The AITS PMO seeks feedback to ensure the project execution process is effective. We strive to provide the highest level of service possible and continuous improvement will help us meet that goal. Post Implementation Surveys are to be completed by customer project leadership six months after project implementation and will aid us in improving our project execution processes.

### Overall Survey Average

<table>
<thead>
<tr>
<th>Survey Results Range</th>
<th>1.0</th>
<th>2.0</th>
<th>3.0</th>
<th>4.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Description</td>
<td>Strongly Disagree</td>
<td>Disagree</td>
<td>Agree</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>FY11</td>
<td>3.7</td>
<td>3.3</td>
<td>3.6</td>
<td>3.5</td>
</tr>
<tr>
<td>FY12</td>
<td>3.5</td>
<td>3.6</td>
<td>3.9</td>
<td>3.8</td>
</tr>
<tr>
<td>FY13</td>
<td>3.3</td>
<td>3.7</td>
<td>3.1</td>
<td>3.3</td>
</tr>
<tr>
<td>FY14</td>
<td>3.7</td>
<td>3.6</td>
<td>3.5</td>
<td>3.6</td>
</tr>
</tbody>
</table>

### Project Objectives

- Objectives met
- Project successful
- Unit prepared to receive deliverables

<table>
<thead>
<tr>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5</td>
<td>3.7</td>
<td>3.5</td>
<td>3.9</td>
</tr>
</tbody>
</table>

### Training and Support

- Useful & timely
- Effective implementation support

<table>
<thead>
<tr>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.4</td>
<td>3.6</td>
<td>3.1</td>
<td>3.5</td>
</tr>
</tbody>
</table>

### Project Implementation

- Preparation of customer for ongoing responsibilities
- Smooth transition of support
- Customers satisfied with product/service

<table>
<thead>
<tr>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5</td>
<td>3.8</td>
<td>3.3</td>
<td>3.7</td>
</tr>
</tbody>
</table>

### Project Benefits

- Unit is realizing benefits
- Minimal level of maintenance since implementation

<table>
<thead>
<tr>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5</td>
<td>3.6</td>
<td>3.4</td>
<td>3.6</td>
</tr>
</tbody>
</table>
### Project Post Implementation Surveys
#### FY14 Survey Results

#### Project Objectives

1. Project Objectives, as defined in the Project Charter, were successfully met. **Score: 3.9**
2. The project was a success. **Score: 4.0**
3. The customer unit was well prepared to receive project deliverables. **Score: 3.9**
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.

#### Training & Support

5. The content of the training received in preparation for the use of the product/service was useful and timely. **Score: 3.5**
6. The support received during implementation of the product/service was effective. **Score: 3.4**
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.

#### 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. **Score: 3.7**
9. The transition of support from the project team to the customer office was smooth. **Score: 3.8**
10. Customers are satisfied with the product/service. **Score: 3.8**
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.

#### Benefits

12. The unit is realizing the anticipated benefits of the project. **Score: 3.6**
13. The level of maintenance required since the implementation of the project has been minimal. **Score: 3.8**
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.
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.

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.

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.

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.

15. Please provide any other information you feel we should know about.
Project Objectives

1. Project Objectives, as defined in the Project Charter, were successfully met. 3.7
2. The project was a success. 3.6
3. The customer unit was well prepared to receive project deliverables. 3.6
4. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.

Training & Support

5. The content of the training received in preparation for the use of the product/service was useful and timely. 3.6
6. The support received during implementation of the product/service was effective. 3.4
7. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.

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. 3.7
9. The transition of support from the project team to the customer office was smooth. 3.8
10. Customers are satisfied with the product/service. 3.8
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.

Benefits

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. 3.6
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 Objectives

1. Project Objectives, as defined in the Project Charter, were successfully met. 
   - **Score**: 3.5
2. The project was a success. 
   - **Score**: 3.5
3. The customer unit was well prepared to receive project deliverables. 
   - **Score**: 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.

### Training & Support

5. The content of the training received in preparation for the use of the product/service was useful and timely. 
   - **Score**: 3.4
6. The support received during implementation of the product/service was effective. 
   - **Score**: 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.

### Product Implementation

8. The project team did well in planning & preparing the customer office for its ongoing responsibilities for the project. 
   - **Score**: 3.7
9. The transition of support from the project team to the customer office was smooth. 
   - **Score**: 3.4
10. Customers are satisfied with the product/service. 
    - **Score**: 3.2
11. Please provide an explanation for items which receive a score of Disagree, Strongly Disagree, or if you want to provide additional information.

### Benefits

12. The unit is realizing the anticipated benefits of the project. 
    - **Score**: 3.5
13. The level of maintenance required since the implementation of the project has been minimal. 
    - **Score**: 3.4
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.