

Post Project Review

There is a delay in project progress as the administrators have their operational duties and they were seconded to this project on a part-time basis thus lack of time to be involved in the project. Although after selected administrator were added on full time basis, the project were completed 2 mths behind schedule.

Lesson learned: In order to complete the project on time, administrators should be seconded to the project on a full time basis much earlier on instead when the due date was about to arrive.

Software tested by administrator team which is not the final user, because the system's end user is the supervisor and agent but not administrator. As a result the software were developed not taking into account of user requirement. Thus, agents were unable to amend an order or cannot enter multiple orders.

Lesson learned: The user of the system needs to be identified and to ensure that their feedback is gather in order to ensure that the end user requirements are incorporated into the project.

The software is put into use immediately to all supervisors and agents after completion without testing. This is rather risky step as potential problems with the system may not be fully identified and rectified before the system is implemented.

Lesson learned: When implementing a new software, it should be rolled out to a selected few supervisors first for testing to identify potential issues or fault with the system before its being fully roll-out to all users.

Post-implementation review

Formal training was not provided to users and as it was claimed that its easy to use. However, user found that order is not able to amend but project team said can be found from manual, this clearly shows that the issue lies with lack of training.

Lesson learned: Proper training should be provided to the users so that the users can be more familiar with the system and also to ensure that user is able to use all the functions available within the system.

Software incompatible with one particular popular browser, making it ineffective to agents whose computers used that browser. This shows that the software were not sufficiently tested against all major browsers.

Lesson learned: The development of the software should consider all the browser and devices available to the users when developing the software to make it accessible to the users.

The user manual is not user-friendly as it is provided in softcopy & sent in a large file thus the supervisors and agents are reluctant to print it out for easy refer and some user didnt received the email possibly bcos of file size or under spam mail. Further the manual has spelling and functionality error as well which will not give confidence to the user when they refer to the manual.

Lesson learned: They should take up an alternative of uploading it in a website for the users to easily download the manual. Also, there should be a proofreading for the manual to make it easy to read and avoid spelling errors.