

# Project Closeout Report

**Project Name:** Cash Management

**Agency:** Bank of North Dakota

**Business Unit/Program Area:** Operations

**Project Sponsor:** Dale Eberle

**Project Manager:** Val Brostrom

Project Objectives	Measurements	
	Met/ Not Met	Description
Ability to update balances and complete transactions online more than one time a day	Met	During acceptance testing, the service will provide 100% of the time, the ability to update balances and complete transactions more than one time a day.
Provide wire transfers online	Met	Customers will be able to input wire transfers in an ecommerce environment rather than via phone call.
Capability to post loan participation, origination, and payment transactions	Not met	Customers will be able to input loan advance requests and payments in an ecommerce environment rather than via phone call.
Multiple file formats for exporting account information	Met	The system is able to export account information in various file formats such as bai, baill, and csv that can be selected by the user.
Ability to develop a Fed Funds sweep feature	Not Met	The system will automatically sweep excess/short funds into Fed Funds based upon target balances.
Ability to inquiry into statement archives	Met	The ability to access statement information beyond one statement cycle.
Efficient notice administration	Met	Ability to publish messages, notices, or changes throughout the day.
Ability for customers to manage their accounts	Met	Ability to manage account administration, to imprint a time/date stamp on files and able to accept multiple daily files.
Security and central login capabilities	Met	Able to provide appropriate security to personnel. Possesses central login capabilities.

Schedule Objectives			
Met/ Not Met	Scheduled Completion Date	Actual Completion Date	Variance
Not met	2/26/10	5/10/10	27.6% over

Budget Objectives			
Met/ Not Met	Baseline Budget	Actual Expenditures	Variance
Met	\$255,625	\$247,764.37	3% under

Major Scope Changes
There were no scope changes on this project.

Lessons Learned
Ask probing questions to ensure you are getting what you want during product selection and through the configuration of the product. The ACH component is not as robust as it was in previous versions. This version is "dumbed" down.

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The vendor should have had one point of contact rather than a contact for each area that was involved.

Project Management does work.

It was a good idea for the bank to set up all of the users.

Conversion when smooth.

The ACH pass through component should have been ready at the time of conversion and it took five more months for it to be correctly functioning in production.

### Success Story

The bank reporting section is much better and easier to modify than the previous system.

The reporting section allows users to create their own customized reports.

Customers like the new system and it's easy to use.