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# Lessons Learned

Lessons Learned is one of the project management deliverable you can create with our [project management lifecycle tool](#).

Lessons Learned document the lessons learned based on both the positive experiences, and the negative experiences that result in undesirable outcomes. Lessons learning is a process to convert experiences into knowledge to aid future decision making and problem solving. It helps improve project performance, avoid mistakes from happening again, and maintain good practices.

This article shows you how to develop a Lessons Learned.

## Activity 1: Conduct Closeout Meeting

Conduct a closeout meeting with the project participants and wrap up the project. Collect feedback from project participants, discuss them so that lessons learned are captured and issues are analyzed.

## Activity 2: Review Project Successes

Capture at least 3 of the key successes achieved by the project, the factors that related to their success and how similar projects may benefit from this information.

The screenshot shows the E-Octopus software interface. The main window title is "E-Octopus \* - Visual Paradigm Enterprise". The menu bar includes "Dash", "Project", "ITSM", "UeXceler", "Diagram", "View", "Team", "Tools", "Modeling", "Window", and "Help". The breadcrumb navigation shows "Review Project Successes" > "Project Successes". There is an "Open Reference" button in the top right. The main content area is titled "Project Successes" and contains a table with two columns: "Success" and "Factors that Contributed to the Success".

Success	Factors that Contributed to the Success
Activities are completed as planned	Detailed planning with thorough consideration of project scope, activities and risks. In particular, project risks were identified early and discussed often, reducing the chances of changing schedule caused by unexpected issues.
Quick deployment of changes	The use of continuous integration makes deployment fast and stable.
Budget within control	Appropriate cost benefit analysis, resource and procurement planning.

At the bottom right of the table area, there is a button that says "Finished. Back to Process Steps." There are also some small icons at the bottom right of the window.

## Activity 3: Review Project Shortcomings

Capture difficulties or shortcomings encountered during the development life cycle. Document

the things that you would/could do differently next time to improve or mitigate the difficulties, both for each difficulty identified and as a whole (more holistic and strategic in nature).

E-Octopus \* - Visual Paradigm Enterprise

Dash Project ITSM UeXceler Diagram View Team Tools Modeling Window Help

... > Review Project Shortcomings > Project Challenges, Shortcomings and Recommendations

**Project Challenges, Shortcomings and Recommendations**

Challenges and Difficulties		
Challenge	Description	Recommended Solutions
Stakeholders aren't clear about their needs	Stakeholders can only tell us their needs from a relatively high level perspective.	Try to use <a href="#">storyboard</a> and <a href="#">wireframe</a> to gather and confirm their needs.
The existing system must be kept running whilst the developing of the new system	As title.	Separate the development and production environment.

  

Shortcomings		
Shortcoming	Description	Recommended Solutions
Poor communication among the team	Redundant work caused by poor communication. This problem has been addressed during the project since the introduction of instant messaging software.	Use instant messenger in project.
Low team morale	Some team members are unhappy due to poor clarity in expectations.	Team building. Conduct more meaningful meeting for sharing common vision, project goal and progress.
Poor communication with stakeholders	The stakeholders from the Education Committee keep changing meeting by meeting. Sometimes they even have different expectation.	Keep the discussion in a centralized place. Broadcast and decisions and conclusions made in meeting to all stakeholders. Make sure they all know and agree with what's decided.