# Lessons Learned Report

## Project 240 - Campus Calendar Improvements

### Version of TAC 216 Companion Guide: 2016

### Project Start: January 27, 2017

### Projected End: September 11, 2017

Acceptance of lessons learned indicates an understanding of what went well and what could be done differently on the next project. By signing these Lessons Learned, you commit that the organization will use these lessons as inputs to future projects.

| **Approver Name** | **Approver Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
|  | Master Calendar Administrator |  |  |
|  | Student Activities Calendar |  |  |
|  | Academic Scheduling |  |  |
|  | Director of Applications |  |  |
|  | Presidents Event Manager |  |  |
|  | EMS Administrator (Sponsor) |  |  |
|  | Academic Calendar |  |  |
|  | Project Manager |  |  |

#### Section 1: Stakeholder Satisfaction Survey

##### Stakeholder / End User Survey Feedback

Survey in progress.

#### Section 2: Lessons Learned

##### Sponsor Satisfaction

* Somewhat satisfied.

##### Sponsor Lessons Learned

* Increase interaction with the project team and stakeholders.

##### Project Manager Lessons Learned

* A dedicated PM should have been assigned from the beginning to end.

##### Project Team Lessons Learned

* Names not listed in this example.

| Area | Things That Went Well | Things To Do Differently |
| --- | --- | --- |
| Communication and Marketing Department | * The creation of the connectors went well and creation of calendars. * Set up of RSS Feed and moving calendar over to the template also went good. * Transition from Test to Prod. * Creation of EMS Policy page. * Creation of training. |  |
| Auxiliary Services | * Creation of additional fields in web app, descriptions, etc. | * Many past events had to be manually done (This due to lack of documentation and not having a dedicated project manager) |
| Event Management | * Everything went well. * Collaboration with the project team was successful when coming up with various calendars. | * Many past events had to be manually done (This due to lack of documentation and not having a dedicated project manager) * Should have brought in Academic Affairs at the very beginning stage. * Need to have a better clarity of roles. |
| Student Activities | * Everything went well. * Created more role based positions in EMS. * More admins have roles within the calendar and this takes the loads of just a few people that had access before. | * Browser issues such as internet explorer but this is due to version required with Banner. * Many past events had to be manually done (This due to lack of documentation and not having a dedicated project manager) * Should include UPD in the next phase (they were not included in Phase I). * SSC should be included * MARCOM representative should be included. |
| Registrars | * Academic Calendar feeding from banner went well. | * Access to test was giving problems and had to work directly in PROD without testing. |
| Application Services in ITS | * All the technical aspects went very smoothly. | * Lack of staffing, campus relocation, and no dedicated project manager. |

##### Other Lessons Learned

Nothing to add.