



Lessons Learned Document Preparation Guidelines

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Project Sponsor: _____
Project Manager: _____
Government Agency: _____
Start and Finish Dates: _____
Actual Budget: _____
Prepared By: _____

1. PURPOSE

Instruction:

This section provides the purpose of the document.

Recommended text:

This document provides advice to other projects by sharing lessons learned and timeline and cost information.

2. PROJECT GOAL

Instruction:

This section should provide the project goal and indicate whether or not it was achieved. It should be two sentences long and state (i) the project goal and (ii) whether or not that goal was achieved. The project goal is a clear, concise statement of the project's purpose and intended results, and it is typically quite brief (one sentence).

Example:

- The project goal was to reduce the number of car accidents. The project goal was achieved.

Tips:

- Be consistent with the project goal statements in the Project Definition Document, Business Case, and Project Plan if any of these were written. The approved project goal should not change.

3. PROJECT OUTCOMES

Instruction:

This section should list the project outcomes and state whether or not they were achieved. Outcomes describe the impact the project has had on those outside the project, including such things as lower program costs, higher levels of customer satisfaction, or improved literacy rates. Outcomes should be measurable.

Tips:

- Be consistent with the project outcomes listed in the Project Definition Document, Business Case, and Project Plan if any of these were written.

4. PROJECT EVALUATION

Instruction:

This section should state whether or not the project's outcomes realized and describe how success was measured against outcomes.

Examples:

- When compared to the last three years' program costs, costs were reduced by 20%.
- In a survey one month after project implementation, 70% of customers said the service was very good or excellent. When the same survey was conducted prior to project implementation, only 10% of customers said the service was very good or excellent.

5. PROJECT STRENGTHS

Instruction:

This section should identify at least three things that went well on this project. Items listed here can be project management processes that went well or aspects of the project work that were particularly successful.

6. PROJECT AREAS FOR IMPROVEMENT

Instruction:

This section should identify at least the three things that did not go well on the project. Items listed here can be project management processes that did not go well or aspects of the project work that were not successful.

7. ADVICE FOR SIMILAR PROJECTS

Instruction:

This section provides advice to similar projects. It can relate to sections five and six above or introduce new topics. Try to answer the question "What things would you do differently if you were to do the project again?"

8. PROJECT ARCHIVES

Instruction:

This section should identify where project archives are located. The project archive is a physical or electronic collection of project documents and deliverables, and an archive should be created during the Close Phase of a project.

When identifying the location of the archive, be specific and include the names, email addresses and phone numbers of people who can be contacted to access the project archive.