Project Management Essentials

**Lessons Learned**

Template

June 4, 2021

## **Template Description** Purpose

The Lessons Learned document is used to identify and preserve the lessons learned on each project. The purpose of this document is to help the project team share knowledge gained from the experience. A successful Lessons Learned program will help project teams repeat desirable outcomes and avoid undesirable outcomes.

## How to Use

*Populate the Lessons Learned document using Project Register information and any other pertinent project artifacts, as well as project team feedback obtained through any lessons learned brainstorming.*

## Best Practice

*Lessons Learned are more accurate if they are tracked throughout the life of the project rather than waiting until the end. Lessons Learned should be reviewed and approved by the Project Sponsor, Business Owner, and/or Division Director. All other members of the project core team should review Lessons Learned.*

Note: The PM Essentials Lessons Learned Template is customizable as you see fit, on a per project basis, meeting specific needs of the project and/or your organization’s policies. The below sections are suggestions but can be tailored as applicable.

\*\*NOTE: Please remove this page when creating your Lessons Learned\*

Lessons Learnedfor[Project Name]

August 24, 2021

# Review and Approval

*Submit the document to the Division Director, Business Owner, Project Sponsor, and Project Core Team. Archive this document with the project artifacts once completed.*

| Approver Name | Title | Signature\* | Date Approved |
| --- | --- | --- | --- |
|  | [Division] Director |  |  |
|  | Project Sponsor |  |  |
|  | Business Owner |  |  |
|  | CFO |  |  |

\*Signature signifies that you approve the content contained within and it accurately represents the lessons experienced in the project.

# Project Feedback and Comments

## Project Areas

Document lessons learned for the suggested project areas; repeat project areas as needed so that there is one lesson per line. Provide an explanation on what made this a success or an area for improvement and include recommendations on how to improve.

| **Lessons Learned** | **Project Area** | **Worked Well**  **or**  **Needs to Improve** | **Explanation** |
| --- | --- | --- | --- |
|  | Integration Management |  |  |
|  | Scope Management |  |  |
|  | Time Management |  |  |
|  | Cost Management |  |  |
|  | Quality Management |  |  |
|  | Human Resource Management |  |  |
|  | Communication Management |  |  |
|  | Risk Management |  |  |
|  | Procurement Management |  |  |
|  | Stakeholder Management |  |  |
|  | Other |  |  |

## Customer Satisfaction Survey Feedback

*Include feedback from any Customer Satisfaction Survey from the project team, project stakeholders, project sponsor, and business owner.*

|  |
| --- |
| **Customer Satisfaction Survey Feedback** |
| * *Copy and paste survey feedback (preferred)* * *Embed files containing survey feedback* * *Attach hyperlink to suitable shared storage file with survey feedback* |

## Project Manager Lessons Learned

Enter lessons learned from a Project Manager perspective.

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| --- |
| **Project Manager Lessons Learned** |
|  |
|  |

## Other Lessons Learned

*List any other lessons learned.*

|  |
| --- |
| **Other Lessons Learned** |
|  |
|  |

# Appendices

*Include any relevant appendices.*

# Feedback

If you have any questions on PM Essentials or on project management practices, please contact DIR’s Project and Portfolio Management Office at [ppmo@dir.texas.gov](mailto:ppmo@dir.texas.gov).