

Turning Lessons Learned into Best Practices

Problem: How do we translate Lessons Learned into concrete actions to improve processes and projects (best practices)?

Team:

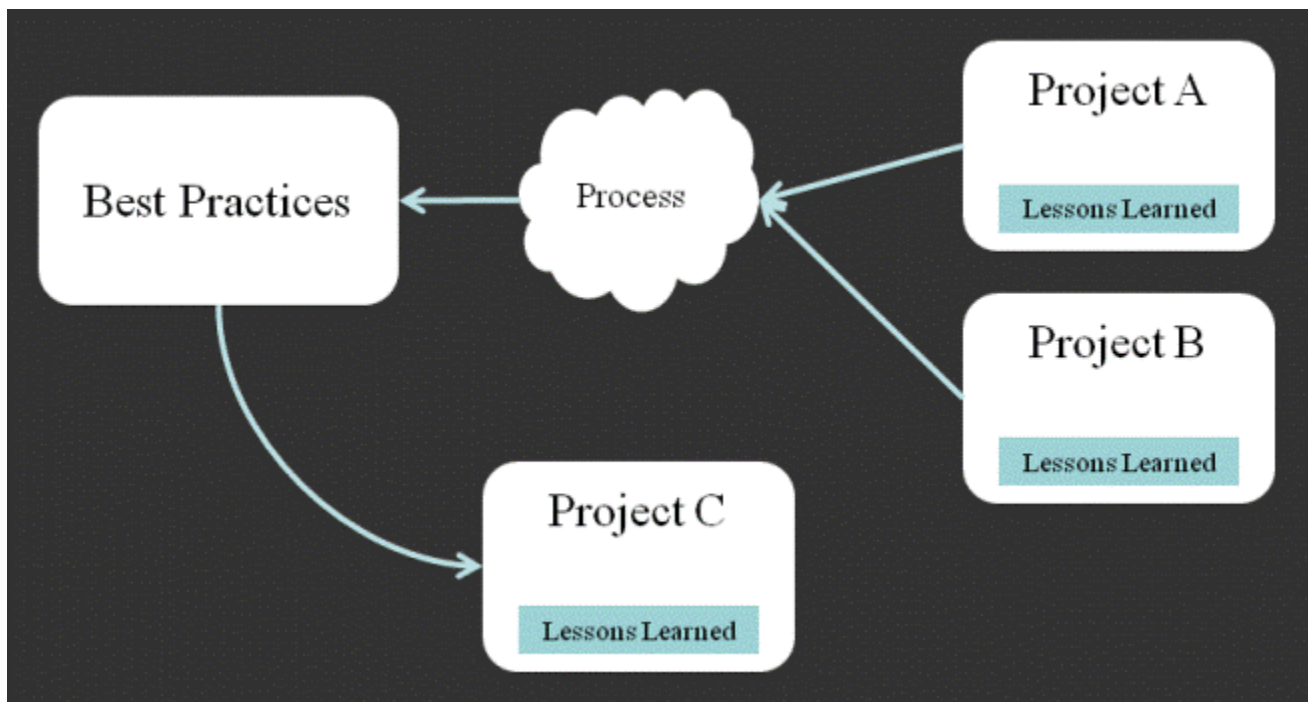
Members: Nathan Reimer, RJ Davies, Greg Menzenski, Andy Slusar

