TeamDynamix Implementation Project
Lessons Learned

What was good about the project?
1. Had service catalog laid out in advance
   a. Work in initial set up helped
2. Had good team of people working on the project
   a. Past experience was also helpful
3. Focus group feedback was good and very useful
4. Using the system itself to manage the project was good from a learning standpoint and keeping track of the project
5. Card Wall style plan was good for visually tracking what needed to be done

What was not so good about the project?
1. More resources were needed. The project was just an additional effort on top of current roles
2. More participation by others in CCIT would have helped
   a. Could have used formal meetings, instead of one-on-ones, to gather business processes, likes and dislikes and understand the roles involved in the group
3. Increased Sponsor involvement
   a. Helping with the Why and possibly resources
4. TDX Approach lacked overall software training for team members.
   a. TeamDynamix’s approach was module by module so there was not a good overarching framework for making decisions around configuration
5. More communication around why the project was done for CCIT/Campus
   a. Used Email, Webpage, electronic boards and “posters”
      i. Look for other channels that could be used for broader understanding.
6. Had “minimalist implementation”
   a. Given project environment, and given time, consider what more could have been done before Go-live.
7. Have consistent Parking lot for “To dos”

Suggestions for future projects
1. Take into account cultural hurdles
2. Have more resources – at least have one dedicated person to gather requirements (consultant?)
3. Focus more time on group needs (see above)
4. Plan migration of “data,” like KB articles
5. Have checklist of things to be done
6. Prod version not a good training area or testbed, have Dev and Test versions of system
7. Identify “advocates” to help acceptance
8. Have clear roles and responsibilities for all stakeholders