

Session 3 - Agenda & Notes

LESSONS LEARNED WORKING GROUP
SESSION 3
11/19/2008

MEETING ATTENDEES: Greg Bronson, RJ Davies, Stephanie Herrick (co-Facilitator), Butch Labrecque (co-Facilitator), Ned LaCelle, Benoit McNicoll, Nathan Reimer, Casper Vanwyk, Christina Tenerowicz

ADMINISTRIVIA:

- IS Activity Code - 1853: Lessons Learned Working Group
- Confluence Site - <https://confluence.cornell.edu/display/LLWG/Home>

Agenda:

- Groundrules
- Purpose of the Meeting
- Review Objectives & Expectations
- Breakout sessions with "Report Back" presentations & Group Feedback
- Closing

GROUND RULES:

Turn off cellphones; play nice.

PURPOSE OF MEETING:

Define the End-In-Mind – Finalize results, identify steps to get there.

OBJECTIVES & EXPECTATIONS:

LLWG Objective: create and improve LL practices & tools. LLWG Expectations: these are yours... how will you meet your own expectations as you seek to reach the LLWG objectives by defining the end in mind?

BREAKOUT SESSIONS, Report back & group feedback:

The work that the LLWG has done has been very good and it's your work. Not Butch's and not Steph's. No one else owns it yet. Who will use it? How will it be used? How will the work of the LLWG continue, evolve, and outlive Session 3?

Break out into individual work groups and:

1. Review feedback provided to date
2. Decide on Actionable Items vs Parking Lot
3. Define Final Steps (keeping LLWG Expectations in mind)
 - a. Identify changes needed and how/when to accomplish them
 - b. Identify an owner
 - c. Define the plan to transfer ownership

Stream of consciousness notes to follow...

Facilitation Team

Deliverables – surveys and checklists. Reviewed feedback – propose CPMM/OIT PMO as owner, adopt deliverables as is (or they make changes first... confluence feedback as parking lot) & post to CPMM website. Team can make an insider handoff (Ron, Lisa). Greg posted his own notes from the meeting as comments, brought back open items (already done so via email on 11/20, see below), will collect responses and generally follow-up with the rest of his team:

If you haven't already, please note the comments (at bottom) appended to our work on the confluence site.

<https://confluence.cornell.edu/display/LLWG/Facilitation+Team+Summary+Recommendations>

Here is a summary of discussion on our topic from yesterday's meeting (in addition to follow-on questions/comments I posted to the site):

To question of "Have you thought about what it might take to incorporate this content into CPMM?" It seems like we're "really" close to having content (ie. LL meeting guidelines and/or sample survey questions) that might be made more widely available (via OIT PMO site?). How do we see about having this happen?

To question of "Have you considered offering survey templates?" If I recall correctly we had a brief discussion about what survey tools folks were using. Is there value in having CPMM "endorse" a specific survey tool (thus making it quicker/easier for PM's to use some existing templates) ?

To the questions of "Will you be including directions to access and use the Sharing Outcomes team's solutions?" and "We looked at the surveys/checklists from the perspective of several points-in-time during a CPMM project lifecycle ...". I scratched my head on these; should we kick these around as a group (email or meeting)?

"Best Practices" Team

PM SIG new owner of BP Process. Parking lot item/initial task for SIG – define the process(es). Pass along other feedback/recommendations as parking lot items for SIG (non-Project based "bp's" may be out-of-scope/inconclusive). Dependency on a LL repository (see Sharing Outcomes team recommendations). RJ will talk to Lisa about PM SIG adoption of BP processes. Parking lot item: repository for BPs.

Sharing Outcomes Team

Benoit hearkened back to the top priority requirements for a LL repository (easy to use, flexible, email notification). Proposed Launching SForge as a pilot and not just to capture PROJECT-based lessons or outputs from a formal Lessons Learned session. Suggested finding a champion or sponsor for such a pilot (Resource Managers?). Hold a kickoff meeting with initial pilot users (a "SWAT Team"?) to show them what is there and hold follow-up sessions (with a developer?) to make adjustments to SForge. Considering tying this pilot as a start-up activity to the PM SIG. Perhaps more definition around this pilot proposal is needed. Considering asking Stephanie and Butch to help schedule/conduct a small group meeting. RJ will talk to Lisa & consider options for sponsorship & pilot of Sharing Outcomes team recommendations.

CLOSING/NEXT STEPS

Reviewed Session 3 activities. Determined we will not schedule a Session 4, although there may be value in a follow up several months from now.

It is up to each of the three teams to carry out the steps necessary to achieve the "end in mind". Butch and Stephanie will work to facilitate making that happen. Folks should feel free to contact us for any assistance we can provide.

Final action items for Butch & Stephanie...

1. Participate in final activities with the three teams if invited to do so.
2. Facilitate adoption/ownership transfers where possible
3. Use outcomes from the three teams to conduct Lessons Learned for the LLWG (Facilitation), store LL in any existing pilot repository (Sharing Outcomes), & "hand off" in some manner to either a PM SIG or the OIT & IS PMOs.

4. Arrange IS Town Meeting presentation
5. Arrange OIT & IS PMO presentation (invite cross functional PMs)
6. Finalize Confluence site
7. Schedule follow up session ~March for status updates &/or networking.