & status meetings I attended.			3.1	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			3.0	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			3.3	
22. Time allocated to review project deliverables was sufficient.			3.2	
23. Project issues were well communicated & effectively managed throughout the project.			3.2	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>Agendas were usually sent just minutes before actual meetings; minutes rarely kept. Time allocated to testing specific software features was not created until project plan revisions were made more than half-way through the project.</p>			

Lessons Learned				
<p>Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects.</p> <p>This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .</p>		<p>Having two different units in charge made it difficult to have a clear direction for the project.</p> <p>Project plans need to better reflect the long-term, broader goals of setting up a service that is actually used by customers and service providers. Managers must develop knowledge of the software or product being implemented, the service model to be developed, and have a stake in the outcomes. Meeting agendas need to be carefully planned and provided well in advance of actual meetings. Teams that are tasked with items need to be checked-in with regularly by the project manager, not only in status meetings but throughout the project, to ensure timely completion of the work throughout a project lifespan. Problems, obstacles, participation issues must be resolved or escalated in a timely fashion.</p>		

**Project Team and Stakeholder Satisfaction Survey
ITPC-0297 Web Application Summary Modifications**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

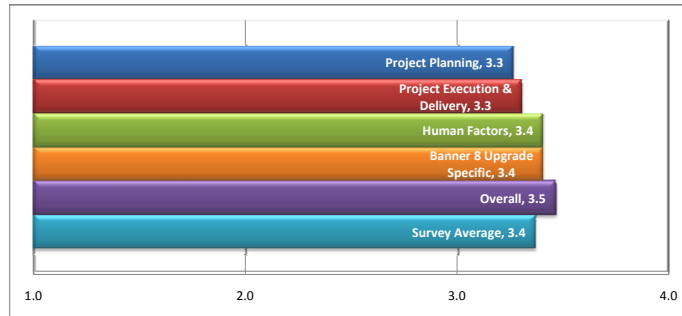
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .				

AITS Project Team and Stakeholder Satisfaction Survey ITPC-0300 Banner 8.0/8.2 upgrade



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

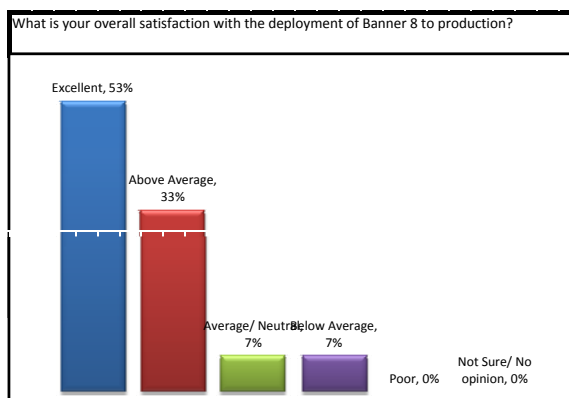
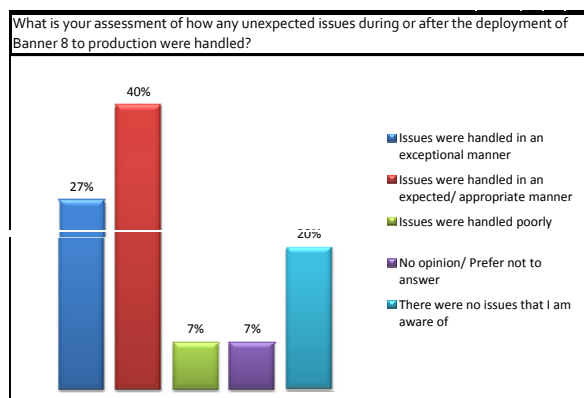
Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning	3.3				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.	3.4				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.	3.3				
3. Requirements were gathered to sufficient detail.	3.3				
4. Requirements were documented clearly.	3.3				
5. Test Plan was adequate, understandable, and well-documented.	3				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.		Not sure that every team actually had a test plan Project Plan and Schedule were constantly moving targets. The Test Plan was changing literally on a daily basis.			

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery	3.3				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.	3.2				
8. Changes in direction that did occur were of manageable frequency and magnitude.	3.1				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.	3.3				
10. The end product of the project underwent an appropriate amount of testing prior to production release.	3.4				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.	3.5				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					

Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors	3.4				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.	3.5				
14. Customer participation in testing was adequate.	3.3				
15. There was good communication within the Project Team.	3.5				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).	3.5				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.	3.2				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.		End user offices did the best they could to test with all their other normal duties Too many meetings. Redundant. This was a difficult project to participate in. Not only were my project tasks constantly in a state of flux but I was also being micromanaged by the project manager on some of the tasks I was given. There was certainly some mistrust between us. Given the choice, I would not participate in another Banner upgrade under the same PM.			

AITS Project Team and Stakeholder Satisfaction Survey ITPC-0300 Banner 8.0/8.2 upgrade

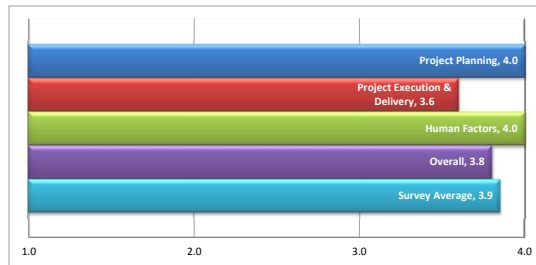
Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Banner 8 Upgrade Specific Questions	3.4				
What is your assessment concerning the timing of the communication(s) received prior to the event?	3.9				
What is your assessment concerning the content of the communication(s) received prior to the event?	3.8				
Was your organization/department ready for the production implementation?	3				
Was your organization adequately trained before this change was implemented in production?	2.9				
Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.					



