Post-Implementation Review Report Outline for ECP

## Task 5.1.1 Review the feedback.

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| **Serial No.** | **Issue** |
| 1 | Users are performing transactions incorrectly in the system. |
| 2 | The preferred vendor status of wood suppliers is not displayed in the system. |
| 3 | During month end, certain transactions in the sales system take too long to execute. |
| 4 | The environmental impact field remains blank when the customer selects a product. |

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| **Serial No.** | **Issue** | **Technical or Non-technical, or Probably both** |
| 1 | Users are performing transactions incorrectly in the system | Probably both |
| 2 | The preferred vendor status of wood suppliers is not displayed in the system. | Technical |
| 3 | During month end, certain transactions in the sales system take too long to execute. | Technical |
| 4 | The environmental impact field remains blank when the customer selects a product. | Technical |

## Task 5.1.2 Identify likely reasons and resolution for the issues.

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| **Serial No.** | **Issue** | **Technical or Non-technical, or Probably both** | **Likely reasons and resolution** |
| 1 | Users are performing transactions incorrectly in the system. | Probably both | Technical: The system may not be performing as expected. Review the issues and see whether all users are facing this issue or only some. Conduct testing.  Non-technical: Users may not be trained to perform this transaction in the new system. Conduct an additional round of training. Improve the help documentation. |
| 2 | The preferred vendor status of wood suppliers is not displayed in the system. | Technical | Technical: Data might not have been migrated correctly from the previous system. There may be a bug in the app causing the field not to be displayed. Conduct testing and fix the issue. |
| 3 | During month end, certain transactions in the sales system take too long to execute. | Technical | Technical: Performance might decline when more and more data is added to the system. Check whether the performance is within the accepted level. If not, explore options such as resizing the existing solution. |
| 4 | The environmental impact field remains blank when the customer selects a product. | Technical | Technical: This might be a bug in the app. The function may not be running correctly, or the output may not be displaying. Conduct testing and fix the error. |

## Task 5.1.3 Document the lessons learned.

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| **Serial No.** | **Lessons learned** |
| 1 | The delivery date not appearing correctly for the customer is a huge issue and will significantly impact the business. We should have done thorough testing, especially for customer-facing apps. |
| 2 | The issue that the preferred vendor status not appearing might have been a miss in the design stage itself. Features in the existing systems that the customers appreciate should have been retained in the new system. |
| 3 | Some users are struggling to use the system. There should have been a provision for people to view training recordings in case they were absent during the classroom training. |