

# PBGC OIT Lessons Learned Document Standard

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<b>Purpose</b>	To define a consistent set of information that must be contained in the Information Technology Solutions Life Cycle Management Framework’s Lessons Learned deliverable.
<b>Scope</b>	To document processes, lessons learned, and recommendations to improve the quality and efficiency of the program/project.
<b>Authority/References</b>	Information Technology Solutions Life Cycle Management Framework
<b>Approving Body</b>	Governance Coordination Board (GCB)
<b>Owner</b>	IT & Business Modernization Department (IT&BMD)/Project Management Division (PMD)
<b>Collaborator</b>	OIT Division Managers, Business and IT Program Managers, Business and IT Project Managers
<b>Implementer</b>	Not Applicable
<b>Standard Type</b>	Management - The standard pertains to the management of an information system, IT project, program, or initiative through the life-cycle phases
<b>Control Number</b>	xxx
<b>Standard</b>	<p>The Lessons Learned Document must contain, at a minimum, the information/items listed in this standard.</p> <p><b>Project Identification</b> – List of the following information:</p> <ul style="list-style-type: none"> <li>• Project name</li> <li>• Description of the project, including the type of project and/or IT solution (e.g. Development, Modernization, or Enhancement (DM&amp;E), Steady State (SS), COTS, Hosted, custom developed, maintenance, etc.)</li> <li>• Names of the Sponsor, Federal Business and IT Program Managers, Federal Business and IT Project Managers, and Integrated Project Team members.</li> </ul> <p><b>Category</b> – Identify key words (tag words) to describe the content of the lessons learn document, such as project management, team building, communications, etc. This section may contain any descriptors that the author deems best describes the success, lessons learned, and recommendations of the project and would help a potential user during a document search.</p> <p><b>Lessons Learned Participants</b> – List the individuals who participated in the Lessons Learned session or contributed to the content of the document. Participants may include</p>

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	<p>Federal Business and IT Program Managers, Federal Business and IT Project Managers, contractors, developers, Release Managers, and extended members of the Integrated Project Team.</p> <p><b>Project Successes</b> –List the strategies and techniques used during the project that worked well and contributed to the success of the project (e.g. processes, activities, artifacts, meeting formats, or any other process or activity).</p> <p><b>Project Lessons Learned</b> - List strategies and techniques used during the project that did not go well or that could have been done differently (e.g. processes, activities, artifacts, meeting formats, or any other process or activity). This may assist others in understanding what occurred during the course of the project and what could be done differently in the future for better outcomes on similar projects. There should be a recommendation for future improvements to address each lessons learned.</p> <p><b>Recommendations</b> – Include suggestions on process improvements and/or best practices that worked during the project. Recommendations should provide guidance to future project teams for managing, documenting, and reporting on projects of similar size and scope.</p> <p>Once the Lessons Learned session and document is complete, send a copy of the Lessons Learned document to the ITSLCM mailbox - AskITSLCM@PBGC.gov</p>
<b>Metrics</b>	For future use