Question	Score	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall	3.5				
19. I am satisfied with the project kick-off & status meetings I attended.	3.4				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.	3.3				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.	3.6				
22. Time allocated to review project deliverables was sufficient.	3.5				
23. Project issues were well communicated & effectively managed throughout the project.	3.5				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.		<p>Meetings were overkill. Meetings and planning documentation could be done with better tools.</p> <p>There were WAY too many meetings. Functional, Technical, Status...the same people attended each and the same information was regurgitated all the time. Most meetings were a waste of time. The hand-waving must be stopped. It's not funny at all.</p>			

Additional Information	
25. Please provide any other information you feel we should know about.	<p>This upgrade wasn't our first rodeo! It was a large rollout plan and many steps and people involved. Everyone did a great job on doing their tasks and keeping their cool even when things didn't go as planned. We truly have a professional staff at AITS and they are something to be proud of.</p> <p>We did the best we could with the time and people resources allotted to this project.</p> <p>I'm glad it is over!</p> <p>The decision process regarding the Banner 8 font (Verdana vs. Arial) was handled very poorly. Shame on AITS for not anticipating the desire to retain the Verdana font would extend beyond AITS. The decision early on to force the font change on everyone besides AITS cost a lot of wasted hours.</p>

**Project Team and Stakeholder Satisfaction Survey
ITPC-0313 UAFR: Cross-FOAPAL Field Insertion**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				4.0
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				4.0
3. Requirements were gathered to sufficient detail.				4.0
4. Requirements were documented clearly.				4.0
5. Test Plan was adequate, understandable, and well-documented.				4.0
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

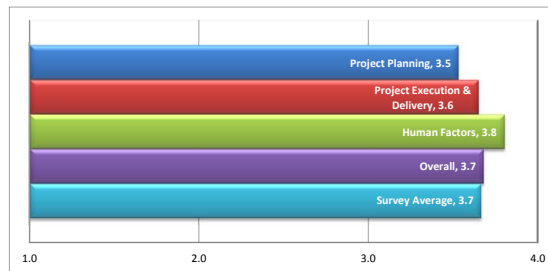
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.		2.0		
8. Changes in direction that did occur were of manageable frequency and magnitude.				4.0
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				4.0
10. The end product of the project underwent an appropriate amount of testing prior to production release.				4.0
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				4.0
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				4.0
14. Customer participation in testing was adequate.				4.0
15. There was good communication within the Project Team.				4.0
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				4.0
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				4.0
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.			3.0	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				4.0
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				4.0
22. Time allocated to review project deliverables was sufficient.				4.0
23. Project issues were well communicated & effectively managed throughout the project.				4.0
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.				

Project Team and Stakeholder Satisfaction Survey ITPC-0320 VSL Integration to Banner



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	The requirement details were more complex than the specifications indicated.			

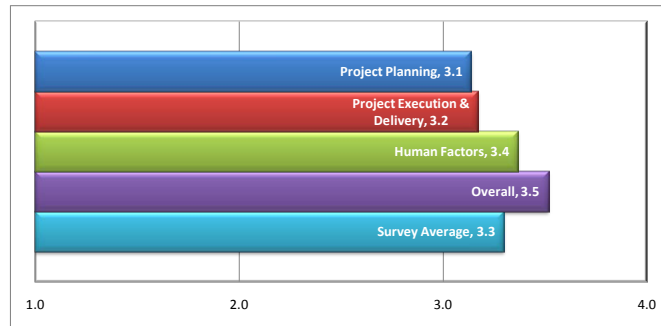
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	This was a great project, couldn't be happier with it. Changes while project execution were too many. Need more study and understanding of the requirements (rules, conditions etc.) before handing over to development.

Project Team and Stakeholder Satisfaction Survey ITPC-0331 Service Desk Manager Upgrade and Enhancement Project



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>An email was sent out a couple of months before the implementation date which gave enough notice for people to prepare for the change. One area that did not seem to be considered was the integration pieces that were developed to sync up data from Banner to SDM. My team had to follow up on this to determine what testing was going to be done. There is still an issue with this integration.</p> <p>While requesting volunteers to test the new USD and that testing was to be done during the workday, no one stated if you were a tester during the workday you would also need to be available for the 'go live' on Sunday evening. That information was requested the Thursday before the Sunday go live. In addition, the test plan was not available until after 5pm Friday (Saturday morning).</p>			

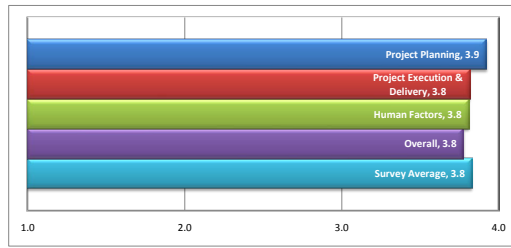
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>No interaction took place with customers during this project until the email was sent out on the implementation date and testing.</p> <p>I was not provided the original project plan, nor was I included in the project until testing. I am unable to provide good input to most of these questions, as I did not (and do not) have the data to provide input. As for my 'disagree', if the end product had undergone sufficient testing, attachments would not have been lost during this upgrade.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Testers were not provided details regarding the desired participation level when requesting testers.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>There was no initial communication on the web service integration testing. We still have to follow up on the web services issue because it is not resolved. I realize this is a problem that needs to be resolved with CA.</p> <p>Information to the testers seemed to be an afterthought. It was not a priority to provide the information regarding the desired testing until after the weekend of the testing. Then, due to issues with the implementation, testers were required to have their testing completed by 11:25pm (within 28 minutes of when the e-mail was sent saying it was time to begin the testing). Testing as quickly as possible, it still took me until 11:28pm to complete the testing and reply. It appeared the testing was not important to the project team, just that it needed to be completed to complete their project.</p> <p>Christina Vann does an excellent job of coordinating and implementing changes. In addition she quickly responded to any questions asked.</p>			

Lessons Learned	
Raw	Distilled
When planning a project, determination of what is to be tested should be known from the beginning of the project. As such, the project testers should be included in the initial meeting and then know they will not be needed until the product is ready for testing. Adding them to the project to test as an 'afterthought' appears rude, and does not assist us in being able to provide input (during implementation or during this survey).	It appears the types of resources that were needed in the overall project were not considered during the project planning. Including the different areas during planning and kickoff would improve project performance during the project's execution.
None for first 2 bullets. Communication was key and good in regard to third bullet.	The first two bullets in the question for lessons learned are: "1 - any item that was a challenge and could be done better in the future. 2 - a change that would make the process more efficient". The third bullet is "identifying something that was done well that should be applied to other areas. Based on this comment, communication overall was done well".

