

## Part B: Implement project information and communication processes and develop an evaluation report

### FINAL MINUTES STEERING COMMITTEE

The Committee discussed the project status against the plan.

The project has progressed according to the plan except for the issues recorded below.

***Issues:***

- Key stakeholders' annual leaves were not extracted from the CBSA calendar and incorporated into the communication plan. This resulted in delayed communication around urgent project matters and inconveniences for on leave staff.
- Final CRM system requirements were not stored according to the established version control, and the CRM supplier received the old requirements and quoted accordingly. The project was delayed by one week when the IT Manager realised recent changes were not communicated to the supplier and asked the project team to request another quotation.