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| 2 in 1 Project FinalisationHandover Report / Completion Report Project name |



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TMR OnQ Template Version 3.0 (06/09/2017)

Project Summary

Project

Proposal

Options

Analysis

Business

Case

Project

Plan

Handover

Report

Completion

Report

|  |  |
| --- | --- |
| 1. **Region/District**
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| 1. **Road Name/Location/Local Government**
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| 1. **Program**
 |  |
| 1. **Project Number**
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| 1. **Project Description**
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Document Control

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| --- | --- |
| 1. Prepared by:
 | 1. Name
 |
| 1. Title:
 | 1. Job title
 |
| 1. Branch:
 | 1. Branch
 |
| 1. Division/Region:
 | 1. Division/Region
 |
| 1. Location:
 | 1. Floor, street, city
 |
| 1. Version no:
 | 1. 0.1
 |
| 1. Version date:
 | 1. dd mm yyyy
 |
| 1. Status:
 | 1. Initial Draft/Consultation Draft/Approved Document/Minor Revision/Major Revision
 |
| 1. DMS ref. no:
 | 1. DMS reference number
 |
| 1. File/Doc no:
 | 1. File number/document number
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Version history

|  |  |  |  |
| --- | --- | --- | --- |
| **Version no.** | **Date** | **Changed by** | **Nature of amendment** |
| 1. **0.1**
 |  |  | 1. **Initial draft.**
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Endorsement and Approval

Completion

Sponsor

This report closes out this project and captures the lessons learnt:

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
 |  |
| 1. **Comments**
 |
|  |

The following officers have **endorsed** this document:

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
 |  |

Add further names as required

Project manager

|  |  |
| --- | --- |
| 1. Name
 |  |
| 1. Position
 |  |
| 1. Signature
 |  | 1. Date
 |  |

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1. Purpose of this document
2. The purpose of this document is to close out the project and capture the project management learnings from it.
3. Definition

|  |
| --- |
| 1. In the table below, define any term the audience may not understand, including specific terms, abbreviations and acronyms.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

| Terms, abbreviations and acronyms | Meaning |
| --- | --- |
|  |  |
|  |  |
|  |  |

1. Governance
	1. Key Roles

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| 1. Bring forward from the handover report. Component projects will need to add their roles to the bottom of the table below.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. The key project management roles were:

|  |  |
| --- | --- |
| 1. Project Customer
 | 1. [Name], [Position]
 |
| 1. Project Sponsor
 | 1. [Name], [Position]
 |
| 1. Concept Manager
 | 1. [Name], [Position]
 |
| 1. Program Manager
 | 1. [Name], [Position]
 |
| 1. Project Manager
 | 1. [Name], [Position]
 |
| 1. Advisory Group
 |  |

1. 1. Project organisational structure

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| 1. Bring forward from the handover report.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Business and program benefits of the project

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| 1. Bring forward from the handover report.

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1. Type here
	1. Reviews and reporting

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| 1. Bring forward from the handover report and elaborate.

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1. Type here
	1. Project management method

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| 1. Bring forward from the handover report and elaborate.

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1. Type here
2. Project definition
	1. Location

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| Bring forward from the handover report. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Objectives

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| 1. Bring forward from the handover report.

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1. Type here
	1. Delivery strategy

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| Bring forward from the handover report. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Project performance measurement/success criteria/KPIs

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| 1. Bring forward from the handover report.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Product performance measurement/success criteria/KPIs

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| 1. Bring forward from the handover report.

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1. Type here
2. Project scope
	1. In scope

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| 1. Bring forward from the handover report.

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1. Type here
	1. Out of scope

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| 1. Bring forward from the handover report.

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1. Type here
	1. Constraints

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Type here

* 1. Assumptions

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| Bring forward from the handover report. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Related projects/proposals/planning studies

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| Bring forward from the handover report.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Urgency

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| 1. Bring forward from the handover report.

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1. Type here
2. Stakeholder impacts

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| 1. Bring forward from the handover report.

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1. Type here
2. Project cost

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| 1. Bring forward from the handover report.

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PROJECT HANDOVER

1. Outstanding project issues

|  |
| --- |
| Identify here any unresolved/outstanding issues/defects that still exist at the date of becoming operational:* Describe the issues
* What action is envisaged to resolve the issues
* Who is responsible
* When will resolution be achieved?
* These issues may be presented in the table below. Any defects list containing items to be rectified in the maintenance period should either be attached or included in the table below.