Project Team and Stakeholder Satisfaction Survey
ITPC-0332 USFSCO: 1098-T Interface Modification



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	team did an excellent job of defining scope of project...delivered project on time			

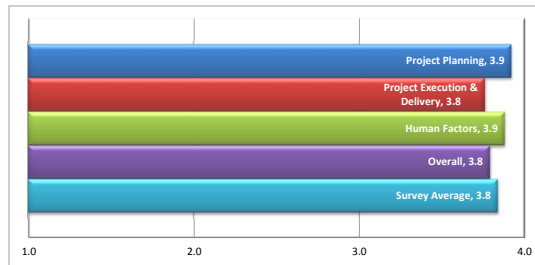
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	<p>Excellent communication throughout the project with client and all stakeholders. Expectations were clearly conveyed throughout the course of the project.</p> <p>Project went well. Team members contributed ideas to make process better. I never once had to hear 'that wasn't in the spec,' which is usually signals the death knell of a project. While not quite agile development, the team embraced iterative improvement through thorough testing and made suggestions at each stage to improve the process.</p> <p>the project was manage efficiently...and delivered on time... excellent communication ...</p>

Project Team and Stakeholder Satisfaction Survey
ITPC-0334 Campus Recreation: UIUC Time Clock Interface to Banner



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	This was a very well organized process			

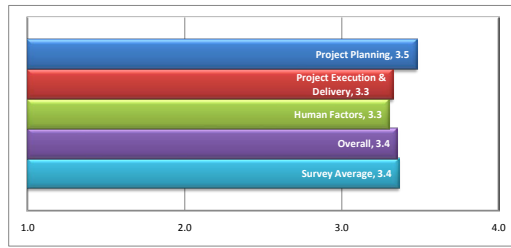
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	<p>- Russ Chalfant has been an absolute pleasure to work with. He is very organized and communicates well. Additionally, he was very effective at working with a wide spectrum of personalities and backgrounds.</p> <p>- This has become somewhat of a standard project that went well do to good planning and people committed to doing their assigned tasks and doing them well.</p>

Project Team and Stakeholder Satisfaction Survey ITPC-0335 Banner Student 8.3 Upgrade



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

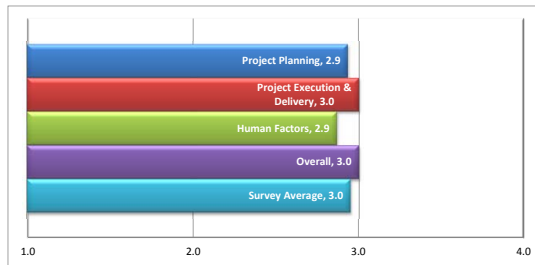
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned
From a functional office standpoint, this project's timeline seemed a little overly aggressive to me. It seemed like we were always behind in deadlines, being forced to carve out free time we didn't have to do our analysis and testing. Not sure if that's any different than with any of our past upgrades, but the aggressive timeline was definitely an issue.
I love the idea of using Sharepoint to store the agendas, notes, spreadsheets, etc. However, I wish it was a single log in rather than several log ins to get to a document.
Weekly meetings was great way of being informed also the notes/feedback after the meeting(s) was very helpful especially if a team member was absent.

Project Team and Stakeholder Satisfaction Survey
ITPC-0339 Merchant Card: Add iPay Data to the Enterprise Data Warehouse



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	When information was initially gathered for the project, it would have been nice to know there were two credit card processes so we could have addressed both processes within this project.			

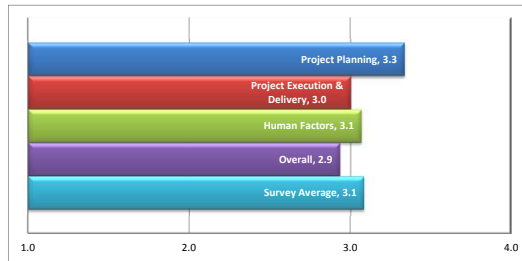
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	This was a very good project team. Everyone took responsibility for their roles and gave 100%			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.				

Project Team and Stakeholder Satisfaction Survey
ITPC-0350 CapProg: Cap Program data to EDW



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

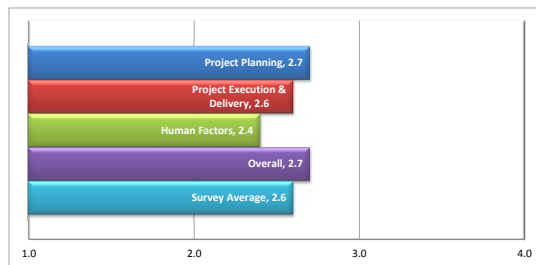
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	Overall, the project went well. We somehow ended up with a slight misunderstanding of the data pulled from FCPWeb in phase 2 which necessitated a phase 3. Requirements should be reviewed with the users after the first draft of the document is complete. This will help ensure that all requirements are being met from the user perspective.

**Project Team and Stakeholder Satisfaction Survey
ITPC-0351 HR/Employee FTE Head Count**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

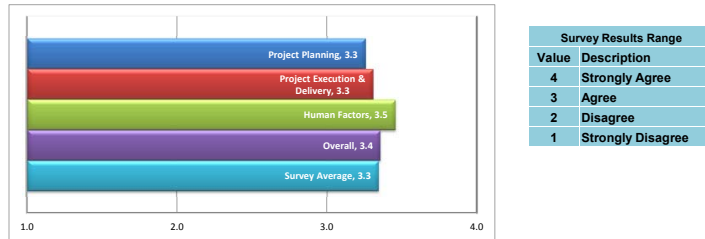
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .				

