



# Post Implementation Review of Business Outcomes

## Secure Wireless Campus Project IT071001

Version: 1.0      Revision Date: August 06, 2007

Approval of the Project Plan indicates an understanding of the purpose and content described in this document. Approval of the Business Case constitutes approval of the business case analysis results and hereby certifies the overall accuracy, viability, and defensibility of the content and estimates. By signing this document, each individual agrees the proposed business solution has been analyzed effectively as described herein.

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## Section 1. Project Impact on Agency Objectives

### 1.1 Product and/or Service Performance

Business goals and objectives were described in the Project Charter and Project Management Plan. The following table describes the actual performance measurement results achieved for each goal and/or objective.

<b>Product and/or Service Performance Objective</b>	<b>Performance Standard</b>	<b>Actual Performance Measurement Results</b>
Deploy wireless controller infrastructure	Review of test results report (pass/fail)	Successful turnover to support
Define and test wireless LAN Roles	Review of test results report (pass/fail)	Successful turnover to support
Install power over Ethernet switches in all ACCD IDF's	Review of test results report (pass/fail)	Successful turnover to support
Identify Access point locations	Review of test results report (pass/fail)	Successful turnover to support
Install AP wiring	Review of test results report (pass/fail)	Successful turnover to support
Deploy exterior access points	Review of test results report (pass/fail)	Successful turnover to support
Install exterior access point antennas	Review of test results report (pass/fail)	Successful turnover to support

### 1.2 Goals and Objectives

Based on actual performance measurement results, the following table describes the project's impact on the ACCD's ability to meet the business goals and objectives.

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<b>Business Goal/ Objective</b>	<b>Product and/or Service Performance Objective</b>	<b>Project Impact to Business Outcome</b>
Deploy wireless controller infrastructure	Successful connection to mobile devices	Increased mobile user base now being operationally supported.
Define and test wireless LAN Roles	Successful connection to mobile devices	Increased mobile user base now being operationally supported.
Install power over Ethernet switches in all ACCD IDF's	Successful connection to mobile devices	Increased mobile user base now being operationally supported.
Identify Access point locations	Successful connection to mobile devices	Increased mobile user base now being operationally supported.
Install AP wiring	Successful connection to mobile devices	Increased mobile user base now being operationally supported.
Deploy exterior access points	Successful connection to mobile devices	Increased mobile user base now being operationally supported.
Install exterior access point antennas	Successful connection to mobile devices	Increased mobile user base now being operationally supported.

## Section 2. Quantitative and Qualitative Benefits

### 2.1 Statutory Fulfillment

For each of the factors shown below, an effort has been made to describe the project's quantitative and/or qualitative results. All of the value factors related to impacts to business outcome were not applicable.

<b>#</b>	<b>Value Factor</b>	<b>Project Impact to Business Outcome</b>
1	The project is implemented to satisfy a direct mandate or regulation (city, state, federal, national, international)	Not applicable
2	The project is implemented to satisfy a derived mandate or	Not applicable

	regulation (city, state, federal, national, international)	
3	Implementing the project improves the turnaround time for responses to mandates or regulatory requirements	Not applicable
4	The project results in ACCD compliance to mandates or regulatory requirements	Not applicable
5	The project results in ACCD avoidance of enforcement actions (e.g., penalties) based on mandates or regulatory requirements	Not applicable
6	Implementing the project achieves the desired intent or expected outcomes of the mandates or regulatory requirements	Not applicable
7	Implementing the project imposes stricter requirements, or different or additional requirements, than those required by the mandates or regulations	Not applicable

**2.2 Strategic Alignment**

For each of the factors shown below, an effort has been made to describe the project’s quantitative and/or qualitative results.

#	Value Factor	Project Impact to Business Outcome
1	The project is aligned with, and delivers business outcomes, that support ACCD goals	Yes
2	The project satisfies a strategic ACCD mission critical need, regardless if required by a mandate or regulation	Yes

3	The project results in the ability of the ACCD to better share resources with other organizations as part of a long-term strategic alignment effort	Not applicable
4	The project is aligned with the overall mission of ACCD	Yes
5	The project strategically consolidates and streamlines business practices and administrative processes	Not applicable
6	The project is aligned with the overall vision of ACCD	Yes
7	The project is aligned with the overall priorities of the ACCD	Yes

### 2.3 Agency Impact Analysis

For each of the factors shown below, an effort has been made to describe the project’s quantitative and/or qualitative results.

#	Value Factor	Project Impact to Business Outcome
1	The project results in systems which support the defined architecture/standards for ACCD	Yes
2	The project results in systems which reduce or eliminate redundant systems	This effort consolidated our system into a single access network
3	The project results in systems which enable reuse of code/components available from other organizations	Not applicable
4	The project results in systems which improve consistency between systems within ACCD through standardization	Yes

5	The project results in systems which leverage the technical capability of commercial-off-the-shelf (COTS) software packages	Yes
6	The project results in systems which provide the ability to evolve as new technologies emerge	Yes

## 2.4 Financial Analysis

For each of the factors that represent the project’s quantitative benefits (Quantitative Benefit Analysis Worksheet, Financial Analysis Worksheet) an effort has been made to identify and quantify the benefits realized to date.

