Project Closeout

Project Details

Project Name: Printing Project
Project Team Leads: Ryan West, Andy Jenkins
Project Manager: Nichole Singer
TeamDynamix Project Number: 241125

Project Overview (What were the goals)

Increase visibility of services and efficiency of printer purchase decision making. Advertise print services to offer reports to departments on their printers. Reduce effort required to support printers. Create a best practice for decommissioning printing devices (printers/MFDs) that contain hard disk drives or other data storage devices. Assist users in purchasing an appropriate printer for their needs.

Project Accomplishments (What was accomplished)

< Provide a brief summary of what the project accomplishments were. >

- Recommendations selected for small, medium, and large print volumes in both monochrome and color options.
- Website revamp including 8 printing help pages:
  - Need a New Printer: https://its.uiowa.edu/support/article/111866
  - Need a Print Queue: https://its.uiowa.edu/support/article/112161
  - Need a Charged Print Queue: https://its.uiowa.edu/support/article/112171
  - Need to Retire a Printing Device: https://its.uiowa.edu/support/article/112156
  - Need to Remove a Print Queue: https://its.uiowa.edu/support/article/112206
  - Need a Printing Report: https://its.uiowa.edu/support/article/112176
  - Need a Printing Audit Done: https://its.uiowa.edu/support/article/112181
  - Need a Printing Device Repaired: https://its.uiowa.edu/support/article/111951
- Decommission process noted and available for printers that may contain sensitive information
- IT Communication plan underway to advertise the printer recommendations and available resources

What Could Have Been Improved (What would you have done different)

< Provide a brief summary of the activities, procedures, and policies that could have been improved throughout the project.>

- Accelerated schedule
- Communication
- Scope - unclear

Recommendations for Further Action (What tasks are still left to do)
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< Provide a summary of recommendations for further action regarding the project (for example, additional exploration, follow-up project, revisit project in future, etc.).>

- How to communicate with UI campus community – what is our target audience and how and who to communicate with. What is the communication message?
- Holistic look at printing
  - Mandate
  - Enforcement
  - Consumables
  - Purchasing process
  - Goals – what do you want to achieve

Recommendations for Process Improvement (What can be done better on future projects)

< Provide a summary of recommendations that can be used on future projects.>

|□| Project Closeout Approval Date | MM/DD/YY |

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The Project Closeout Report is a document that officially recognizes the end of a project, identifies lessons learned, and makes recommendations for future actions and process improvements.