Where multiple agencies were involved that own different parts of the new/upgraded asset/network created by this project, were there any issues that the coordinating customer was unable to obtain agreement from the others on required functionality.To delete this guidance text box right-mouse click within this box, select Delete Rows. |

| Issue | Action to complete | Responsible | Date |
| --- | --- | --- | --- |
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1. Operational handover
	1. Documents for handover

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| Identify the documents that have been assembled for handover to operations, these may include such items as:* Issues/outstanding actions list
* As constructed plans
* Operations manuals
* Guarantees and warranties
* Training packages.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Maintenance and support

|  |
| --- |
| Outline any ongoing maintenance arrangements that have been established covering both defects liability period and beyond.Outline any other support arrangements that have been established for project outputs.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Overview of possible future impacts

|  |
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| Drawing on Section 6, outline the potential future impacts that may eventuate under certain conditions, for example, an increase or decrease in demand or network performance.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Risks

|  |
| --- |
| List the major ongoing risks as identified by the project, suggest mitigation where appropriate. Consider stakeholders, environmental, cultural heritage, safety and functionality.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Operational issues

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| 1. Outline any issues relevant to the operational areas and suggested follow-up actions/instructions.
2. Also outline which may impact on the ongoing operation of the deliverables.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. Recommendations

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| 1. That this report be accepted as handing over the project.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here

PROJECT COMPLETION

1. Project management assessment
	1. Scope management

|  |
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| 1. Comment on the final scope and on how effectively scope changes were identified and managed.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Time management

|  |
| --- |
| 1. Comment on the completion time compared to original expectation, and assess the effectiveness of project scheduling.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Cost

|  |
| --- |
| 1. Comment on the final cost compared to original expectation, the accuracy of various project stage estimates, the reasons for any inaccuracies and the general effectiveness of project cost management.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Quality

|  |
| --- |
| 1. Comment on any issues with the management of quality, and address the impact on functionality of any scope changes.
2. For infrastructure projects, consider also safety, environment, cultural heritage and native title, commenting on such issues as delay, changed processes and accidents.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Human Resources

|  |
| --- |
| Provide an assessment on the adequacy of the numbers and skills of the people on the project team. Comment also on how well the project provided for their development as well as on any HR management issues that occurred.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Communications
2. **External to project**

|  |
| --- |
| Drawing on Section 6 of the Handover Report concerning stakeholder satisfaction, comment on the effectiveness of communication with key stakeholders as well as on the effectiveness of the external communications systems/methods. Suggest any improvements for the future.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
2. **Internal to project**

|  |
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| Comment on the effectiveness of internal communication and the flow of information within the project, noting any suggestions for improvement.How/where have physical and electronic records/files been stored/archivedTo delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Risk

|  |
| --- |
| Comment on how well the risks were predicted and the effectiveness of the mitigation strategies, as well as on the effectiveness of any risk management processes and workshops. Recommend any changes to existing processes and procedures to prevent the recurrence of issues on subsequent projects.Comment also on how effectively internal and/or external impacts were managed. To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Procurement

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| Comment on the effectiveness of the procurement management processes.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Integration

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| Comment on the strategies used to co-ordinate the various elements of the project, mentioning what was/wasn’t effective. Comment also on any issues that don’t fit neatly into only one/range across several of the above eight knowledge areas.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Phase transitions/handover/completion

|  |
| --- |
| 1. Comment on how any phase transitions were handled, mentioning what was/wasn’t effective.
2. Outline any commissioning activities that were carried out
3. Summarise from the Handover Report any equipment/operating systems/operations manuals handed over to the customer with the asset transfer.

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Design development (Infrastructure projects only)

|  |
| --- |
| 1. Was the Design Development Report M4212 commenced early and fully completed. Has it documented all the design inputs and details including existing conditions, design considerations, parameters and details, actions, technical decisions, design verifications and safety considerations, as well as use of normal/extended design domain and any design exceptions?

To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

1. Type here
	1. Project Learnings

|  |
| --- |
| 1. Was the OnQ learnings register established and used throughout the project?
2. Has it been used to feed this report?
3. What knowledge management system will this report go into, to ensure that lessons learnt will be available to project managers in future?

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1. Type here
2. Ongoing liability for support/maintenance

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| --- |
| 1. Outline the liability for ongoing support/maintenance, together with the organisational arrangements that should be put in place to accommodate these.
2. How much will this cost and what forward budget provision has been/should be made for this.

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1. Type here
2. Recommendations

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| 1. That this report be accepted as completing the project.

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1. Type here
2. Annexures

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| Annexures may include but not be limited to the following: Operating manual(s)WarrantiesOther items as per 9.1To delete this guidance text box, right-mouse click within this box, select Delete Rows. |

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| When the template is complete and the guidance boxes removed, update the table of contents by right-clicking and selecting ‘Update Field’, then ‘Update entire table’.To delete this guidance text box, right-mouse click within this box, select Delete Rows. |