**Post-Implementation Review (PIR)**

The purpose of conducting a post-implementation review is to evaluate whether the project objectives proposed were met. It is also to determine how effective the project was run, document lessons learned and review financial expenditures and benefit. Many times after the project is completed the team will move onto something else and not assess whether the project achieved what it is meant to do. Another benefit performing a PIR may be to check and see if additional improvements will provide even greater benefit. Whatever the reason post-implementation review should be considered a must for this century of IT professionals. Below are just some of ideas to include in any project post-implementation review.

* Conduct a gap analysis to evaluate results to see how close the project matches the original objectives. Close gaps if there are any.
* Determine if project goals were achieved. Is what was delivered working according to the specs in the plan?
* Is the support sufficient for adequate response time and resolution?
* Gauge the project plan by the measure of quality, schedule and budget.
* Are the end users satisfied and if not how will this be addressed?
* Determine the project’s final costs? Was it under or over budget?
* Have the costs been reviewed for continued support and training?
* Do the benefits achieve what the end users have asked for?
* Can additional and continued training provide more user involvement?
* What lessons were learned went well and went wrong?
* Were project deliverables timely, if not what can be changed in the future?
* How were costs tracked and assessed?
* What lessons have been learned that can be implemented for the future?
* Present final detailed recommendations to the stakeholders and project leaders. Ensure input from the project team is evaluated and inclusive.