

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Chief Information Officer Human Resources Line of Business

Migration Planning Guidance Templates

Lessons Learned Instructions and Template

October 2011

a New Day for Federal Service

Guidelines for the Lessons Learned Report

Lessons Learned Capture: Complete the Lesson Learned Report to document the lessons learned during the migration.

Complete for key lessons learned that have been identified for the transition project. Please ensure your detail and recommendation content is clear and concise. The noted lessons learned should be those that had the greatest overall effect on the migration effort

How to Complete the Lessons Learned Sheets: Please enter the lessons learned information using the guidelines for columns B to F

Column B – LL Ref No: Please sequentially number the lessons learned entries. If sequential numbering is already in place, no action is required.

Column C – Migration Categories: Please select the project phase that the lesson learned pertains to. If no specific phase, choose "overall project". For more information on the project phases, please refer to *Migration Planning Guidance Deliverables: Project Plan*.

Project Management
Preparation/Analysis
Design/Development
Implementation
Post Implementation
Overall Project

Column D – Lessons Learned Classification: Identify the category that the lesson learned belongs to. The following categories refer to lessons learned regarding:

People - workforce assessment, HR issues and people transition to the SSC
Process - business processes and functions migrated to the SSC
Technology - technology including hardware, software, interfaces, etc.
HR LOB Governance - governance, oversight and consultative support offered by HR LOB PMO
Other - not related to above categories

Column E – Lessons Learned Details: Provide sufficient detail to ensure that the lesson learned can be clearly understood by someone outside the project. If necessary provide contact details for persons in order to follow up on lessons learned.

Columns F – Lessons Learned Recommendation: If applicable provide a recommendation and/or resolution describing what needs to be undertaken either differently or repeated next time.

HR LOB Data Submission Lessons Learned Report

Customer Agency:

Shared Service Center:

Migration Start Date:

Completion Date:

LL Ref No.	Migration Categories	Lessons Learned Classification	Lessons Learned Details	Recommendation (if applicable)
1				
2				
3				
4				
5				



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