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Solution Evaluation Plan <<Project Name>>

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Version	Date	Nature of Amendment	Changed By

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Template Usage Guidelines

The text mentioned below is to be used as a reference guide while completing this document. Remove this section/page after completing/before-publishing this document.

- *The dark blue text represents help/instructional text in the template – please remove it from the final version and/or before publishing the document.*
- *This template is for a Solution Evaluation and can be utilised either during Strategy Analysis on current state, or after Implementation to evaluate value realised.*
- *Additional sections can be added if required to further document the evaluation. The format for presenting the information can be determined by the author in conjunction with the Practise Lead or client.*
- *Please do not leave any section blank.*
- *Do not forget to update the table of contents figures and caption tables (Reference tab in MSWord) once the document is complete.*

A Solution Evaluation is based on a proven approach to assessing the value and risk associated with potential business improvement solutions and initiatives on an existing system(s) within an organisation. It provides an objective means to reviewing potential solutions that have been identified to correct issues and their associated root causes.

The Solution Evaluation utilises tasks and techniques, such as, performance assessments, tests, experiments, objective and subjective assessments, which focus on a component rather than the whole enterprise. This approach is used to analyse:

- *the 'actual' value being delivered by a solution;*
- *limitations that maybe inhibiting a solution from realising value and;*
- *makes recommendations which may increase the value of the solution.*

1. Overview

Provide details of the solution provided by filling the below details

Product Name	Business Need	Solution
<i><Add your product name></i>	<i><Describe the high-level business need that the solution has to address></i>	<i><Describe in high level the solution provided for the business need, you may add this in point form></i>
<i><e.g. Inventory Management System></i>	<i>< Customer wanted to manage all their inventory related activities through an online system></i>	<i>< - Record inventory - Mange stock in & stock out - Report generation etc.</i>

2. Measure/Analyse Solution Performance

Performance measure inputs:

- *Stakeholder Requirements*
- *Business Requirements/Use Cases (Objectives/Goals)*
- *Known Defects*
- *Non-implemented Functionality*
- *External/Internal Client Feedback*

When thinking of the new solution implemented:

External/Internal User Expectations Met	Rating before implementation: 1 (poor) – 5 (excellent)	Rating after implementation: 1 (poor) – 5 (excellent)	Work Around Available	Comments:
System Performance				
<i>Examples of ways performance of the system may have been impacted by the solution, i.e.</i>				
<i>System response time meets expectations</i>				
<i>System is available when required</i>				
System Functionality				
<i>Examples of ways functionality of the system may have been impacted by the solution:</i>				
<i>System allows user to login</i>				
<i>System allows user to pay client</i>				

<i>Stakeholder Expectations Met</i>	Yes/No	If No, why not	Impact	Business Critical (1 low – 5 high)	Workaround available (Yes/No)	Future fix planned (Yes/No)
<i>Solution meets the goals/objectives of the project</i>						
<i>Requirements/Use Cases successfully implemented</i>						

<i>Stakeholder Expectations Met</i>	<i>Yes/No</i>	<i>If No, why not</i>	<i>Impact</i>	<i>Business Critical (1 low – 5 high)</i>	<i>Workaround available (Yes/No)</i>	<i>Future fix planned (Yes/No)</i>
<i>Solution has enabled legislation/regulations to be adhered</i>						
<i>System Performing/Underperforming</i>						

<i>Business Requirement/Use Cases</i>	<i>Implemented Yes/No</i>	<i>If no, why not</i>	<i>Business Priority</i>	<i>Met business objectives</i>	<i>Future implementation scheduled</i>	<i>Comments:</i>
<i>List of business requirements</i>						

3. Solution Limitations

Were there any limitations with the solution that were identified prior to or throughout the project:

<i>Limitations Identified</i>	<i>Impact (1 Low – 5 High)</i>	<i>Workaround available</i>	<i>Future Fix scheduled</i>
<i>Out of the box solution – limit on customisation</i>			
<i>Integration issues with other systems</i>			

4. Enterprise Limitations

Were there any enterprise limitations to the solution being implemented effectively:

<i>Enterprise impacts identified</i>	<i>Impact 1 (low) – 5 (high)</i>	<i>Workarounds/Solutions available to successfully implement solution Y/N</i>
<i>Organisational structure changes</i>		
<i>Stakeholder interest</i>		
<i>Geographical locations of stakeholders</i>		

5. Recommended Actions

From the information compiled make some recommendations on ways to increase solution performance and depending on the reason for the lower than expected performance, it may be reasonable to take no action, adjust factors that are external to the solution, or reset expectations for the solution.

Some recommendations may be:

- *Do nothing*
 - *The value of the change is low compared to the effort required to make the change*
 - *It may be impossible to make the changes required with the resources available or the time allocated.*
- *Organisational Change*
 - *Process automation*
 - *Improved access to information*
 - *Reduce the complexity of interfaces*
 - *Identify additional capabilities*

5.1. References and Related Documents

Table of references and related documents used within this document are contained in the following table.

TABLE 1 - REFERENCES

Document Type	Document Name	Location

5.2. Definitions, Acronyms and Abbreviations

Table of terms and associated descriptions used within this document are contained in the following table.

TABLE 2 - ACRONYMS

Acronym	Definition

TABLE 3 - TERMINOLOGY

Terminology	Definition