

## Process Overview: Closing

This Process concludes all project activities. The process is finalized when the project is formally approved by the project sponsor

This process is performed primarily by the Project Manager who administratively closes the project and turns the service or product to a support group or designated operations team

### Closing Inputs and Outputs

<p><b><u>Entry Criteria:</u></b></p> <ul style="list-style-type: none"> <li>• Implementation complete and successful</li> </ul>	<p><b><u>Inputs:</u></b></p> <ul style="list-style-type: none"> <li>• Training Doc (if applicable)</li> <li>• Users /Stakeholders Communication</li> <li>• Project Plan</li> <li>• Procurement plan (If applicable)</li> <li>• Charter</li> <li>• Business Case</li> <li>• Financial Doc</li> <li>• Risk /Issue Logs</li> <li>• RACI</li> </ul>	<p><b><u>Participants:</u></b></p> <ul style="list-style-type: none"> <li>• Project Manager</li> <li>• BA</li> <li>• QA</li> <li>• Operations team</li> <li>• Architect</li> <li>• Subject Matter Experts</li> <li>• Sponsor Representative</li> <li>• Security (If applicable)</li> <li>• Change coordinator</li> <li>• Marketing Communication and Training (If applicable)</li> </ul>
<p><b><u>Process Steps:</u></b></p> <ol style="list-style-type: none"> <li>1. Project Manager, QA and Sponsor review the Charter</li> <li>2. Sponsor officially approves the deliverables (formal approval that acknowledges that all the deliverables are met, reviewed, and accepted)</li> <li>3. Project Manager completes transition doc to Operations team</li> <li>4. Project Manager analyzes key docs (Budget, staffing, project schedule and milestones, Risks/issues logs).</li> <li>5. Project Manager prepares and distributes survey for the project team prior to post project review (lessons learned). Results of survey to be analyzed and summarized</li> <li>6. Project Manager Conducts Post Project Review (Lessons learned) with project team, sponsor and other designated stakeholders.</li> <li>7. Project closes out financial docs</li> <li>8. Project Manager prepares a plan for reporting benefit realization</li> <li>9. Project Manager documents and archives lessons learned docs</li> <li>10. Project Manager closes project plan in MS Project Server</li> <li>11. Project Manager uploads final documents (All project files) to repository</li> </ol>		
<p><b><u>Outputs:</u></b></p> <ul style="list-style-type: none"> <li>• Transition document to Support Team</li> <li>• Official acceptance of project deliverables</li> <li>• Benefit realization measurement plan (If applicable)</li> <li>• Updated Procurement Doc (if applicable)</li> <li>• Updated Project Plan Doc</li> <li>• Updated Risks/Issue Logs Doc</li> <li>• MTP Strategy and Plan Doc</li> </ul>	<p><b><u>Exit Criteria:</u></b></p> <ul style="list-style-type: none"> <li>• Closure approval</li> <li>• Warranty Period expiration</li> </ul>	

- Training Doc
- Lessons Learned Doc