

**Shared Services Email Project Steering Committee
Meeting Minutes
June 13, 2012**

Steering Committee Attendees: Christy Ridout (CTS), Sue Langen (DSHS), Lyle Tillett (DRS), Doug Hoffer (DOC), Debbie Stewart (ECY), and Debbie Kendall (OCIO)

Other Attendees: Heidi Brownell, Project Manager (CTS), Laura Parma (CTS), Project Implementation Manager (CTS), Glenn Briskin and Porsche Everson

Agenda Item	Discussion
Lessons Learned - QA	<p>Porsche Everson conducted a lessons learned activity with the Steering Committee members to gather feedback about the project as input into lessons learned analysis. The scope of the lessons learned focused on the current project which began in Spring 2011.</p> <p>Porsche will document lessons learned and report back to the project.</p>
Next Meeting	<p>July 11, 2012 1500 Jefferson Conference Center, Room 2330</p>

** Indicates Action Items

Process Group

	Initiating	Planning	Executing	Monitoring/ Controlling	Closing
Integration (<i>of the project into state strategy and structure</i>)	1. How did the project align with state strategy and priorities?	10. How were changes in strategy or priorities factored into ongoing planning?	19. How did all parts of the organization do their part to support project delivery?	28. How were decisions made on project direction and issues?	37. How were lessons learned applied to integration as they surfaced?
Scope	2. Was there additional scope that you felt should have been included in the vision?	11. How did the architecture and design choices contribute to meeting the project requirements?	20. How did the delivery of scope meet the expectations of the business?	29. How well were changes to scope managed?	38. How did the project do at meeting all the scope requirements?
Time	3. Was the initial (re-planned) project schedule reasonable and measurable?	12. Did agencies have sufficient opportunity to provide input into scheduling?	21. How effective were the project schedule and Milestone Reports?	30. Was the schedule generally met? What would have helped?	39. How were lessons learned applied to quality and testing as they surfaced?
Cost	4. How were costs in line with the needs of the business and the other constraints?	13. How could we have better calculated cost comparisons for pre-/post-email costs?	22. Were there any cost savings identified during the project?	31. How were budget issues identified in a way that allowed effective adjustments?	40. How did the state experience economies of scale with shared services?
Quality	5. How did the organization agree to what constituted a quality outcome at project initiation?	14. Were the implementation checklists, pre-cover guides, and end user training materials high quality?	23. Did processes exist to ensure that implementations were successful?	32. How were issues with project quality identified and managed appropriately?	41. Did the Lessons Learned help team members reflect on ways to do a better job next time?
Human Resources	6. How did the organization apply the right people in the right roles at the initiation of the project?	15. Did staff have sufficient training and support to do their jobs?	24. Was staffing adequate?	33. How were staffing issues or new needs identified and addressed during the project?	42. Has the project team effectively transferred knowledge to appropriate agency staff?
Communications	7. Were the right people informed? Who else might the project included in the initiation phase?	16. What would have made a more robust communications plan?	25. How effective were the ETAG, Implementation Coordinator, and individual customer planning meetings?	34. Was the communications plan effectively executed?	43. How were lessons learned applied to communications and feedback during the project?
Risk	8. How was risk tolerance and level assessed and applied to project strategy?	17. How was risk identification and mitigation addressed in the plan?	26. When risks were encountered, did the project effectively handle them?	35. Were risks monitored appropriately?	44. How were lessons learned applied to risk management during the project?
Procurement	9. How were procurement requirements sufficiently identified?	18. Did we get the right vendors?	27. How well did the vendors provide the expected support?	36. How was vendor performance monitored?	45. Were contracts closed out when the work was complete?

Knowledge Area