

Lessons Learned

Project name: _____ Project number: _____
Project manager: _____ Project sponsor: _____

[Text in red and enclosed in [] is explanatory example text and should be deleted]

ID	Date raised	Event (what happened)	Lesson category	Early warning signs?	Recommendations	Action(s)	Owner	WBS ID	Status
[1]	[mm/dd/yyyy]	[Give a clear detailed description of what happened and the impact. Lessons can be positive as well as negative].	[Positive / negative /	[Note any warning signs that could be picked up in future]	[Recommendation for improvement or to remove the issue for future projects].	[Actions that will be taken to implement the lesson learned]	[Person who will take the action(s)]	[Link to WBS ID if applicable]	[Open / In progress / Closed]
1	03/21/2020	Test of API connection was missed in QA, which meant that an issue with the connection was not picked up until go live.	Negative	None	Add a new test case for this test in QA environment	Request additional test case from test manager and inform PMO.	Project manager	2.13.003 API connector	Closed
2	05/03/2020	Agreeing the rating for defects in advance avoided facilitated meant that some 'cosmetic' issues could be fixed post go live.	Positive	Early in UAT issues that weren't blocking were logged as defects.	During project initiation agree and document how issues/defects will be rated, and define which issues ratings will not be blocking for go live. E.g. Defect - a function doesn't work - blocker for go live Cosmetic - no impact on function - nice to have - not blocker for go live.	Share lesson with PMO and suggest amended to the project initiation process.	Project manager	3.1 UAT	In progress

[Notes

Every organisation has a different approach to the lessons learned log. This example includes all of the information that needs to be captured, and has been used on numerous real world projects. However, feel free to tweak this to fit your project.]

[Columns you might want to add:

Project phase	The relevant phase e.g. initiation, build, test etc
Recommended items to add to a process	Where the lesson requires an addition to a process note it here e.g. 'add end to end integration test to UAT phase'.
Items to remove from a process	Note any items that need to be removed from a process e.g. 'for OOTB SaaS projects remove customisation design from build phase. '
Closed date	The date when all actions related to the lessons learned are completed.
Latest progress	A progress update e.g. 'sent lesson recommendations to PMO for review.'

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