Information Technology Services

Last updated 19-Jan-23

**IT Project Closure Report**

<**Project Name**>

(as recorded in ProTRAC)

##

|  |
| --- |
| Summary |
| Closure report prepared by |  |
| Organisational Unit Submitting |  |
| PAB submission date |  |

## Revision History (delete table prior to submission)

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Revision Date** | **Summary of Changes** | **Amended By** |
| V1.0 |  | Initial draft |  |
| V2.0 | 16 Apr 19 | Complete Rewrite & Alignment with PGO | Ian Biggs |
| V2.1 | 26 Aug 19 | Inclusion of Change Management | Ian Biggs |
| V2.2 | 26 Feb 20 | Re-order; business as usual, Benefits and budget information. Align with UQ brand.  | Elizabeth Wardrop |
| V2.3 | 20 Nov 2020 | Change to budget, benefits, introduction | Elizabeth Wardrop |
| V2.4 | 28 Nov 2022 | Full review and update | Elizabeth Wardrop |

# **Document Owners**

This document requires the following owners to be accountable for its contents.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Role** | **Description** | **Name** | **Position** | **Date accepted** |
| **Project Sponsor** | Oversees project delivery and benefits realisation |  |  |  |
| **Project Owner** | Accountable for delivering the project and benefits |  |  |  |
| **Business Owner** | Owns the benefits |  |  |  |
| **Program/ Project Manager** | Responsible for delivering the project |  |  |  |
| **Service Owner** | Creates the application roadmap to ensure benefits are realised |  |  |  |

# **Distribution**

|  |  |  |
| --- | --- | --- |
| **Name** | **Chairperson** | **Date of issue** |
| Steering Committee |  |  |
| Working Group (or other) |  |  |

# **Project Performance**

|  |  |
| --- | --- |
|  |  |
| Reason for Project Closure | Choose an item. |
| Project approval date (from ProTRAC record): | Click or tap to enter a date. |
| Original Finish date (from ProTRAC record) | Click or tap to enter a date. |
| Actual project end-date | Click or tap to enter a date. |

Please provide details around any variance between original and actual project finish date:

# **Project Objectives:**

Were the objectives of the project achieved as described in the original business case/ project proposal?

|  |  |  |
| --- | --- | --- |
| ***Objective*** | ***Commentary*** | ***Status*** |
|  |  | Choose an item. |
|  |  | Choose an item. |
|  |  | Choose an item. |
|  |  | Choose an item. |

# **Benefit Realisation Assessment**

Please provide an update on project benefits realisation according to benefits provided in the original business case.

|  |  |
| --- | --- |
| *Benefit description* | *Status* |
|  | Choose an item |
|  | Choose an item. |
|  | Choose an item. |
|  | Choose an item. |

If planned benefits were changed during the project, please provide details:

Were any additional benefits identified/realised?

Were any disbenefits identified/realised?

**If this project is reporting on benefits in ProTRAC, please include an export of the current benefits report as an appendix. This should apply to all Capital projects.**

# **Business as Usual Operations**

|  |  |
| --- | --- |
| ***System/Service Information*** |  ***Detail*** |
| Service Name  |  |
| Service Description (key functions) |   |
| Release Date (go live) |   |
| Date CAB approval (if applicable) |  |
| Service Owner  |  |
| Current end-users (who, how many) |  |

If the project delivered a new production solution/service, please provide details below: n/a [ ]

Has the solution been added to Service View? Yes [ ]  No [ ]

# **Lessons Learned and Recommendations**

[ ]  (ITS staff/contractors only) Lessons Learned have been added to the [register on confluence](https://confluence.its.uq.edu.au/confluence/display/governance/IT%2BProjects%2BLessons%2BLearned%2Bregister)

|  |  |
| --- | --- |
| *Lessons Learned* | *How to Apply* |
|  |  |
|  |  |

# **Outstanding Action Items/Risks**

|  |  |  |  |
| --- | --- | --- | --- |
| *Outstanding items* | *Responsible person/role/Org* | *Handover in progress* | *Estimated completion* |
|  |  | Yes/no |  |
|  |  | Yes/no |  |

Please provide any further details on outstanding actions and risks:

# **Project Closure checklist**

[ ]  Project information/documentation has been handed over to the appropriate operational and support teams, including ITS Service Desk and/or Library AskIT.

[ ]  Service and Business Owners have viewed and approved a documented support and maintenance model for the solution/service.

[ ]  Where applicable, training materials have been delivered as planned, and guides and manuals are available to stakeholders.

[ ]  Any systems/IT tools and/or project collaboration tools and content used throughout the project have been decommissioned or archived as necessary.

[ ]  All upstream and downstream system owners have been advised to cease any integrations or data exports/imports which are no longer required.

[ ]  All contracts in place for the duration of the project have been closed, or where the contract continues after the project closure, ongoing contract management has been formally handed over to an appropriate operational staff member, and ICT procurement is updated.

[ ]  Systems identified for decommission in the Business Case have been decommissioned, are scheduled for decommission, or decommissioning is currently underway (please provide details):

[ ]  Ongoing licensing and vendor service costs have been planned for and included in an approved cost centre.

# **Project Budget Closure**

Please meet with or confirm with your management accountant when completing these details.

|  |  |
| --- | --- |
| *Item* |  |
| Current approved whole of life budget: |  |
| Total whole of life actuals: |  |
| Year to date actuals: |  |
| All financial and budget issues have been resolved or actioned for this project | Yes/ No |
| Summarise any outstanding project budget issues and how they will be resolved: |  |
| Project Online number (i.e. PROJ\_VRT\_00119): |  |
| Project Unifi number: |  |

# **Ongoing Operational Costs**

[ ]  There are no ongoing costs associated to this project

Please provide details regarding **new** ongoing costs incurred as a result of this project, and whether these have been approved by the budget holder, and/or included into an appropriate operational budget.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Item* | 2023 | 2024 | 2025 | 2026 | Cost owner |
| Licensing costs | i.e., $60k, included in ITS licensing budget  | i.e., $60k, included in ITS licensing budget | i.e., $60k, included in ITS licensing budget | i.e., $60k, included in ITS licensing budget | i.e., ITS licensing |
| Vendor service costs: |  |  |  |  |  |
| Vendor Training (end-user and system administration) |  |  |  |  |  |
| UQ contract or FTE support staff |  |  |  |  |  |
| Other costs (pls detail) |  |  |  |  |  |

# **Approvals**

This document requires the following approvals.

|  |  |  |  |
| --- | --- | --- | --- |
| ***Name*** | ***Title*** | ***Signature*** | ***Date Approved*** |
| Project Sponsor |  |  | Click or tap to enter a date. |
| Project SupplierITS Deputy Director, Director, or CIO. |  |  | Click or tap to enter a date. |

# **Appendix**

Please attach project benefits report for capital projects, and any other relevant details.