**Project Team and Stakeholder Satisfaction Survey
ITPC-0352 Tuition Waiver Calculator Rewrite**



Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Pete Bossert did an amazing job on this project. I don't think it would have been completed in such a short time frame if he was not the lead person. He is thorough, easy to work with, and understands the end user so well that he suggested features to the project that are extremely useful. I appreciated that he went the extra mile with communication and working to test pieces himself throughout the process. The few problems that have been encountered are just because it is so complicated that it is hard thing through and to test every facet of the process. Even then, he has worked hard to correct these defects in a timely, efficient manner.			

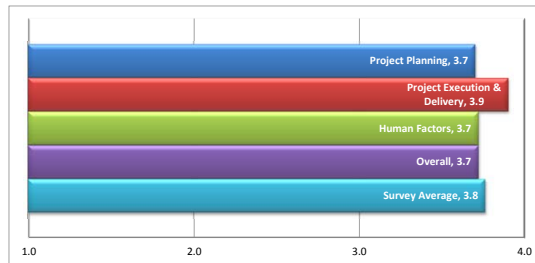
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The Initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I'm not sure giving a disagree on this one is fair, but with the short time frame it would have been nice to be able to test for a longer time period. It really isn't anyone's fault though. Financial aid deadlines and production schedules prevented this. I appreciated the fact that it did progress so quickly.			

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	One aspect that I feel AITS could improve on is the focus on correcting issues after the project is in production. Even with the best of intentions and a reasonable amount of testing, error still happen. At that point, it is not fun to feel desperate that you might be stuck manually correcting errors and dealing with unhappy students while your issue(s) are deemed important enough to fix. That said, I really appreciate the effort that Pete was willing to put in to correct/coordinate the defects/oversights that were found after the fact. I hope it doesn't reflect negatively on him that he helped us fix these issues so quickly. After working on 3-4 year project with April Helm that probably should have taken 6 months, this project was like a dream. Also, while I didn't work with her much, I believe the programmer Katherine must be a very talented lady to write such complex code with so little defects. Thank you to all for working so hard on this project.

Project Team and Stakeholder Satisfaction Survey ITPC-0357 BXS Upgrade



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

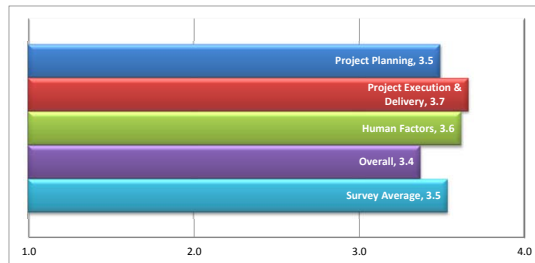
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	<p>More information could have been provided when the original go-live was cancelled</p> <p>Force users to test more thoroughly and require some evidence. Also require HRFE to perform testing on schedule</p>

**Project Team and Stakeholder Satisfaction Survey
ITPC-0360 Identity and Access Management (IAM) Analysis**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

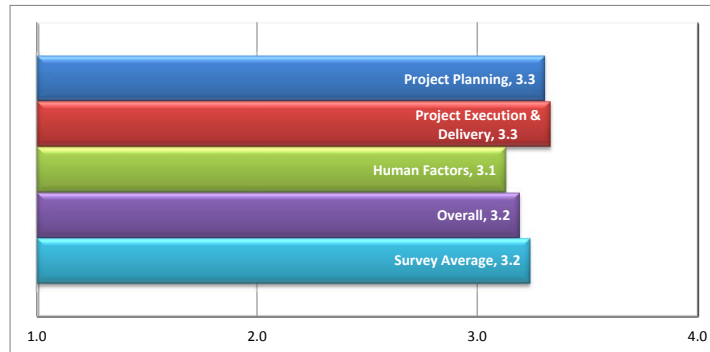
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	

Project Team and Stakeholder Satisfaction Survey ITPC-0361 Oracle 11G Upgrade



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning			3.3	
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			3.4	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.4	
3. Requirements were gathered to sufficient detail.			3.2	
4. Requirements were documented clearly.			3.3	
5. Test Plan was adequate, understandable, and well-documented.			3.2	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

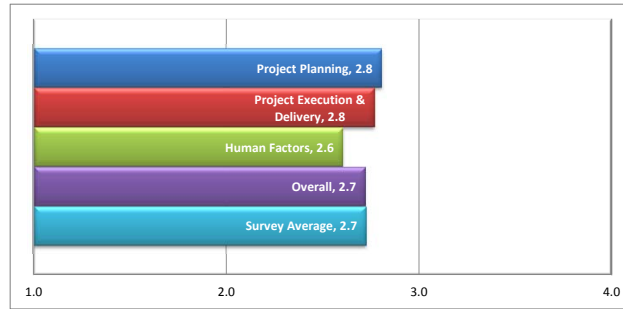
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery			3.3	
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			3.3	
8. Changes in direction that did occur were of manageable frequency and magnitude.			3.3	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			3.3	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			3.3	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			3.5	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>Each sub-team planned and executed its own testing plan. The PM received testing plans but there was no sharing of testing plans within the whole team. No discussion of test plans. Test plans were written and submitted to PM and that was that. Maybe the other team members had been an Oracle upgrade of Banner before. What I note is that this is the second project this spring that discovered significant problems after deployment. I hope this is not a trend. I do think we need to consider how we plan, execute and evaluate test plans in order to prevent such surprises after future deployments.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			3.1	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			3.2	
14. Customer participation in testing was adequate.			3.0	
15. There was good communication within the Project Team.			3.1	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			3.2	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			3.2	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>The functional project manager did not seem to fully understand his role. There were times when the functional project manager didn't know when databases were being recreated, when specific dress rehearsals were starting/ending and couldn't answer some basic questions the individual team leads had. Also didn't seem like the functional project manager took an active role in the project overall.</p> <p>Communication was adequate.</p> <p>BRM wasn't available to be tested until 6 working days before the go-live weekend. And, once it was available, the testing was done with a different Oracle parm than was actually implemented in production.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.2	
19. I am satisfied with the project kick-off & status meetings I attended.			3.2	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			3.1	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			3.2	
22. Time allocated to review project deliverables was sufficient.			3.1	
23. Project issues were well communicated & effectively managed throughout the project.			3.3	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .		<p>Debbie did a very good job as technical project manager coordinating the Oracle 11G project in conjunction with all the other projects/rollouts occurring throughout early 2011.</p> <p>In the future multiple projects should be spaced and not be implemented at the same time.</p>		

