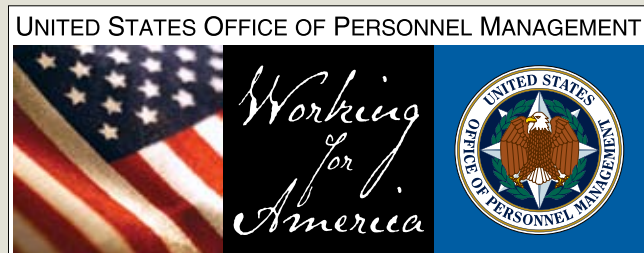


MIGRATION PLANNING GUIDANCE DELIVERABLES

LESSONS LEARNED INSTRUCTIONS AND TEMPLATE

May 23, 2008



Guidelines for the completion of the Lessons Learned Template

Note: Please read these guidelines before completing the information required on the Lessons Learned Report

Note: **Lessons Learned Capture:** Complete the Lesson learned sheet for each 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 A to E

Column A: LL Ref No: If sequential numbering already exists, no action required. Otherwise please ensure the sequential numbering.

Column B: Migration Categories: Please select the project phase **about which** you learned a lesson. This may or may not be the phase during which you learned it. If no specific phase, choose "overall project". Valid project phases are:

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

Column C: Lessons Learned Classification: Identify the area that the Lessons Learned belongs to. Valid codes are People, Process, Technology, HR LOB Governance.

- People- lessons learned regarding workforce assessment, HR issues and people transition to the SSC
- Process- lessons learned regarding business processes/functions migrated to the SSC
- Technology- lessons learned regarding technology including hardware, software, interfaces, etc.
- HR LOB Governance- lessons learned pertaining to the governance, oversight and consultative support offered by HR LOB PMO

Column D: Lessons Learned Detail: Provide sufficient detail to ensure that the lesson learned can be clearly understood by someone outside the project. If necessary provide contact details for follow-up.

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

Shared Service Center: _____
Customer Agency: _____

Customer Migration Date: _____
Date Completed: _____
Date Reviewed with Customer: _____

LL Ref No.	Migration Categories	Lessons Learned Classification	Lessons Learned Detail	Recommendation (if applicable)
1	Project Management	People	All individuals did not receive notice	Emails issued early in the process
2	Design/Development	Process		
3				
4				
5				
6				
7				



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