
Lessons Learned Report

[DATE]

Lessons Learned Report Instructions

The purpose of the *Lessons Learned Report* is to gather input on how to improve the discovery process for future customer agencies and, if applicable, the Implementation Phase the customer agency and FSSP will be entering.

It is recommended that the customer agency and FSSP discuss and complete the *Lessons Learned Report* together. If the customer agency and FSSP decide to complete it separately, FIT will review each submission and share salient lessons learned with the respective organization so that the applicable lessons learned can be leveraged. Lessons learned about the FAME process should also be included.

The *Lessons Learned Report* uses a “Start, Stop, Continue” methodology to collect and report on lessons learned during the FAME process. The definitions are as follows:

- **Start:** Describe practices and/or processes that should begin going forward. Explain why these are needed and what they are changing. This section should address next steps and recommendations.
EXAMPLE:
- **Stop:** Describe practices and/or processes that should not be continued going forward. Explain why these occurred and why they should stop.
- **Continue:** Describe practices and/or processes that should continue unchanged going forward. Explain why these are effective.

The knowledge areas on the template are illustrative. Customer agencies and FSSPs should only populate fields with applicable lessons learned.

FAME Lessons Learned Report for Discovery

Project Name	Enter the project name	Date	Enter the Date (mm/dd/yy) Lessons Learned were recorded
Customer Agency Name <i>(include point of contact)</i>	Enter customer agency name, point of contact, and contact information	FSSP Name <i>(include point of contact)</i>	Enter FSSP name, point of contact, and contact information
Submitted By	Enter the name of the stakeholder(s) submitting the report		

Project Overview

Enter brief description of the project including services being migrated.

Knowledge Area	Stop	Start	Continue
Scope	<i>e.g., Stop discussing how to configure the financial management system.</i>	<i>e.g., Start discussing requirements in terms of services/outputs</i>	
Schedule			
Budget			
SMEs			
Communication			
Risk Management			

Resources			
Governance			
Project Management			
Working Sessions			
Other			