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MetaPM Case Study

Post Implementation Review IT Infrastructure – Government

The Challenge

Our client was a State Government Technology Department that had recently completed a project to establish an IT infrastructure in a greenfield building and support the relocation of TAC headquarters to Geelong, whilst maintaining on-going operations at the old offices and datacentre.

Specifically, the PIR was to measure the project against the following critical success factors:

- Provision of IT infrastructure and services to enable business operations from the Geelong Head Quarters
- Provision of Geelong IT support structure for the operations of the Geelong Head Quarters
- Provision of IT services and support to relocate the TAC staff from the Melbourne Head Quarters and temporary Geelong Office to the Geelong Head Quarters.

The client was looking for a project professional services firm to conduct a Post Implementation Review of the project so that lessons could be captured, and recommendations provided to improve subsequent IT Infrastructure projects.

MetaPM's Approach

MetaPM provided an experienced Management Consultant to conduct the PIR through a combination of:

- Interviews with key project stakeholders
- Workshops with end users
- Workshops with project team
- Desk top reviews.

The consultant compiled a detailed report for submission to the project sponsor which outlined key aspects of the project that went well, areas that could be improved and recommendations for improvement for subsequent deployments.

The Results

The final report was comprehensive and well received as it confirmed observations that the project was successful and highlighted several key learning that could be applied to future projects.

The assessment of the project's success was validated by the project winning an AIPM Project Management Achievement Award.



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The client was very pleased with the outcome as the PIR evaluated the project as a success and highlighted several positive aspects. There were also several lessons learned identified that were introduced in future projects.