

DG [Name]

Unit [Name]

Project-End Report

**<Project Name>**

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# Introduction

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 goal is to capture the overall stakeholder satisfaction, perform an overall evaluation of the project experience, and document lessons learned, best practices and offer post project recommendations.

Capturing lessons learned allows projects/project teams as well as the permanent organisation 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.

*<Summarise the effectiveness of the various project dimensions and project activities in each section below. Delete those sections that are not relevant to your project-end report or merge them as you see appropriate. At the end, summarise the over lessons learned for the entire project.>*

This report should address the subjects described in the following sections.

# Project Success

## Effectiveness

*<Summarise how effectively the product or service met the needs of the:*

* *Customer/Client*
* *Performing organization*
* *Requirements*
* *Business as specified in the business case document*

*Highlight specific project performance metrics.*

*Detail the outcome as best practices and lessons learned.>*

## Project Evaluation (Cost-Schedule-Scope-Quality)

*<Summarise the effectiveness of the Management of the core project dimensions of (Cost, Schedule, Scope and Quality) throughout the project.*

*Highlight:*

* *If the initial scope was stable and if the requirements were sufficiently managed.*
* *How project changes were managed (in conformity or not with the project change management plan)*
* *Significance of approved scope changes compared to the original project scope*

*Compare the baseline versions of the project schedule and budget (planning) to the final versions (execution). Describe, evaluate and explain discrepancies. Were the initial estimates accurate?*

*Summarise compliance to the defined quality standards for project deliverables.*

*Identify and discuss specific issues related to the management of cost, schedule, scope and quality of the project.*

*Detail the outcome as best practices and lessons learned.>*

# Project Management Evaluation

## Overall

*<Present the overall effectiveness of the project management for this project.*

* *Which aspects of the overall project management could have been done better?*
* *Was the level of tailoring and customization of the PM2 Methodology, the implementation of the processes and the use of aftereffects effective?*

*More specifically, you can use the sections below to discuss some of the most important project management aspects. Delete or merge any of the sections below as per your needs.>*

## Risk Management

* <Summarize the effectiveness of risk management throughout the project, including the handling of risks related to sustainability, Data Protection and IT Security when relevant.

*Highlight:*

* *Significant risks that were identified and occurred*
* *Significant risks that occurred but were not identified*
* *Effectiveness of the selected strategies and action plans for the risks that occurred*

*Identify and discuss specific issues.*

*Detail the outcome as best practices and lessons learned.>*

## Stakeholder Management

*<Summarize the effectiveness of stakeholder management in the project*

*Highlight:*

* *Key stakeholders that weren't identified at project start*
* *Stakeholder management activities that were particularly effective*
* *Stakeholder management activities that could have been done better or should be avoided*

*Identify and discuss specific issues.*

*Detail the outcome as best practices and lessons learned.>*

## Project Communications

*<Summarise the effectiveness of the communication plan developed for the project*

*Highlight:*

* *Communication activities that were particularly effective*
* *Communication activities that could have been done better or should be avoided*

*Identify and discuss specific issues.*

*Detail the outcome as best practices and lessons learned.>*

## Issues and Conflict Resolution

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

*Highlight:*

* *Significant issues and conflicts*
* *Effectiveness of the issues management process for those issues*
* *Effectiveness of the resolution of any conflicts*

*Were issues resolved before change control was needed?*

*Detail the outcome as best practices and lessons learned.>*

## Deliverables Acceptance

*<Summarise the effectiveness of the deliverable’s acceptance throughout the project, including specific consideration to the following aspects:*

* + *If deliverables involved personal data or critical systems, reflect on how the project team ensured that acceptance validated compliance with IT security and data protection requirements.*
  + *Confirm final acceptance includes verification of sustainability objectives or user experience quality, if part of project goals.*

*Highlight:*

* *Significant deliverables*
* *Effectiveness of the acceptance plan for those deliverables*

*Identify and discuss specific issues*

*Detail the outcome as best practices and lessons learned.>*

# Project Transition

*<Summarise the effectiveness of the project transition, including the activities planned and executed for relevant objectives related to Sustainability, Data Protection, IT Security, UX*

*Highlight:*

* *Significant milestones of transition*
* *Effectiveness of the activities planned and executed for those milestones*

*Identify and discuss specific issues.*

*Detail the outcome as best practices and lessons learned.>*

# Business Implementation

*<Summarise the effectiveness of the Business Implementation throughout the project.*

*Highlight:*

* *Significant organisational change management impacts*
* *Effectiveness of the business implementation activities planned and executed for those impacts, including, if relevant, those related to Sustainability, Data Protection, IT Security, UX:*

*Identify and discuss specific issues.*

*Detail the outcome as best practices and lessons learned.>*

# Governance and Team Evaluation

## Performance of the Participating Organisation

*<Summarise the effectiveness of the participating organisation within the context of this project.*

*Highlight:*

* *Significant responsibilities of the participating organisation*
* *Effectiveness of the participating organisation in accomplishing their responsibilities*
* *The achievement of the solution validation activities by the stakeholders: the delivered solution meets the sustainability objectives, is also accessible, user-friendly, and aligned with user needs.*

*Identify and discuss specific issues.*

*Detail the outcome as best practices and lessons learned.>*

## Performance of the Project Core Team

*<Summarise the effectiveness of the project core team within the context of this project.*

*Highlight:*

* *Significant responsibilities of the project core team*
* *Effectiveness of the project core team in accomplishing their responsibilities*

*Identify and discuss specific issues.*

*Detail the outcome as best practices and lessons learned.>*

# Lessons Learned and Best Practices

*<Summarise the lessons learned and any recommended best practices for the whole project. You can also suggest next steps required to implement any improvement ideas.*

*You can organise and present these in categories (e.g. technical, governance, project management, risk management, sustainability, Data Protection, IT Security, Data Protection etc.>*

# Post Project 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 projects, etc.*

*Highlight:*

* *Suggestions for follow up activities, such as sustainability, Data Protection and IT Security.*
* *Suggestions for follow-up projects.*
* *Suggestions for follow-up activities related specifically to business implementation and organisational change, and in verifying that the intended benefits will be realised.>*

# Appendix 1: References and Related Documents

<Use this section to reference (or append if needed in a separate annex) any relevant or additional information. Specify each reference or related document by title, version (if applicable), date, and source (e.g. the location of the document or the publishing organisation).>

|  |  |  |
| --- | --- | --- |
| **ID** | **Reference or Related Document** | **Source or Link/Location** |
| 1 | *<Example of a related document>*  *<04.Project\_Handbook.XYZ.11-11-2013.V.1.0.docx>* | *<Example of a location>*  *< U:\METHODS\PM²@EC\Documents\>* |
| 2 | Project folder | *<Insert project folder location.>* |
| 3 | *<Example of a reference>*  *<"The Communication on Risk Management, SEC (2005)1327">* | *<Example of a source>*  *<20/10/2005, European Commission>* |