Project Team and Stakeholder Satisfaction Survey
ITPC-0362 Business Objects XI Release 3 Upgrade – Implementation



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning			2.8	
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.		2.6		
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.		2.8		
3. Requirements were gathered to sufficient detail.		3.2		
4. Requirements were documented clearly.		2.8		
5. Test Plan was adequate, understandable, and well-documented.		2.7		
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>The core project team expected the AITS testers could develop their own project plans and execute them. Afterall, that was the experience of the core project team on other AITS software upgrade projects. However, some AITS testers were much more thorough and organized than others. The Finance testing was exemplary. Unfortunately, the other AITS testers did not follow suit. Post hoc the core team has learned that these other AITS testers expected the core team to lead them through the development of test plans. In general my experience on all AITS software upgrade projects has been that the overall project suffered due to the lack of centralized planning. However, it would be grossly unfair to hold this particular project responsible for a lack of a centralized test plan.</p>			

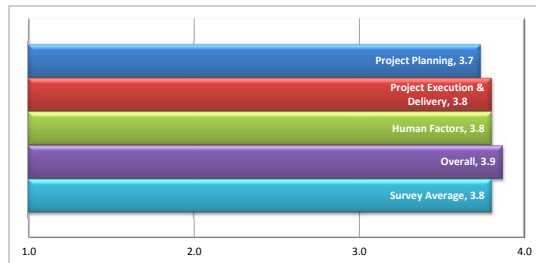
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery			2.8	
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.		2.5		
8. Changes in direction that did occur were of manageable frequency and magnitude.		3.1		
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.		2.3		
10. The end product of the project underwent an appropriate amount of testing prior to production release.		2.9		
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.		3.0		
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>In the future better testing plans for users should be coordinated to ensure that testing mimics production. In this case it did not so there were a few hiccups that had to be worked out after go live.</p> <p>Testers did not take full advantage of the availability of the technical team members. Project delayed due to faulty software from vendor.</p> <p>The subject area teams were slow to engage and limited commitment. They waited to be told what to do instead of trying to identify how the changes might impact their operational activities.</p> <p>Project had to be postponed due to vendor bugs.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			2.6	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			2.7	
14. Customer participation in testing was adequate.			2.3	
15. There was good communication within the Project Team.			2.4	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			2.8	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			2.8	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>Again testing participation was low but I believe that was due to the users not understanding the importance of testing nor were there clear defined/documented items to test.</p> <p>Who are the customers on a software upgrade project? Within the project team not everyone was collaborative and proactive--due to DS vs AITS attitudes on the part of some traditional AITS staff. AITS management did not always nip "us vs them" attitudes in the bud. Testing of other projects seemed to take priority over BO testing.</p> <p>As stated before, outside of the technical implementation team there was limited engagement. The subject area teams waited to be told what to do and didn't strive to actively engage in the project.</p>			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			2.7	
19. I am satisfied with the project kick-off & status meetings I attended.			2.7	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			2.7	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			2.6	
22. Time allocated to review project deliverables was sufficient.			3.1	
23. Project issues were well communicated & effectively managed throughout the project.			2.6	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>I have heard some team members complain about project communications. The team used the sharepoint site to document issues and their resolutions like other AITS projects. However, some team members appear to hold this project team to a higher standard and expected hand fed communications. Again, a double standard.</p>			

Lessons Learned				
<p>Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects.</p> <p>This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .</p>	<p>The project meetings did not have agenda's and follow-up notes. The issues list was not reviewed in every meeting. All members of the project team were not invited to the post project meetings. It would be very helpful for the entire project team if they knew the issues and how they were being resolved. The pieces of all the weekend events would have been more coordinated if Deployment would have run the event. BO was coming up as Banner was going down which prevents complete PRT when pieces of the system are missing. The Rollout plan was not complete. There should have been the equivalent of the Thursday Roll-Out meeting with detailed review of the Roll-Out Plan. PRT activities were confusing because people were dropped off e-mail chains and multiple chains were going around so communication with impacted parties was sporadic. There was not enough detail in the PRT e-mails about what had been successful prior to the full PRT on Sunday morning. PRT activities should include more complete testing of file transfers, batch jobs, online reports, and new infrastructure (new servers).</p> <p>No AITS manager should tolerate "us v. them" attitudes. Hey, central test planning would be a great idea--why don't we do it?</p> <p>This project had a strong AITS versus DS theme that was counter-productive to the project. Business Objects was viewed as just a reporting system and teams that would be impacted failed to be thorough in their analysis. Many teams that should have been actively engaged were instead passive and did not recognize how pervasive the effects of the upgrade might reach.</p>			

**Project Team and Stakeholder Satisfaction Survey
ITPC-0364 Cold Fusion 9 upgrade**



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

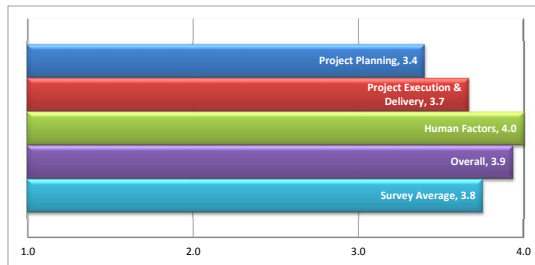
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.				