#	Value Factor	Realized	Forecast
<b>Identify Cumulative Savings</b>			
1	Reduced IT and non-IT FTE costs including fringe benefits	No	No
2	Reduced IT and non-IT contractors/consultants	No	No
3	Reduced outsourced labor costs	No	No
4	Improved workflow/business processes	Yes	Yes
5	Reduced error rate	Not applicable	Not applicable

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#	Value Factor	Realized	Forecast
6	Reduced hardware maintenance/upgrade expense	No	No
7	Reduced software maintenance/upgrade expense	No	No
8	Reduced facilities rental/maintenance expense	Not applicable	Not applicable
9	Reduced equipment rental/supplies and materials expense	Not applicable	Not applicable
10	Other	Not applicable	Not applicable
<b>Identify Cost Avoidance</b>			
11	Avoid penalties	Not applicable	Not applicable
12	Avoid loss of funding	Not applicable	Not applicable
13	Improved enforcement actions	Yes	Yes
14	Asset protection	Yes	Yes
15	Other	Not applicable	Not applicable
<b>Identify Revenue Generation</b>			
16	Additional revenue generated	Yes	Yes
17	Increased interest earned	Not applicable	Not applicable
18	Other	Not applicable	Not applicable

#	Value Factor	Realized	Forecast
<b>Identify Constituent Project Benefits</b>			
19	Reduced constituent transaction costs	Yes	Yes
20	Reduced service delivery cycle time	Yes	Yes
21	Increased service availability/accessibility	Yes	Yes
22	Expansion of services	Yes	Yes
23	Reduced (paper) reporting requirements	Not applicable	Not applicable
24	Improved ability to locate regulatory requirements	Not applicable	Not applicable
25	Improved accountability/compliance	Yes	Yes
26	Greater consistency in constituent/state transactions	Yes	Yes
27	Other	Not applicable	Not applicable
<b>General Questions Regarding Financial Forecast:</b>			
28	Will the Net Present Value exceed 0? If so, by how much?	Not applicable	Not applicable
29	When is the expected Project Breakeven Point?	Not applicable	Not applicable
30	What is the project's expected Return on Investment?	Not applicable	Not applicable

## **Section 3. Project Outcomes**

### **3.1 Project Quality**

#### **3.1.1 Quality Standards**

The architectural quality standard was successfully obtained. A commercial-off-the-shelf approach was installed and satisfies the manufactures quality standards.

#### **3.1.2 Methodologies**

The ACCD project management framework was used at the close of this project. This project was underway when the framework was implemented. The team members successfully adjusted to the learning curve. In the team member's opinion there was the belief that this created improved preparation, planning, and execution.

### **3.2 Scope**

There were no scope changes that occurred on this project. Therefore there will be no summarization on the impact of any changes to the initial scope baseline on the business outcomes, for either approved or non-approved changes.

### **3.3 Cost (Budget)**

There were no scope changes that occurred on this project. Therefore there will be no summarization of the impact of any changes t the initial scope baseline on the business outcomes, for either approved and non-approved changes.

### **3.4 Schedule**

This project was initially scheduled for completion by the end of February 2007. Due to shifting priorities work packages were delayed with out cost change or scope change impact. Work just took longer to accomplish. The completion of all work is anticipated by August 31, 2007.

## **Section 4. Lessons Learned**

The following lessons learned were identified on this project.

1. More personnel staffing on this project would have improved its delivery. Adhoc needs should have transitioned to more dedicated resources.
2. Facilities were unable to provide floor plans to selected buildings. It is important to note that facilities never had floors plans to these buildings. It is just not cost effective to reinvent this wheel. Without floor plans, the tool was not able to predict placement of Access Point. Requiring team members to physically assess best placement.
3. There was an evolving nature to the project. There was a user desire to address special needs areas with wireless. Articulation of finite project scope in presentations early in the project would have resolved this challenge.

## Section 5. Future Review Plans

At this juncture, we are not planning to perform any future review(s) of business outcomes.

## Section 6. Glossary

The following terms have been used within this document:

Term	Definition
ACCD	Alamo Community College District
AP	Access Point
COTS	Commercial-off-the-shelf
FTE	Full time employee
IDF	Intermediate distribution facility
IT	Information Technology

## Section 7. Revision History

Identify changes to the Post-Implementation Review of Business Outcomes.

Version	Date	Name	Description
0.1	Feb 12, 2007	W Mosher	Initial Draft Version
0.2	Mar 06, 2007	W Mosher	ACCD to Alamo Community Colleges
0.3	Jun 29, 2007	W Mosher	Template update
0.4	Aug 02, 2007	W Mosher	Initial Draft Review of Business Outcomes
1.0	Aug 06, 2007	W Mosher	Initial Review of Business Outcomes