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)