Project Team and Stakeholder Satisfaction Survey
ITPC-0371 Analysis to Extract and Load of Applicant and PRMS Data to EDW



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

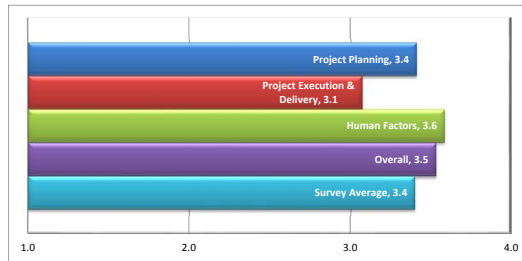
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.				

Project Team and Stakeholder Satisfaction Survey
[ITPC-0373 - New Hire Redesign Analysis]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I am not sure what "test plan" is referring to. I do not remember this being a part of project discussions.			

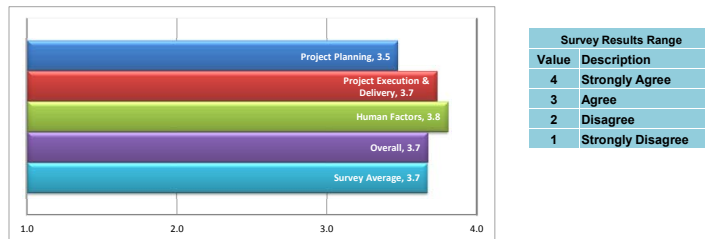
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	1) We were given a VERY short turnaround time which we unfortunately did go over. But, I do believe we designed an application that will streamline the new hire process. I don't believe the "product" is at the testing point quite yet and certainly, as far as I know, is NOT ready for production release. 2) The initial project schedule was very aggressive and hard to keep up with. I am not sure any testing has yet been done. 3) I have not seen the end product, if it's actually even available to see yet.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I am not aware of any testing at this point in time.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	At times, agendas were received without sufficient review time prior to the meeting.			

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	The timeframe we were given was too short and we ran over. We had a lot of participation from committee members from all 3 campuses. UIUC committee members also received feedback from a select group of campus end users who viewed mock ups multiple times as we moved through the project. Breaking the project into sections and thoroughly working through each section as we went was quite helpful because we weren't constantly going back and changing things.

Project Team and Stakeholder Satisfaction Survey
ITPC-0385 Ethics Training Transition Short Term Solutions



Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				3.5
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				3.8
3. Requirements were gathered to sufficient detail.				3.7
4. Requirements were documented clearly.				3.5
5. Test Plan was adequate, understandable, and well-documented.				3.2
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	<p>We didn't create a test plan.</p> <p>Project requirements were not documented before the development started. There was no written test plan.</p> <p>Very tough to plan this project since we really only had an end date and the goal of transition the system. Everything else had to be figured out on the fly. A great job of organizing and putting structure into a difficult project.</p>			

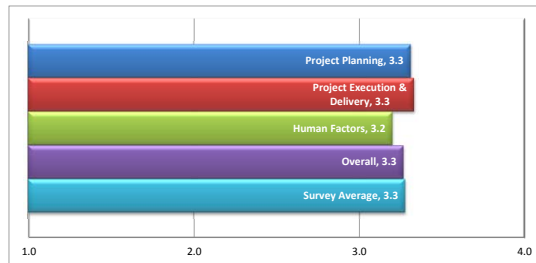
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				3.7
8. Changes in direction that did occur were of manageable frequency and magnitude.				3.8
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				3.7
10. The end product of the project underwent an appropriate amount of testing prior to production release.				3.8
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				3.5
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Great involvement with the customer			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				3.8
14. Customer participation in testing was adequate.				3.7
15. There was good communication within the Project Team.				3.8
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				4.0
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				3.7
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Expectations could have been better communicated if there was a written set of project specifications.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				3.8
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				3.7
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				3.7
22. Time allocated to review project deliverables was sufficient.				3.7
23. Project issues were well communicated & effectively managed throughout the project.				3.5
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	<p>It was a challenge to take over a P&B application with little documentation and hard-coded passwords, dates, etc. on a different platform.</p> <p>The project was extremely efficient and effective. The communication aspect was key and the team was both responsive and thorough. I have nothing but positive remarks regarding this process.</p>

Project Team and Stakeholder Satisfaction Survey ITPC-0392 Course Section Capacity Analysis



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

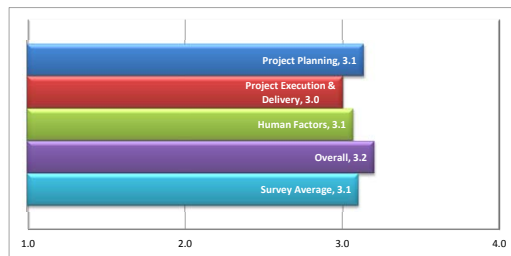
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Would like to have had more customer participation during testing. It was adequate.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.				

