<Project Name>

# Lessons Learned Report



<Month><Year>

**Version** <#.#>

Department of Veterans Affairs

This template contains a paragraph style called Instructional Text. Text using this paragraph style is designed to assist the reader in completing the document. Text in paragraphs added after this help text is automatically set to the appropriate body text level. For best results and to maintain formatting consistency, use the provided paragraph styles. Delete all instructional text before publishing or distributing the document Revision History.

This template conforms to the latest Section 508 guidelines. The user of the template is responsible to maintain Section 508 conformance for any artifact created from this template.

Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

Note: The revision history cycle begins once changes or enhancements are requested after the Lessons Learned Report has been baselined.

Place latest revisions at top of table.

The Revision History pertains only to changes in the content of the document or any updates made after distribution. It does not apply to the formatting of the template.

Remove blank rows.

**Artifact Rationale**

A Lessons Learned Report enables an organization to document a project’s challenges and successes to understand causes of difficulties and to achieve greater success in the future. The benefits of looking back at past experience include process improvement, risk management, and other project activities. This facilitates the organization’s continuous improvement.

The Lessons Learned Report is a required artifact.

**Instructions**

This template contains a style named Instructional Text. Text using this style is only to provide guidance in completing the document – the final document should not contain Instructional Text. Text in paragraphs added after Instructional Text is automatically set to the appropriate body text style. For best results and to maintain formatting consistency:

* Use the provided paragraph styles
* Delete all Instructional Text before finalizing the document, including these instructions

The following project types are required to complete this artifact. Exceptions are outlined where needed throughout the document.

| Activity | New Capability (1) | Feature Enhancement (2) |
| --- | --- | --- |
| Field Deployment (A) | Yes | Yes |
| Cloud/Web Deployment (B) | Yes | Yes |
| Mobile Application (C) | Yes | Yes |

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## Purpose and Objectives

Throughout each project life cycle, lessons are learned and opportunities for improvement are discovered. As part of a continuous improvement process, documenting lessons learned helps the project team discover the root causes of problems that occurred and avoid those problems in later project stages or future projects.

The objectives of this report are gathering all relevant information for better planning of later project stages and future projects, improving implementation of new projects, and preventing or minimizing risks for future projects

The Lessons Learned Report documents items identified as successes, challenges or lessons learned that occur throughout the life of a project. Data for this report is applicable for all projects whether maintenance, development or enhancement and regardless of project management methodology. The lessons learned report is a required project artifact and will be maintained in the Project Repository. The Lessons Learned Report will be initiated by the PM at the Project New Start state and be updated and reviewed throughout the lifecycle of the project to Project Closure. Furthermore, all projects are required to complete a Lessons Learned Report prior to Project Closure.

Note: Include any items on performance (met or not met), functionality (did it meet desired outcome), stakeholder satisfaction and any anecdotes provided directly from the users.

## Lessons Learned Template

| Project Name:  | Project Manager:  | Date of Report:  |
| --- | --- | --- |
| EPS #:  | List EPS # here. |  |
| Project State:  | List state  |  |

Note: Create multiple tables corresponding to each phase/process of lessons learned documented.

| Type | Description |
| --- | --- |
| PAL Process: | Example: Project Initiation |
| Project Successes: | Describe how the Integrated Project Team was successful in meeting or exceeding stated goals and deliverable. |
| Project Challenges: | Describe any challenges that limited or hampered the project's success. |
| Lessons Learned: | Provide a full explanation of the lessons learned, (e.g., from both successes and challenges) of each project state. Include items that should have been done differently; were done per compliance/governance, but proved no value added; identify effort that should have been accomplished but was not and why. |
| Process Improvement Recommendations: | If a change is needed to a process, it should be included here and thoroughly explained. If the process improvement will benefit Product Development as a whole, Process Engineering will review the recommendation and take the appropriate action. Document the requested change(s) in the Lessons Learned Report and submit change(s) using the Process Change Request link found in the [PAL](https://dvagov.sharepoint.com/sites/OITProcessAssetLibrary/home.aspx). |

Template Revision History

| Date | Version | Description | Author |
| --- | --- | --- | --- |
| February 2023 | 1.3 | Updated to current Artifact Template version and removed references to PMAS and ProPath | Quality Continuous Improvement Organization (QCIO) |
| March 2013 | 1.1 | Updated formatting to current ProPath documentation standards and edited to latest Section 508 conformance guidelines | Process Management |
| January 2013 | 1.0 | Initial Document | PMAS Business Office |

Place latest revisions at top of table.

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