

IT Project Success Evaluation: [Enter Project Name]

Criteria	Definition/Goal	Measurement Scale		Score	Evaluator Comments to Back up the Score <i>(mandatory if the score is < full points)</i>
Project Value (33% of Total) -- to be completed by the business sponsor/stakeholder [evaluator name] - maximum 4 point per criterion .				0	
Delivered Solution (Product)	Agency's satisfaction with the new solution and its impact on the business service(s) and/or operations. Suggested objective criteria: does the solution deliver what was set forth in the BAP. Additional criteria may be chosen by the sponsor/stakeholder and list the criteria in the comments.	0 points if	Very Dissatisfied		
		1 points if	Dissatisfied		
		2 points if	Neither satisfied nor dissatisfied		
		3 points if	Satisfied		
		4 points if	Very Satisfied		
Process Value	Agency's overall experience with the process encountered to deliver the solution, including: working with KCIT (delivered and planned as agreed, facilitation of problem solving), own agency resources (right and sufficient staff at the right time), management of vendor resources and deliverables, external partners, change management of deployment	0 points if	Very Dissatisfied		
		1 points if	Dissatisfied		
		2 points if	Neither satisfied nor dissatisfied		
		3 points if	Satisfied		
		4 points if	Very Satisfied		
Project Management (33% of Total) -- to be filled out by the PM and reviewed/ revised by the PMO Director [evaluator name]- maximum 1 point per criterion				0	
Adherence to & Effectiveness of Project Management (PM) Methodology.	Effectiveness of the selected PM methodology (waterfall, agile, hybrid) and adherence to the PM elements corresponding with the selected methodology. Includes applicable gates and documentation as defined by KCIT or set by the respective agency, such as Transit. Critical elements: 1. Signed Charter (a/Steering Committee b/ RACI) 2. Project plan (spend plan, schedule, risk register, resource plan, WBS) 3. Requirements validated 4. Conceptual Design 5. Approved Solution 6. Signed contract 7. Final design 8. Go Live 9. Lessons learned 10. Project closeout	0 points if	Less than satisfactory effectiveness/adherence		
		0.5 points if	Satisfactory effectiveness/adherence		
		1 point if	Good or excellent effectiveness/adherence		
Effectiveness of Project Management Responsibility/ Function	How effectively the agency fulfilling the project's PM function engaged with stakeholders and team members, managed project risks, mobilized resources needed by the project, ran meetings, and executed project tasks. Subjective evaluation may look at the following areas: 1. Steering committee regular involvement 2. Communications (status reports, escalations, etc.) 3. Issues resolution 4. Risk management	0 points if	Less than satisfactory effectiveness		
		0.5 points if	Satisfactory effectiveness		
		1 point if	Good or excellent effectiveness		
Business (Agency) Team Effectiveness & Engagement	How effectively the sponsor/ business team removed roadblocks; engaged with stakeholders and the project's technical team; mobilized the needed business resources in a timely manner; provided necessary feedback to move the project forward, etc.	0 points if	Less than satisfactory effectiveness		
		0.5 points if	Satisfactory effectiveness		
		1 point if	Good or excellent effectiveness		

Criteria	Definition/Goal	Measurement Scale		Score	Evaluator Comments to Back up the Score <i>(mandatory if the score is < full points)</i>
Project Compliance with PRB Requirements (33% of Total) -- completed by PRB staff -- maximum 1 point per criterion.				0	
Cost Management	Actual cost vs. budget baseline	0 points if	Project is >15% over or under budget		
		0.5 points if	Project is 1-15% over budget		
		1 point if	Project completes on or under budget		
Schedule Management	Actual completion vs. schedule completion baseline	0 points if	Project >15% beyond planned completion		
		0.5 points if	Project 1-15% beyond planned completion		
		1 point if	Project completes on or ahead of baseline schedule		
Scope Management	Original/Baseline scope (as defined in the full proposal) vs. actual scope	0 points if	Critical scope items not completed, resulting in benefits change		
		0.5 points if	Clear documentation of scope in charter, decreased changes from what was in place at budget approval were approved. Completion of all approved scope items		
		1 point if	Clear documentation of scope in charter, no changes from what was in place at budget approval. Completion of all scope items or additional material scope delivered.		
Benefit Achievement	Actual vs. planned benefits (per BAP). This information would be obtained from the project close out report.	0 points if	Project not anticipated to achieve the full benefits		
		0.5 points if	Project anticipated to achieved the full benefits with a delay		
		1 point if	Project anticipated to meet or exceed the full benefits with no delay		
PRB Action Items	History of closing open action items/conditions and critical success factors within the timelines set by the PRB.	0 points if	Multiple open action items every month		
		0.5 points if	History of closing open action items within reasonable timeframes, upon follow up from PRB staff		
		1 point if	History of proactively closing open action items on time		
Project Status Reporting	Monthly updates of the project status in PPM Pro, including these fields: - Status report date, - Expenditures, - Project finances as of, - Senior Mgmt Summary, - Key Accomplishments, - Key Activities, - Project risks/issues, - Project tasks.	0 points if	Project has missed 25% or more of monthly updates in the course of "Active" project status. Many fields were unpopulated.		
		0.5 points if	Project has missed less than 25% of monthly status updates over the life of the project.		
		1 point if	Project did not miss any monthly updates in PPM Pro for the duration of "Active" project status.		
Funding Release	Full information provided by the project manager in support of funding release requests	0 points if	Guidance from PRB staff unacknowledged, often requiring escalation (i.e., Risk 2 meeting or management involvement).		
		0.5 points if	Generally, responsive to inquiries from PRB staff. Guidance from PRB staff acknowledged/acted upon with PRB staff follow ups.		
		1 point if	Consistently provided funding release documentation per checklist. Highly responsive to PRB staff inquiries and requests for additional information.		

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Close Out Reporting	Project close out report is submitted to PRB in the portfolio management system within the 30 days of project closure	0 points if	Closeout report not received within 30 days of project closing in PPM Pro. Reminders from PRB staff unacknowledged.		
		0.5 points if	Closeout report received late/not received within 30 days of project closing in PPM Pro. Project provides revised estimated completion date for closeout report but not provided by revised date.		
		1 point if	Closeout report received by PRB within 30 days of project closing in PPM Pro. Closeout report is populated correctly.		
Adherence to Other PRB Procedures	A) Expenditure Allowance prior to first funding release; B) Contract funding release (if applicable); C) 3rd party QA vendor (if applicable); D) Setting baselines prior to implementation phase	0 points if	No Adherence		
		0.5 points if	Some Adherence		
		1 point if	Full Adherence		
TOTAL Weighted Score (out of 100%)				0%	