Project Team and Stakeholder Satisfaction Survey
[ITPC-0410 Service Desk Manager 12.6 Upgrade]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning			3.1	
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			3.0	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.3	
3. Requirements were gathered to sufficient detail.			3.3	
4. Requirements were documented clearly.			3.0	
5. Test Plan was adequate, understandable, and well-documented.			3.0	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

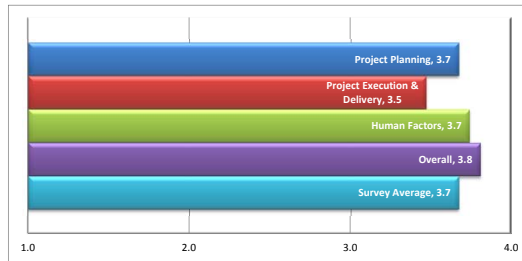
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery			3.0	
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			2.3	
8. Changes in direction that did occur were of manageable frequency and magnitude.			3.0	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			3.0	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			3.3	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			3.3	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	The project had to be moved back due to scheduling conflicts with another higher priority event (Solaris/Linux maintenance) which was moved from it's original date due to problems with the server patches. The project was aligned with the SDM upgrade that was regularly pushed back until January, therefore the project schedule was greatly affected.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			3.1	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			3.0	
14. Customer participation in testing was adequate.			2.7	
15. There was good communication within the Project Team.			3.3	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			3.3	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			3.0	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	As project manager I felt we could have done a better job of increasing stakeholder participation in testing. My suggestion would be to schedule working testing sessions.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.2	
19. I am satisfied with the project kick-off & status meetings I attended.			3.0	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			3.3	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			3.3	
22. Time allocated to review project deliverables was sufficient.			3.3	
23. Project issues were well communicated & effectively managed throughout the project.			3.0	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Details of the project were discussed in project team meetings and in the monthly Help Desk Steering Team meetings.			

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	One of the biggest challenges of this project was the fact that this project involved hardware, software and database upgrades. Performing all three at the same time was probably the right decision in terms of efficiency but it definitely posed a significant challenges in terms of managing all the steps involved. Scheduled specific working testing sessions. More demos after the project went live would have been nice. The project felt more like a "go with the flow" type of experience. Part of that experience was due to the priority level on the project in comparison to others, therefore it required a flexible scope so that team members with overlapping timelines had to accommodate. Once the project was in full gear, communication and progress was consistent.

Project Team and Stakeholder Satisfaction Survey
[ITPC-0416 Expanded ACH information for vendors]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

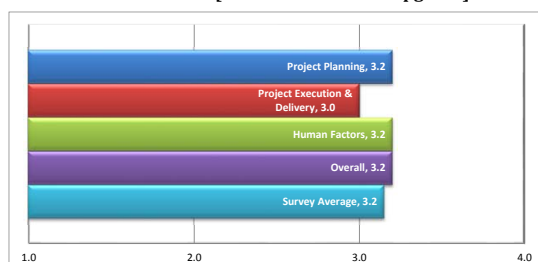
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	I believe that the structure of our project plan, and the communication between team members directly impacted the outcome of this project in a positive way. We had our share of setbacks, and issues, but there was an underlying trust between us that we would be able to deal with whatever came up. We had divided responsibilities that were clear to each team member what their role was and what they were supposed to do. In the end, everyone was on the same page, working towards a common goal. IT project work can be fun when that happens.

Project Team and Stakeholder Satisfaction Survey [ITPC-0424 Evisions Upgrade]



Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

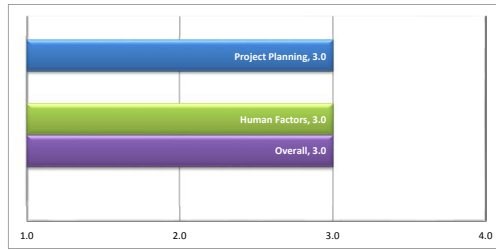
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.

Project Team and Stakeholder Satisfaction Survey
[ITPC-0431 Analysis for Response to HB 4996]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning			3.0	
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			3.0	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.0	
3. Requirements were gathered to sufficient detail.			3.0	
4. Requirements were documented clearly.			3.0	
5. Test Plan was adequate, understandable, and well-documented.			3.0	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Given that the details and information that we received about the Bill created a lot of questions that had to be answered by SURS, it challenging to ever feel very confident about the information that we needed to share with the campus, at least until close to the end. That has been frustrating, but I'm not sure that it could have been handled differently or better from the University's end.			

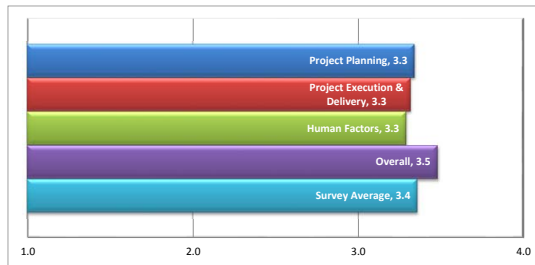
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery			#DIV/0!	
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			#DIV/0!	
8. Changes in direction that did occur were of manageable frequency and magnitude.			2.0	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			3.0	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			3.0	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			2.0	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	I don't remember what the original project schedule looked like, so choosing not to respond. The changes in direction were a challenge to manage, but again, I don't necessarily believe that to be the University's fault, but rather in issue of needing clarification from SURS, and the fact that legislation was not moving efficiently to get our proposed changes approved.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			3.0	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			3.0	
14. Customer participation in testing was adequate.			3.0	
15. There was good communication within the Project Team.			3.0	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			3.0	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			3.0	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.0	
19. I am satisfied with the project kick-off & status meetings I attended.			3.0	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			3.0	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			3.0	
22. Time allocated to review project deliverables was sufficient.			3.0	
23. Project issues were well communicated & effectively managed throughout the project.			3.0	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	As mentioned in other screens, this project has been challenging and often frustrating because of the many questions we had about implementation, much of which had to be answered by SURS, and because of the cumbersome and restrictive legislative process that failed us. I don't believe this to be a lack of effort on the University's part, but a lack of competency on the part of Illinois government. I felt the team that was assembled for this project was very knowledgeable, and worked very well together. The project work has been a good experience, so far. That said, we need to work quickly to produce a reporting tool to track and monitor annuitant earnings as of 9/1/13, and by fund type, in order to help the campuses avoid the SURS penalty. In addition, I am not sure that a final determination has been made relative to how we are going to work with other SURS employers to monitor annuitant employment. I think there is still work to be done on these issues.

