

## Lessons Learned

**Prepared by:** Lester Henry

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**Project Name:** Georgia Department of Revenue, Compliance Division

**Project Sponsor:** Henry Rutherford III

**Project Manager:** Dianna Knight

**Project Dates:** January 18, 2005 through May 3, 2005

**1. Did the project meet scope, time, and cost goals?**

The project did not meet the time and scope goals. The team ran into difficulty in planning the learning curve for the Palm Pilot SDK. We expected to learn it well enough to program successfully in that environment; however we were unsuccessful in that area. The project met cost goals. The cost of gaining the materials we needed was under \$60.00.

**2. What was the success criteria listed in the project scope statement?**

Georgia Palm Team will provide auditors with a PDA application that allows for the creation of time sheets and itineraries. The application will display a calendar itinerary to schedule appointments and audits. Additional features will allow users to enter flight, car rental, and hotel information. Then the application will take the scheduled information and create a time sheet based on the itinerary. The system will incorporate two levels of user ability: Auditor and Supervisor with the appropriate functions for both users.

**3. Reflect on whether or not you met the project success criteria.**

I believe that my team has created a successful framework on which the completed project will thrive upon in the future.

**4. In terms of managing the project, what were the main lessons your team learned?**

The greatest lesson that our team learned is the time management aspect that went along with getting many things done, and doing all we could despite the hang-ups.

**5. Describe one example of what went right on this project.**

Overall the planning and execution of most major parts of this project went right. The project manager did an excellent job of delegating tasks, sharing the workload, and the team pulled together.

**6. Describe one example of what went wrong on this project.**

What went wrong was the brick wall we faced with the programming difficulties. That affected many different areas of the project, including the completion.

**7. What will you do differently on the next project based on your experience working on this project?**

On my next project, what I'll do differently is line up and have at my disposal more than adequate resources on things that I think will be potential hang-ups. If there is a possibility of a brick-wall happening, there will be in place plans A – D.