

Assessment Number 13 Project Evaluation Report

1. E-mail to Gavin Stead

To: gavin.stead@cbsa.com.au
From: Billy Walsh (Billy.walsh@cbsa.com.au)
Date/time: *Date/time*
Subject: *Feedback*
Attachment:

Students' words will vary, but their responses must ask for feedback about the project implementation, management and integration.

[Salutation]

Dear Gavin,

[insert email body 55 to 65 words]

I am writing to seek feedback about the Smart Travel Luggage and Co Project. This feedback will help CBSA to review and improve its processes for future projects. Personally, it will help me to identify any areas of improvement. Please provide me feedback about the project implementation, management and integration.

Please identify what you thought went well or what changes are required in future.

Kind Regards,

Billy Walsh

Project Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



2. E-mail to Shellie Webber

To: Shellie Webber
From: Billy Walsh (Billy.walsh@cbsa.com.au)
Date/time: *Date/time*
Subject: *Feedback*
Attachment:

Students' words will vary, but their responses must ask for feedback about the project implementation, management and integration.

[Salutation]

Dear Shellie

[insert email body 55 to 65 words]

I am writing to seek feedback about the Smart Travel Luggage and Co Project. This feedback will help CBSA to review and improve its processes for future projects. Please provide me feedback about the project implementation, management and integration.

Please identify what you thought went well or what changes are required in future.

I look forward to working with you in the future.

Kind Regards,

Billy Walsh

Project Manager

300 Fictional Way, Sydney, NSW 2000

Phone: 1800 111 222

www.cbsa.com.au



3. Project evaluation report

PROJECT EVALUATION REPORT

Program Name	<i>Smart Travel Luggage and Co (STL) Tag Launch</i>
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Background

<<Summarise the project.>> (Word guidance: 200 to 250 words)

The student must summarise the project and must include (or similar wording to):

The Client is: Smart Travel Luggage and Co (STL)

This small company focuses on delivering their client's specific types of luggage - designed to withstand high impact, protected from any form of data breach technology and with the highest security parameters in place within the various forms of luggage.

The company, while small, has significant contracts with multiple government agencies, including Defence and Police services. In particular, their items are used for evidence security during national or international travel. Their designs include covert options or logos and identification as requested by their clients.

The Product is: STL Tracking Tag

In the past year, they have been developing a new item that will work in conjunction with their specialised forms of luggage. The item is the STL Tracking Tag.

It is a small circular disk that will be secured within the luggage in a particular area of its design to enable the owner to track the luggage at all times.

The Tag works with the STL Tracking Application on any smart device, computer or laptop.

This item has been designed as an add-on item to all of their current luggage items available.

The STL Tracking Tag has undergone all testing and is now approved to launch.

CBSA's role is the Project management of the launch of this new product.

We have been contracted to assist due to the small size of their company and the limited staff resources they have within their team with this area of skills.

Evaluation Findings (Word guidance: 80 to 90 words)

<<Summarise the feedback received by the Board and from other reports from project team members.>>

<<Detail the findings of the evaluation. Include information on deliverables, what went well, what issues occurred etc.>>

<<Summarise how well project delivery complied with the Project Management Plan.>>

<<Detail any variations between objectives and outcomes.>>

The student must identify the following points (or similar wording):

- The event was held on the 6 May 2023*
- 394 attendees were at the event (planned for 200-300)*
- At the end of the project, the following information was provided: Additional security measures worked well at the event, with Police presence managing the small group of protesters who had formed outside the event.*
- The addition of trained Identification staff and equipment resulted in 1 person being identified as not on register to attend and was removed from the event by security.*

Lessons Learned (Word guidance: 40 to 50 words)

<<Make recommendations that can be used for future projects and programs to improve results.>>

The student must identify ways to address the evaluation findings. Answers must include (or similar wording to):

Further planning should ensure that details of any additional security teams/personnel attending with Senior Government Officials should be obtained and adjusted to the event's catering.

Potentially engage a Security Expert/Consultant within the Project Team to refer all security matters.

Allow time to identify issues upfront.