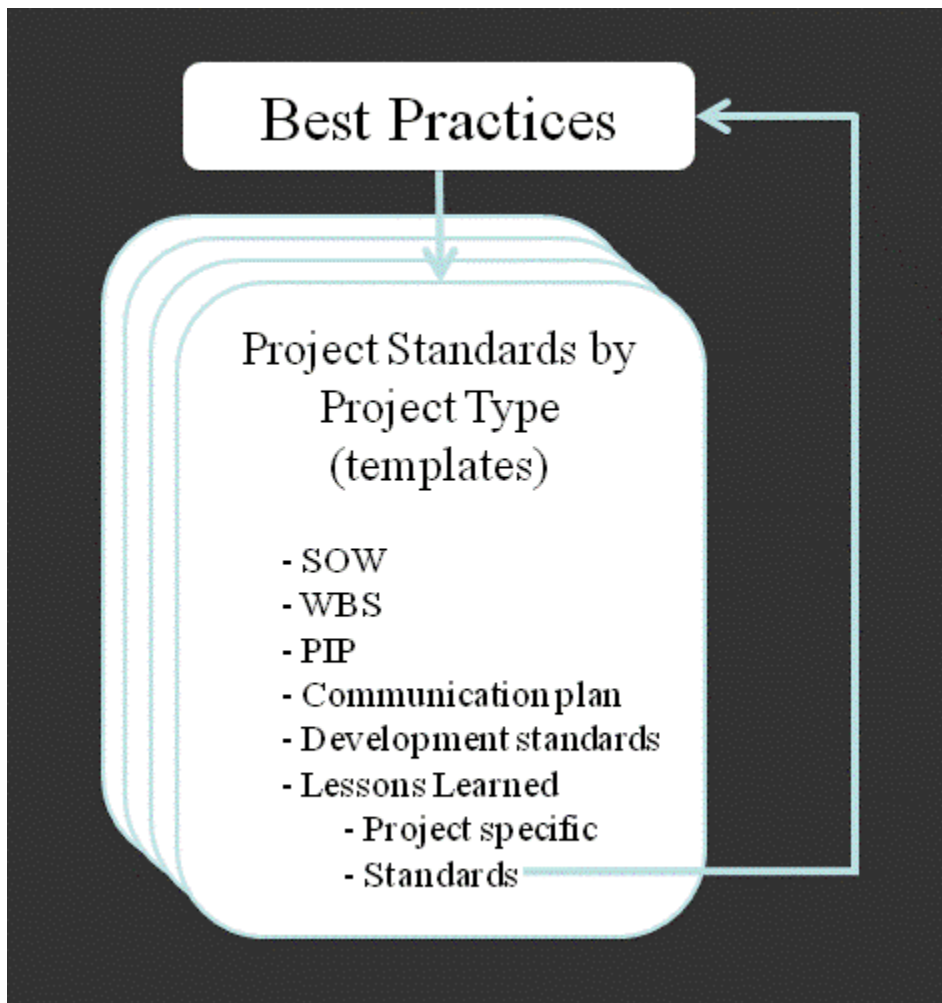
Assumptions:

- Lessons Learned repository exists
- Best Practices are not limited to Project Management Lessons Learned

Approach:

Take Lessons Learned and modify Best Practices and Standards by Project Type





Project Standards:

- CPMM
- SOW
- WBS
- ENV
- Equip
- Communications Plan
- QA Standards
- Development Standards
- Other Standards

Project Types:

- Small Projects
- Upgrades
- Large Projects
- Custom Development
- Vendor Product Implementations

Recognized that standards and best practices can be either public or private

- Some sensitive material may not be appropriate for public consumption
- Need mechanism to store and share both types of LLs

Lessons Learned should include all aspects of projects

- Analysis processes
- Development processes
- QA Processes

- Implementation processes

Process:

Best Practices

- Form Working group to collect Project Best Practices and create a first draft in confluence. We recommend the Project Management SIG be this working group.
- Best Practices should include any project related templates. Practices and templates should be categorized by project type when applicable.
- PM SIG reviews LLs periodically
- PM SIG agrees on best practices changes
- Implement changes

Mentoring program:

- Create Project Catalog - List of who did what project by project type and date.
- Encourage PMs to conduct a knowledge transfer session, when beginning a project, with a PM that has done a similar project recently.

Recommended next steps

- Form PM Sig and make the LL process described above part of its charter
- Establish governance process for PM SIG and determining best practices
- Collect Best Practices
- Collect Project Templates by project type
- Create Project questionnaire/checklist by type
- Create process for periodic review of LLs
- Create Mentoring Program