Our team lessons learned review focuses on three areas for improvement. These include the needs requirements, creating the specifications for deliverables, and the testing/implementation phase. There are common the lessons learned review identified a common theme, improved communication will result in a higher level of satisfaction for all stakeholders, project team and customers.

**Determining Need and Requirements Phase**

This year the project team had a greater role in identifying and subsequently selecting the equipment we distributed through this replacement project. This resulted in the selection of items that more closely resembled in functionality the item we replaced. We also asked for some user feedback as to the selection of the equipment. This resulted in a higher level of satisfaction from our clients. Procurement delays resulted in a condensed timeline.

**Creating Specifications for Deliverables**

We communicated the non-standard software reinstallation process to our customers at least three times prior to the equipment replacement. In addition, our techs reminded the users of the OIT policy for deployment of software that was not part of the standard image. This resulted in greater satisfaction and fewer work orders created post replacement. The information is also available on our project website. I believe OIT needs to review and reinforce the MC’s software policy, as many users that we meet do not understand this policy.

**Test and Implementation Deliverables (New Equipment)**

In this phase of the project, we found that adequate test of new images did occur prior to deployment. Each individual system is not configured precisely the same making testing and verification difficult. We found that DAT provided updated image information in a timely manner to the project implementation team; this resulted in notifying customer with an up-to-date standard software list. This also had the result of fewer clients needing modification post-installation, increasing overall customer satisfaction.

**Closing**

A higher level of communication within the cross-functional team and feedback for our clients will result in a deliverable with greater value. We will continue to refine our communication processes to achieve valuable on-time communication. We hope to include site visits in addition to the email and online communications. One outcome is a standardized user checklist that we will provide our customers prior to the item replacement. This checklist will be distributed in conjunction with the Technician scheduling the equipment replacement. Our hope is that the checklist will assist the end-user in preparation of the equipment to be replaced. Our team activities result in a high level of client satisfaction but there is always room to improve and innovate.