

MZ: EMR Implementation Standard Operating Procedure [SOP]

Site EPTS Implementation Post-Mortem Report

Description:: Post Mortem Report template to assess a specific site implementation process of OpenMRS Mozambique and document any lessons learned and recommendations for improvement.

Audience: Moz teams

Document Owner: Jan

Document started by Jan, 14 Jan 2014

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Site Name	
Implementation Start Date	
Implementation Completion Date	
Post Mortem Date	
Team Members Represented in Report	

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Instructions

Use the following report to assess a site implementation by identifying the key accomplishments, lessons learned and recommendations, on-going concerns not addressed, and overall thoughts on the implementation.

Some typical questions to answer in the assessment include the following:

- In this implementation, what did we do well? What could we have changed?
- Did the implementation meet the specified requirements and goals of the project?
- Was the site satisfied with the implementation?
- Did the implementation stay within scope?
- Were cost budgets met?
- Was the schedule met?
- Were risks identified and mitigated?
- Were problems or issues resolved timely and adequately?
- What could be done to improve the process?

Key Accomplishments

Identify any major accomplishments that should be noted for this particular implementation.

On-Going Concerns for the Site Implementation

Identify any concerns for the site implementation that have not been addressed yet, or have not been planned to be addressed.

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Lessons Learned

List the lesson learned under the corresponding column (what worked, what didn't work) and then provide a recommendation to continue the process or how to prevent or correct the issue. Describe the lesson learned item so that even a novice would understand, (i.e., Requirements were not well-defined and caused rework).

Area	What Worked Well	Recommendations for What Worked Well	What Didn't Work Well	Recommendations for What Didn't Work Well
Instructions	<i>Describe the lesson learned that worked so that a novice would understand. Add/Delete numbers as needed for each knowledge area.</i>	<i>Provide a recommendation for continued use for each lesson learned that worked well. Add/Delete numbers as needed for each knowledge area.</i>	<i>Describe the lesson learned that didn't work so that a novice would understand. Add/Delete numbers as needed for each knowledge area.</i>	<i>Provide a recommendation for improvement for each lesson learned that didn't work well. Include details such as: 1. Role/Position of who needs to make the change; 2. Include the details for required modification; 3. Describe the steps for follow through; 4. Provide a due date for the change. Add/Delete numbers as needed for each knowledge area.</i>

Date of Report: _____

Scope				
Time and Resources				
Procurement				
Cost				
Quality				
Communication				
Risk Management				

Overall Assessment

Key

Worse than Expected: It should have been done better. In comparison, it was worse than normal.

Acceptable: It went as expected and was acceptable overall. In comparison, it went as normal.

Better than Expected: It went better than was anticipated. In comparison, improvement over normal.

Criteria	Score		
Overall Implementation	Worse than Expected	Acceptable	Better than Expected
Performance against planned schedule	Worse than Expected	Acceptable	Better than Expected
Adherence to scope	Worse than Expected	Acceptable	Better than Expected
Performance against planned budget	Worse than Expected	Acceptable	Better than Expected
Project planning and management	Worse than Expected	Acceptable	Better than Expected
Resource management	Worse than Expected	Acceptable	Better than Expected
Risk Anticipation and Solution Management to Unexpected Problems	Worse than Expected	Acceptable	Better than Expected
Communication	Worse than Expected	Acceptable	Better than Expected
Team cooperation	Worse than Expected	Acceptable	Better than Expected

Other Comments

Date of Report: _____

Anything that is not addressed above that should be considered in this implementation and future implementations.