



Connecticut Department of Social Services Enterprise Program Management Office

Lessons Learned Log

Purpose of the Lessons Learned Log

Capturing lessons learned is an important aspect of all projects. The project manager is responsible for capturing lessons learned throughout execution and the compiling of a lessons learned report at closeout. These reports benefit other project sponsor, managers, and future projects. Maintaining a log of the lessons learned as they are discovered is essential to managing a project's progress and making critical adjustments to address issues or opportunities throughout a project's life cycle. The project lessons learned log assists in the effective execution of the project by aiding the project manager and the project team through the documentation of needs, events and ideas that improve project process and effort or require escalated support from the project sponsor or executive leaders. Information for the worksheet should be captured from the findings gathered during regular project lessons learned sessions conducted at the completion of major phases or releases over the life of the project.

Information to Include

The key information to capture in a Project Lessons Learned Log is any project event or action that did not go as planned or went exceptionally well, any ideas that could improve or prevent the situation of interest, as well as, any ideas that the team does not have the resources to implement and require escalation for support. Restated, there are four questions to be answered in a lessons learned session:

1. What didn't go so well or as planned?
2. What went or worked very well?
3. What are some ideas for improvement?
4. What do we need to escalate for support or consideration?

Instructions

Enter the information defined below in the Lessons Learned Log tab.

DSS Project Management recommends the file name be added to the page footer during the project lessons learned log set up.

Fields

Project Manager: The first and last name of the project manager

Project Name: Enter the name of the project for this lessons learned log.

ID: Provide a unique ID number to identify the lesson learned in the lesson learned log.

Date Identified: Enter the date that the lesson learned was identified.

Iteration Identified: Enter the name of the Iteration, Phase, Release or Sprint in which this lesson learned item was identified.

Identified By: Enter the name of the individual who identified the lesson learned.

Subject: Provide a brief attention grabbing headline that describes the subject of the lesson learned.

Situation: Provide a detailed description of the situation learned from.

Comments & Recommendations: Provide a description of the lesson learned from the situation described in column E and the corrective action taken. Include recommendations regarding the outcome of the corrective action, good or bad, to help guide future project managers.

Required Follow-Up: Indicate whether or not additional follow-up is needed. Any needed follow-up requires a note as to who is responsible for the follow-up and an expected completion date.

Lessons Learned Log

PROJECT NAME:							
PROJECT MANAGER:							
ID	Date Identified	Iteration Identified	Identified By	Subject	Situation	Comments & Recommendations	Required Follow-up
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** To ADD a row to this list, SELECT an unnumbered row above, RIGHT CLICK and SELECT Insert. Add a sequential number in the first column "ID"*