



Lessons Learned provides an opportunity for reflection after a project has been completed. It is highly beneficial to record what worked well with the project and where improvement can be made.

Once the project has been completed, a Lessons Learned discussion should be scheduled with key stakeholders in the project to discuss what was learned from the project. Individuals who should be included in the discussions include stakeholders, users, customers, governance and vendors (where applicable).

Note: Text displayed in blue italics is included to provide guidance to the author and should be deleted before publishing the document. In any table, select and delete any blue line text; then click Home→Styles and select “Table Text” to restore the cells to the default value.

Report Prepared By:	
Date:	

Key points in recording meaningful Lessons Learned

- Do not exaggerate, rationalize, criticize or blame.*
- Every viewpoint is important as we may not all view the project from the same perspective.*
- There is no right or wrong; just how we experience it.*
- Practice active listening and ask clarifying questions.*
- Define the project. What are we discussing today?*
- Start with what worked well to open up the discussions.*
- Make sure the minutes of the meeting are accurately recorded.*

Sample Questions to Assist in Meeting Preparation

- What worked well and did not work well on your project? What would you do differently?*
- What project circumstances were not anticipated?*
- How did you communicate about the project with your customers, project team and management?*
- What changes to requirements scope, to costs, to staffing, and to the schedule occurred during the project? What did you learn from these occurrences? How well were project resources estimated, as well as the project schedule? How were any changes documented and communicated to the project stakeholders?*
- How were project risks identified, communicated and resolved?*
- Did you have comments on any of the following items that were used on your project: staffing issues, vendor issues, security issues, etc.?*
- Are there issues about the technology, how the organization is set up and working, communications, that other personnel may benefit from knowing?*



Project Close-Out Discussions	
Attendees	
Project's Biggest Successes	

List areas of potential improvement as well as high-impact improvement strategies.

Lessons Learned				
Knowledge Area		Lessons Learned That Worked Well		Lessons Learned That <u>Didn't</u> Work Well
Project Initiation	1.		1.	
	2.		2.	
	3.		3.	
Project Planning	1.		1.	
	2.		2.	
	3.		3.	
Project Management	1.		1.	
	2.		2.	
	3.		3.	



Lessons Learned				
Knowledge Area		Lessons Learned That Worked Well		Lessons Learned That <u>Didn't</u> Work Well
Staffing	1.		1.	
	2.		2.	
	3.		3.	
Project Communications	1.		1.	
	2.		2.	
	3.		3.	
Project Funding	1.		1.	
	2.		2.	
	3.		3.	
Project Costs	1.		1.	
	2.		2.	
	3.		3.	
Schedule Compliance	1.		1.	
	2.		2.	
	3.		3.	
Project Roles and Responsibilities	1.		1.	
	2.		2.	
	3.		3.	
Risk Management	1.		1.	
	2.		2.	
	3.		3.	
Procurement	1.		1.	
	2.		2.	
	3.		3.	
Requirements Definition	1.		1.	
	2.		2.	



Lessons Learned				
Knowledge Area		Lessons Learned That Worked Well		Lessons Learned That <u>Didn't</u> Work Well
	3.		3.	
Scope Creep	1.		1.	
	2.		2.	
	3.		3.	
Development	1.		1.	
	2.		2.	
	3.		3.	
Quality Assurance Testing	1.		1.	
	2.		2.	
	3.		3.	
Training	1.		1.	
	2.		2.	
	3.		3.	
Documentation	1.		1.	
	2.		2.	
	3.		3.	

Lessons Learned Approvals			
Name	Role	Signature or Email Approval	Date
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<i>Wayne Sceeting</i>	<i>Technical Sponsor</i>		
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<i>Jane Governer</i>	<i>Development Manager</i>		