

PROJECT NAME

Lessons Learned Report

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PURPOSE OF DOCUMENT

The purpose of the Lessons Learned Report is to pass on any lessons that can be usefully applied to other projects. The data in the report should be used by a corporate group, such as quality assurance, who are responsible for the quality management system, in order to refine, change and improve the standards. Statistics on how much effort was needed for products can help improve future estimating.

RACI

Responsible	Accountable	Consult	Inform
Project Manager	Project Board & Project Executive		PMO, Business Analyst, Business Owner, Infrastructure, Applications, Service Management, Research IT, FRMs

Guidance Note: This should show who is responsible, accountable, consulted and informed with regard the document

DOCUMENT CONTROL

CHANGE CONTROL TABLE

Version	Amendment	Description	Release Date	Updated by

APPROVALS

Approver	Title	Date of issue	Version

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1 Management Summary

Guidance Note: Provide a general summary of the lessons learned, drawing the reader's attention to the main areas of interest.

2 What management, project activities and quality processes went well?

Guidance Note: Describe the management, project, and quality processes that went well.

3 What management, project activities and quality processes went badly?

Guidance Note: Describe the management, project, and quality processes that went badly.

4 What management, project activities and quality processes were lacking?

Guidance Note: Describe the management, project, and quality processes that were lacking, e.g. unsuitable for the work undertaken.

5 Description of any abnormal events which caused deviations

Guidance Note: Describe any abnormal events (e.g. events outside the control of the project) which caused deviation from the project plan.

6 Assessment of technical methods and tools used

Guidance Note: Give an assessment of the main technical methods and tools used on the project.

7 Analysis of project Issues and their results

Guidance Note: Provide an analysis of the project issues and how they impacted the project.

8 Recommendations for future enhancement or modification of the project management method

Guidance Note: Provide any recommendations for enhancing or modifying the project Gateway Process.

9 Effort required to create the products

Guidance Note: Provide any available useful measures on how much effort was required to create the various products.

10 Effectiveness of Quality Reviews and other error trapping exercise

Guidance Note: For example, statistics on how many errors were found after products had passed a quality review or test.

11 Lessons Learned Log

Guidance Note: This should include entries from the project Lessons Learned Log collected during the lifetime of the project and any lessons captured during the project closure.

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