CLOSE PHASE · TEMPLATE

Post-implementation review

Reviews a completed migration against its objectives: what was delivered, how it went, which benefits have been realised and what to do differently.

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Latest version

PROJECT	OWNER	STATUS	LAST UPDATED
[Project name]	[Name, role]	Draft	[YYYY-MM-DD]

How to use this template

1. Hold the review 4 to 8 weeks after go-live, once hypercare is closed and early benefit data exists.
2. Gather data first: plan vs actual, hypercare issue log, survey results and the lessons learned register.
3. Run a facilitated workshop with the project team, operations and business representatives; blame-free.
4. Write findings as evidence, not opinion, and give every recommendation an owner and a date.
5. Send the approved review to the steering group and attach it to the project closure report.

1. Review details

Basic facts about the review.

ITEM	DETAIL
Project	Fabrikam to Contoso Microsoft 365 tenant-to-tenant migration
Go-live date	2026-12-06
Review date	
Facilitator	Someone independent of the delivery team, if possible
Participants	Sponsor, project manager, leads, service desk, business representatives
Inputs used	Runsheet actuals, hypercare issue log, user survey, lessons learned register, finance report

2. Executive summary

Five or six sentences: overall result, the biggest success, the biggest problem and the top recommendation.

The migration moved 420 users and their data to the Contoso tenant over one weekend with no rollback. Mail flow was restored within the planned window and business validation was signed by all departments on Saturday. The main problem was missing shared mailbox permissions and SMTP relay settings, which caused most P1 and P2 hypercare tickets on day one. Benefits around consolidated licensing and single sign-on are realised; collaboration benefits are partly realised and depend on training planned for next quarter.

3. Objectives and outcomes

Take objectives from the business case or charter. Status: Achieved, Partly achieved, Not achieved.

OBJECTIVE	MEASURE	TARGET	ACTUAL	STATUS
Consolidate onto one Microsoft 365 tenant	Users and data in target	100%		

OBJECTIVE	MEASURE	TARGET	ACTUAL	STATUS
Minimise business disruption	Business hours outage	Zero		
Preserve data	Items failed to migrate	Below 0.1%		
Stable service after go-live	P1 incidents after day 3	Zero		
Users productive quickly	Satisfaction score in post-migration survey	4 out of 5		

4. Schedule and cost performance

Compare plan to actual. Express cost as variance percentage and explanation; do not include amounts in this document.

AREA	BASELINE	ACTUAL	VARIANCE	EXPLANATION
Planning complete				
Pilot complete				
Cutover weekend	2026-12-04	2026-12-04	None	
Hypercare closed				
Total cost	From finance report	From finance report	e.g. +4%	Extra vendor days for Teams chat migration
Effort (person-days)				

5. Quality and service impact

Summarise from the hypercare issue log and incident records.

MEASURE	RESULT	COMMENT
Hypercare tickets raised (total / per 100 users)		
P1 / P2 incidents		
Hypercare SLA met %		
Top three issue categories		
Data exceptions remaining		
User survey satisfaction		

6. Benefits realised

Each benefit needs a baseline, a measure and an owner who will keep tracking it after the project closes.

BENEFIT	MEASURE	BASELINE	TARGET	ACTUAL TO DATE	STATUS	BENEFIT OWNER
Lower licensing and admin overhead	Tenants and admin consoles to manage	2	1	1	Realised	IT operations manager

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BENEFIT	MEASURE	BASELINE	TARGET	ACTUAL TO DATE	STATUS	BENEFIT OWNER
Single identity and sign-on	Users with one account	0%	100%			Identity lead
Better cross-team collaboration	Shared Teams and sites used by both companies				Partly realised	Business owner
Reduced security risk	Users covered by one Conditional Access and MFA policy set		100%			Security manager

7. What went well

Specific practices worth repeating. Include evidence.

- Two full dry runs gave accurate durations; actual cutover slip was under 30 minutes.
- Lowering TTLs 72 hours ahead meant DNS changes propagated within minutes.
- Floor walkers on day one resolved most issues before they became tickets.

8. What did not go well

Describe the problem, the impact and the root cause, without blaming people.

- Shared mailbox permissions were exported but one script failed silently; no verification step caught it.
- SMTP relay devices were not in the discovery inventory, causing a P1 on day one.
- Teams private channel content needed vendor support, extending hypercare by a week.

9. Recommendations and actions

Concrete changes, with an owner and date. Add each one to the lessons learned register too.

#	RECOMMENDATION	OWNER	DUE	STATUS
1	Add a permission count check (source vs target) to the runsheet verification	Migration practice lead		
2	Include SMTP relay and scanner discovery in the assessment template	Migration practice lead		
3	Schedule Teams and SharePoint training for remaining teams	Business owner		

10. Approval

Sponsor approval closes the review.

ROLE	NAME	SIGNATURE	DATE
Project sponsor			
Project manager			
Business owner			

Approval

NAME	ROLE	SIGNATURE	DATE

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