



# Computing Lessons Learned

## KCA End of Life

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Version 1.0  
2016-11-16

DocDB # 5846

PREPARED BY:  
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### Lessons Learned Approvals

Name	Signature	Date
Jon Bakken		
Rob Roser		

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## 1. Attendees

ATTENDEE NAME	DEPARTMENT / TITLE	ROLE	PHONE NUMBER
Matt Crawford	OCIO/GOV/PRJ	Project Manager	x3461
Frank Nagy	CCD/SOS/AUTH	Technical Lead	x4935

Feedback was solicited from the following service admins affected by this project. Only one responded.

Edith Brown	Al Lilianstrom	Jason Ormes
John Inkman	Dmitry Litvintsev	Steven Timm
Bonnie King	Elliott McCrory	Anthony Tiradani
Joseph Klemencic	Marc Mengel	Timothy Zingelman

## 2. Highlighted points

- Loosely organized projects, which also tend to be small, might benefit from setting response time expectations for communications among project team members.
- Despite improvements in records, sometimes it is still difficult to identify the person(s) responsible for the service being a given TCP listening port.

## 3. Feedback Received

### A. Project Team Feedback

NAME / ROLE	COMMENT	PHASE
<b>Communication</b>		
Crawford/PM	There was nothing analogous to an SLA for responding to project team communications.	Execution

### B. User Feedback

NAME / ROLE	COMMENT	PHASE
<b>Affected Services</b>		
Zingelman/Service Admin	It was handled well from Accelerator Division perspective.	Execution

## 4. What Was Done Well

WHAT WAS DONE WELL	PHASE
1. Communicating about the KCA EOL to end users	Execution
2. Communicating about the KCA EOL to system/web site administrators including notes on different authentication methods to replace the KCA	Execution

## 5. What Could Have Been Done Better

WHAT COULD HAVE BEEN DONE BETTER	PHASE
1. Knowing who was responsible for the authentication setup for each web site in order to communicate with them.	Planning