



IT Department

Project Impact Report

Document Control Information

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Changes to this document are summarized in the following table in reverse chronological order (the latest version first).

Version Number	Date	Created by	Short Description of Changes



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About the Project Impact Report

The purpose of this report is to summarise and document all the key elements that are found during the life of the project and/or discussed during the project-end review meeting. The report provides an overview of the project performance including the work achieved, as well as any issue addressed throughout the development of the project, it documents lessons learned, and best practices, and offers post-project recommendations.

Capturing lessons learned allows projects/project teams as well as the department as a whole to benefit from the experience acquired during the project. Capturing ideas and recommendations for post-project work related to the operations of the product/service is also invaluable for future projects.



1. PROJECT SUMMARY

1.1. Project Objectives

Describe the objectives to achieve during the project. You can reuse the input provided in the Project Charter.

<Type here>

1.2. Project Outcomes

Describe the main project outcomes achieved after the completion of the project.

<Type here>

1.2. Project Impact

Describe the impact of the project in the organisation or department, who has benefit from it and how.

<Type here>

2. PROJECT EVALUATION

2.1. Project Effectiveness

Summarise how effectively the project has contributed to meet the needs of the stakeholders.

<Type here>

2.2. Overall Project Management Evaluation

Summarise how effectively the project has been managed for cost, schedule and scope.

<Type here>

2.3. Risk Management

Summarise the effectiveness of risk management throughout the project.

<Type here>

2.4. Stakeholder Management

Summarise the effectiveness of stakeholder management throughout the project.

<Type here>



2.5. Project Communications

Summarise the effectiveness of the communication plan developed the project.

<Type here>

2.6. Issues and Conflict Resolution

Summarise the effectiveness of issue and conflict management throughout the project.

<Type here>

2.7. Deliverables Acceptance

Summarise the effectiveness of the deliverables acceptance throughout the project.

<Type here>

3. LESSONS LEARNED AND PROJECT RECOMMENDATIONS

3.1. Lessons learned and best practices

Summarise the lessons learned and any recommended best practices for the whole project. You can also suggest the next steps required to actually implement any improvement ideas. You can organise and present these in categories (e.g. technical, governance, project management, risk management, etc.).

<Type here>

3.2. Recommendations

Summarise any improvement opportunities or recommendations for post-project work related to the operations of the product/service, such as extensions, maintenance, ideas for follow-up activities and projects, etc.

<Type here>

4. TECHNICAL DELIVERY SERVICE PERFORMANCE QUALIFICATION:

4.1 Technical Delivery Service Performance Qualification

As stated in the Project charter, list which metric/s were used during the project and provide a summary of their progress to measure the final impact of the project. In case of doubt, consult the metric already provided here.

NOTE: *This section is intended only for projects under technical delivery.*



5. ADDITIONAL INFORMATION

Use this section to describe any relevant or additional information not foreseen in the template.

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