# Lessons Learned Report

## [Project Name]

### Version of TAC 216 Companion Guide: [Version]

### Project Start: [Date]

### Projected End: [Date]

Acceptance of lessons learned indicates an understanding of what went well and what could be done differently on the next project. By signing these Lessons Learned, you commit that the organization will use these lessons as inputs to future projects.

| **Approver Name** | **Approver Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
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**Note to the Author**

Use this template to help you document lessons learned on the project. The template includes instructions to the author, boilerplate text, and fields that should be replaced with specific project values.

**Blue** text enclosed in angle brackets (<text>) either provides instructions to the document author, or describes the intent, assumptions and context for content included in this document. **Delete the blue text** as you fill out the document.

**Brown** text enclosed in square brackets ([text]) indicates an example. **Replace the brown text** as you fill out the document.

**Please delete this page before completing the document.**

#### Section 1: Stakeholder Satisfaction Survey

##### Stakeholder / End User Survey Feedback

<Create a survey to measure stakeholder and end user satisfaction. Stakeholders include the project team, project stakeholders and the project business and executive sponsors.

You can survey stakeholder and end user satisfaction at any time during the project, but do plan to gather it at least once when the project work is complete. Example questions:

* How effective was the project team at delivering the agreed upon product(s)?
* Were you given a reasonable level of input on project decisions?
* How satisfied were you with what the project produced?
* What went well?
* What could be done differently next time?
* How well prepared were you to use what the project produced?
* How well did the project team communicate how the project was going to impact you?
* What did you want to know that was not communicated?
* How can the project team engage more effectively with you?
* What other feedback do you want to provide?>

[Survey results]

#### Section 2: Lessons Learned

<When the project work is complete, assemble the sponsor, those who worked on the project and key stakeholders. Think about:

* What went well?
* What could be done differently next time?
* What unexpected risks or issues did the project have to deal with?
* How do our processes need to change to better meet project goals?

As an alternative, begin gathering lessons learned informally as soon as the project begins. When the project work is complete, assemble the sponsor, those who worked on the project and key stakeholders for a lessons learned meeting.>

##### Sponsor Satisfaction

<Ask the business and executive sponsor(s) how satisfied they were with the project.>

* [Very satisfied]
* [Somewhat satisfied]
* [Neither satisfied or unsatisfied]
* [Somewhat dissatisfied]
* [Very dissatisfied]

[Please explain]

##### Sponsor Lessons Learned

<Ask the business and executive sponsor(s) to list a few things that went well and a few that could be done differently on the next project.>

* [Lesson 1]
* [Lesson 2]
* [Lesson 3]

##### Project Manager Lessons Learned

<As the project manager, identify a few things that went well and a few that could be done differently on the next project.>

* [Lesson 1]
* [Lesson 2]
* [Lesson 3]

##### Project Team Lessons Learned

<Ask the project team members to list a few things that went well and a few that could be done differently on the next project.>

* [Lesson 1]
* [Lesson 2]
* [Lesson 3]

| Area | Things That Went Well | Things To Do Differently |
| --- | --- | --- |
| [List the project area triggering a lesson learned (e.g., project management, development, procurement, communication, stakeholder involvement, quality)]  | [Describe what went well.] | [Describe what could be done differently.] |
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##### Other Lessons Learned

<List any other lessons learned.>

* [Lesson 1]
* [Lesson 2]
* [Lesson 3]

#### Section 2: Stakeholder Satisfaction Survey

##### Stakeholder/End User Survey Feedback

<Create a survey to measure stakeholder and end user satisfaction. Stakeholders include the project team, project stakeholders and project sponsor.

You can survey stakeholder and end user satisfaction at any time during the project, but do plan to gather it at least once when the project work is complete. Think about:

* How effective was the project team at delivering the agreed upon product(s)?
* Were you included in project decisions?
* How satisfied were you with what the project produced?
* What went well?
* What could be done differently next time?
* How well prepared were you to use what the project produced?
* How well did the project team communicate how the project was going to impact you?
* What did you want to know that wasn’t communicated?
* How can the project team engage more effectively with you?
* What other feedback do you want to provide?

Include feedback from the Stakeholder/End User Post-Project Survey. Options include:

* Copy and paste survey feedback (preferred).
* Embed files containing survey feedback.
* Attach a hyperlink to shared storage file with survey feedback.>

[Survey information]