

PRINCE2® Poster Series #12

Closing a Project



by Susanne Madsen

Closing a Project

The Closing a Project process is triggered at the end of the last delivery stage. During this process the main product is delivered to the customer and all the necessary closure documents are prepared.

The Five Objectives of the Closing a Project Process

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|---|--|--|--|--|
| <p>1</p> <p>Product Acceptance
Verify that the customer has accepted the products</p> | <p>2</p> <p>Maintainability
Make sure that the users are able to support and maintain the products</p> | <p>3</p> <p>Performance review
Review the performance of the project against its baseline requirements</p> | <p>4</p> <p>Benefits review
Assess the benefits that have already been realized and plan the review of unrealized benefits</p> | <p>5</p> <p>Risk and issues review
Ensure that open risks and issues are addressed with follow-on action recommendations</p> |
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Inputs and Outputs

There are two triggers to the Closing a Project process; A natural close towards the end of the project and a premature close. [A premature close can come from the Project Board if they deem that the project is no longer worthwhile.] In both cases the Project Manager updates the Project Initiation Documentation, which includes the Project Plan and the Business Case.

Further inputs to the Closing a Project process are:

The Product Status Account

The Product Status Account provides a report on the status of all products. It is required to make sure that all products are complete and approved.

The Risk, Quality and Issue Registers

These three registers are used to check the latest situation about risks, issues and quality.

The Lessons Log

The Lessons Log is needed in order to create the Lessons Report.

The Benefits Review Plan

The Benefits Review Plan is used to check the current status of the benefits.

The outputs of the Closing a Project process are:

The End Project Report

This report contains a review of the performance of the project as well as the performance of the project team.

The Lessons Report

The Lessons Report is created using the information from the Lessons Log. This report includes lessons that can be applied to future projects.

The Follow on Action Recommendations

This document includes recommendations on any uncompleted work and open risks and issues.

The Benefits Review Plan

The Benefits Review Plan is updated with the post-project activities required to monitor the benefits that are yet to be realized.

The Configuration Item Records

are updated as the products

Roles and Responsibilities

Corporate or Programme Management

Approves the Benefits Review Plan and the Lessons Report.

The Executive

Approves the Follow-on Action Recommendations, the Acceptance Record, the End Project Report and the Draft Project Closure Notification.

The Project Manager

Creates the Follow-on Action Recommendations, the End Project Report, the Lessons Report, and the Draft Project Closure Notification. The project manager also obtains the Acceptance Records, reviews the Product Status Account, updates the Project Plan, and updates the Benefits Review Plan. Finally, the project manager closes the Issue Register, the Risk Register, the Quality Register, the daily log and the lessons log.

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