Retrospective

What did we do well?

- System up and running in production before students returned from Winter break
- No significant budget overruns or surprises
- System working as advertised
- Survey results:
  - "The project was well run. I appreciate that Mines, (especially Katie and Silas) as good customers, took the time to talk with us and understand the needs for deploying Philo then kept track of the many members of the Mines team required to have a successful launch. I don't have any specific suggestions for improvement."
  - "The deployment process requires a lot of coordination. The fact that Silas and Katie were always easy to reach was extremely helpful."
  - "I truly appreciated hearing that you were very committed to a successful implementations, very communicative, and had a great attitude throughout the process. Thank you for doing such a great job and serving our students and staff so well!"
  - "I think the project went quite well."

What should we have done better?

- Rack specs weren't clearly defined, final product and installation were disappointing
  - Install tech from CTV was young and inexperienced, took several days longer than planned to install, Philo rep had to leave before things were actually finished
- Procurement delays in contract signing and Roku purchases added about 3 weeks to the overall timeline, significantly reducing the time available for testing
  - Can procurement offer an up-front binding estimate for contract signings?
  - All significant equipment purchases should be made as early as possible
- Receiving process was somewhat difficult to navigate when it comes to getting large equipment to a specific location on short notice
- Attribute release for Shibboleth - Registrar's office took significant time to respond
- Should have sent notifications and instructions to students sooner
• Wireless connectivity issues in Mines Park were known but not raised as an issue during planning
• Non-students have no provisioning process in IDM, solution for these users still unknown
• The Rec Center was planning a project to buy more treadmills at the same time, but had to move forward before the Philo RFP was done. These two projects probably should have been coordinated more closely
• Support structure wasn't really figured out until after the service was live, and not made clear enough to CCIT staff