Project Team and Stakeholder Satisfaction Survey
[ITPC-0437 D\$: Implement TEM into EDW]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

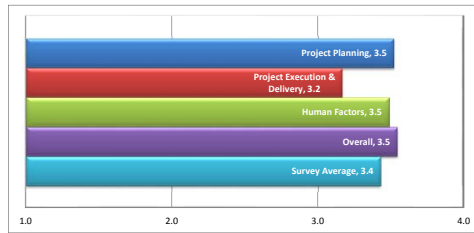
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .	Stick to the time line as close as possible and communicate regularly of the status. The end result is good, it just took much longer than it was supposed to.

Project Team and Stakeholder Satisfaction Survey
[ITPC-0440 UIUC Home Grown Admissions Application]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning			3.5	
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.			3.6	
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.			3.7	
3. Requirements were gathered to sufficient detail.			3.5	
4. Requirements were documented clearly.			3.5	
5. Test Plan was adequate, understandable, and well-documented.			3.3	
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Amanda was a very good project manager and we would love to work with her again.			

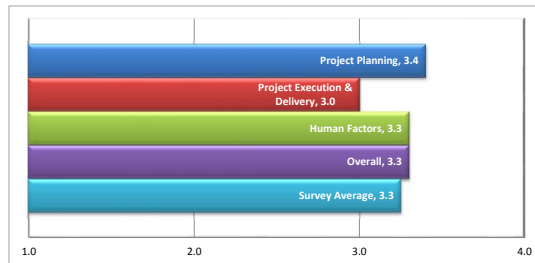
Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery			3.2	
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.			3.2	
8. Changes in direction that did occur were of manageable frequency and magnitude.			3.2	
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.			3.1	
10. The end product of the project underwent an appropriate amount of testing prior to production release.			3.2	
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.			3.2	
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	We made some schedule changes underway and AITS was accommodating and we were very happy with how the AITS team responded.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors			3.5	
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.			3.3	
14. Customer participation in testing was adequate.			3.3	
15. There was good communication within the Project Team.			3.7	
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).			3.6	
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.			3.5	
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	There were some team members, maybe to be expected, that did not have enough domain knowledge or understanding of the overall project goals to really be effective team participants, especially in the testing portions on the project. We also had some personality clashes, which again might be expected, but even with these clashes, the end result turned out very well.			

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall			3.5	
19. I am satisfied with the project kick-off & status meetings I attended.			3.7	
20. The frequency and content of information conveyed to me by the Project Manager was adequate.			3.7	
21. Project status was well communicated in sufficient detail throughout my involvement in the project.			3.5	
22. Time allocated to review project deliverables was sufficient.			3.3	
23. Project issues were well communicated & effectively managed throughout the project.			3.4	
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.	Amanda ran the project well. We do question the knowledge level, timing/urgency level, and the diplomacy skills of some of the project members. But in the end this was a successful project that OUA could not have pulled off without AITS' help.			

Lessons Learned	
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas.	<p>1) Though at times stressful and timeline short, I thought everything was managed very well. Absolutely successful. Challenging: -1- understanding exactly what AITS team members do (for example, we expected certain tasks/roadblocks to be cleared but often had to go through other AITS channels or rattle cages to get "expected" things done. I think this was part learning curve for us and part lack of same-page-same-team for AITS -2- our relatively novice skills and informal development style paired with enterprise sized processes and perhaps(?) AITS lack of experience with homegrown "cowboy" apps. Improving: -- perhaps better communications would help with #1. In retrospect, we should have included/emailed Amanda more often so she could see where the wires were crossing. Amanda's facilitation, knowledge and mediation was one of the success factors. Again, overall I thought things went very well. AITS was particularly gracious with shifting deadlines and responding to our urgent requests well past go-live.</p> <p>2) Experience and domain knowledge matters. Maybe obvious, but still a factor. Personal clashes are a part of any major project, but it must be dealt with and we need to remind ourselves that each team member must be treated with respect, because we are all working towards a common goal, even if it doesn't always feel like it.</p> <p>3) Very satisfied with project management as well as all other AITS staff who were involved in making this project successful.</p>

Project Team and Stakeholder Satisfaction Survey
[ITPC-0451 Phase I Implementation of System Support for Public Act 97-0968-SURS]



Survey Results Range	
Value	Description
4	Strongly Agree
3	Agree
2	Disagree
1	Strongly Disagree

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Planning				
1. Project Plan and Schedule were well-documented, with appropriate structure and detail.				
2. Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process.				
3. Requirements were gathered to sufficient detail.				
4. Requirements were documented clearly.				
5. Test Plan was adequate, understandable, and well-documented.				
6. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Project Execution & Delivery				
7. The initial Project Schedule, as documented in the Project Plan closely matches the actual schedule.				
8. Changes in direction that did occur were of manageable frequency and magnitude.				
9. The interaction between project team members and customer units was adequate and timely during analysis, construction and testing.				
10. The end product of the project underwent an appropriate amount of testing prior to production release.				
11. The end product of the project closely matches what was defined within the Project Charter and functional design specifications.				
12. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Human Factors				
13. The Project Team was properly organized, staffed and understood the expectations of their specific roles and responsibilities.				
14. Customer participation in testing was adequate.				
15. There was good communication within the Project Team.				
16. My expectations were met regarding the extent of my involvement in the project (effort, time commitments, etc.).				
17. Management within sponsoring offices gave this project adequate attention and time and stakeholders were effectively involved in the project.				
18. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Question	1 - Strongly Disagree	2 - Disagree	3 - Agree	4 - Strongly Agree
Overall				
19. I am satisfied with the project kick-off & status meetings I attended.				
20. The frequency and content of information conveyed to me by the Project Manager was adequate.				
21. Project status was well communicated in sufficient detail throughout my involvement in the project.				
22. Time allocated to review project deliverables was sufficient.				
23. Project issues were well communicated & effectively managed throughout the project.				
24. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.				

Lessons Learned				
Please provide feedback on the execution of the project so that lessons learned can be identified and applied to future projects. This can be any item that was a challenge and could be done better in the future, a change that would make the process more efficient, identifying something that was done well that should be applied to other areas. .				