

Real-World Experience Documentation Checklist

Category: _____

Section 1: PROBLEM STATEMENT

- A statement of the problem explaining in detail how the problem affected your organization
- Definition of any terms used
- Organizational “standards” that were followed when developing the solution
- Metrics relevant to the problem prior to deploying the solution

Section 2: APPROACH

- Description of input, process, output (DO process)
- Description of QC process (CHECK process)
- Description of how success was to be measured
- Description of how the approach taken aligned to business objectives
- Interim deliverables:
 - requirements documentation
 - detailed plans or design documents
 - “action plan” if used
 - status reports
- If applicable, a list of the research material and/or methods used to research possible solutions

Section 3: DEVELOPMENT

- Process used to develop the solution
- Breakdown of costs incurred to develop the solution
- Description of the quality control mechanisms that were in place during the development of the solution that insured the solution was tested against the requirements
- A copy of the documentation of the process solution

Section 4: DEPLOYMENT

- Documentation describing the transitional process from the current process to the new solution
- Description of the types of training (on the new process/solution delivered to personnel who would be using the new solution) provided
- Describe the types of monitoring that was performed to assure the new solution was used correctly

Section 5: RESULTS

- Description of the improvements realized as a result of the new process/solution
- Metrics that compare pre-implementation with post-implementation
- Description of any ROI post-implementation documents