1. **Critical Success Factor Scorecard - Optional**

The scorecard may be used to summarize where the project stands at the mid-point of the execution phase of the project, as measured against key critical success factors for major IT implementation projects:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Critical Success Factor** | **A key risk** | **A moderate risk** | **Adequate** | **A moderate strength** | **A key strength** |
| **1** | **2** | **3** | **4** | **5** |
| **Strength of vision and business case**  *(Project justification)* |  |  |  |  |  |
| **Strength of project support**  *(Project sponsorship and buy-in)* |  |  |  |  |  |
| **Strength of project governance**  *(Project oversight and decision-making)* |  |  |  |  |  |
| **Strength of project management**  *(Management processes)* |  |  |  |  |  |
| **Strength of the project team**  *(Quantity and type of resources)* |  |  |  |  |  |
| **Strength of the project approach**  *(Methodology and deliverables)* |  |  |  |  |  |

1. **Project Success Scorecard - Optional**

 The scorecard may be used to provide positive feedback, areas of improvement, and to track project success.

|  |  |  |  |
| --- | --- | --- | --- |
| **Success Criteria** | **Maximum Score** | **Agency**  **Score** | **Comments** |
| User Involvement | 19 |  | *(Brief description of involvement e.g., SMEs, Team, etc.)* |
| Executive Management Support | 16 |  | *(Brief description of support (e.g., Project Sponsors, Executive Staff, etc.)* |
| Clear Statement of Requirements | 15 |  | *(Brief description & assessment of requirements)* |
| Proper Planning | 11 |  | *(Brief description of planning documentation & suggested improvements)* |
| Realistic Expectations | 10 |  | *(Brief assessment of written goals. Are the goals achievable?)* |
| Smaller Project Milestones | 9 |  | *(Brief description & assessment of milestone)* |
| Competent Staff | 8 |  | *(Brief description & assessment of staff)* |
| Ownership | 6 |  | *(Brief description of ownership & overall assessment)* |
| Clear Vision and Objectives | 3 |  | *(Feedback on Project Business Case, Project Charter, goals & objectives)* |
| Hard-working, Focused Staff | 3 |  | *(Offer examples (e.g., Vendors, SMEs, etc.)* |
| **Source:** | **Overall Score:** | **(of 100)** |  |

Last update: July 6, 2020 Environment Overview Appendix Id: Service Management Manual (VAR)