

Project Management Lifecycle Phases

Closeout

The Closeout Phase

A formal closeout process provides a mechanism for assessing the project and deriving any lessons learned and best practices.

Closeout also supports future projects.

Inputs

All project management documentation, compiled reports and communications and the ultimate products.

Activities and Outputs

The context of the Closeout is focused on the finalization of the project management aspects of the project:

- Project documentation must be completed and reconciled against the actual outcomes of the project;
- High level metrics must be gathered to conduct an assessment of the effectiveness of the project and its performance against documented goals and standards.

Activities and Outputs

1. Kick-off
2. Measure performance
3. Document lessons learned
4. Close project operations
5. Conclude project

Kick-off

Activity:

- Conduct a meeting to: Review final products and deliverables; Discuss closeout activities.

Output:

- Meeting documentation.

Measure Performance

The final results for Cost, Scope, Schedule and Quality provide the basis for measuring the project performance.

With the results of this fundamental analysis project managers can base plans for a similar project on the outcomes of this projects.

Measure Performance

Beyond the quantitative measures, it is important to evaluate how well the project delivered

Examples of questions:

- Did the project deliver what the customers defined at the outset?
- Does the project product support improvements to our business, processes, technology, service delivery or personnel?
- Were risks and issues effectively addressed and resolved?

Measure Performance

Activity:

- Assess project performance against goals, baseline plans, customers expectations and requirements.

Output:

- Document performance analysis

Document lessons learned

The purpose is to assess project and derive any lessons learned and best practice to be applied to future projects.

Information may be gathered via surveys distributed to the various stakeholders groups, interviews of project participants and team members or in facilitated session with a representation of all stakeholders.

Document lessons learned

Key stakeholders and team members will meet to summarize information and identify and agree on the lessons learned.

In a Report information from various sources is distilled and organized.

Document lessons learned

Activity:

- Survey participants and stakeholders regarding performance on all aspects of the project
- Conduct lessons learned session
- Compile post-implementation report

Output:

- Project lessons learned
- Post-implementation report

Close project operations

Activity:

- Perform administrative resources
- Reassign resources

Conclude Project

Archiving the project information will provide a mechanism to ensure that the information, best practices and lessons learned will be available for future projects.

Activity:

- Complete Project Repository