


[HHSDC Home](#)
[BP Home Page](#)
[The MSC](#)
[CMM](#)
[POST Enterprise](#)
[The Project Office](#)
[Life Cycle Processes](#)
[Search BP](#)
[HHSDC Links](#)
[Resources Library](#)
[QAWG **NEW!**](#)
[SID Policy **NEW!**](#)
[Contact Us](#)


 My CA

Lessons Learned

Description:

At the end of the project, the [project office](#) should reflect on the project results and document any innovations or unforeseen problems that the project faced. The purpose is to document areas that could be improved for the benefit of future projects. The Process QA staff or IV&V may conduct the lessons learned activities.

Generally a series of brainstorming sessions are conducted within the project teams. This can be useful for jogging people's memory and analyzing the cause of the problems. Another approach is to use a survey to allow for anonymous answers. Surveys should contain both a targeted question section and a free form comment section. The drawback to surveys is that you cannot probe the respondent for more clarification and responses may be biased.

Each phase of the project should be considered. Typical topics/questions include:

- Were the plans to the correct level of detail to be useful?
- Were the requirements complete?
- Were the design/code/test reviews helpful?
- Were the automated test tools helpful?
- What additional tools or information would have helped?
- Were management/support staff available when needed?
- Were the staff adequately prepared for their jobs? Were the skills required appropriate for the job performed? Were other skills needed that were not discussed initially? Would additional training (and what kind) have helped?
- What types of risks were encountered? What were the causes of the risks? What strategies were effective/not in performing corrective, mitigation and contingency actions?
- What types of changes were encountered? What were the causes of the change? How were they handled successfully/not?

Problems to beware of, strategies that worked, and suggestions for [process improvement](#) are documented and distributed to management and to other projects.

References:

- [DOF PMM section on PIERs and Lessons Learned](#) (DOF link)

Samples and Supporting Materials:

- [SAWS Tracking Lessons Learned Guidance](#) (pdf)
- [EBT Procurement Lessons Learned 2001](#) (pdf)
- [CCSA County Transition Lessons Learned 1998](#) (MS Word)


[HHSDC Home](#)
[BP Home Page](#)
[The MSC](#)
[CMM](#)
[POST Enterprise](#)
[The Project Office](#)
[Life Cycle Processes](#)
[Search BP](#)
[HHSDC Links](#)
[Resources Library](#)
[QAWG **NEW!**](#)
[SID Policy **NEW!**](#)
[Contact Us](#)


The Health and Human Services Agency Data Center (HHSDC)'s Systems Integration Division (SID) is responsible for a number of complex automation projects. These projects involve the delivery of critical social services to some of the most underprivileged segments of our society. It is the goal of SID to develop and maintain standardized project management and system engineering techniques based on best practices from public and private sectors.

 My CA

Process Improvement

Commitment:

The **Systems Integration Division (SID)** uses the **Management Steering Council (MSC)** to provide strategic guidance to the process improvement commitment. The MSC then assembles and empowers **Process Action Teams (PATs)**. The PATs are the primary vehicle for implementation of process improvement initiatives within SID.

Focus:

- **The Project Office** - Describing the required functional roles and responsibilities, and skills for the types of large scale projects that SID manages. Ensuring that all project staff possess the knowledge and tools to enable to them to perform their job.
- **Life Cycle Processes** - Defining SID's standard processes for performing and overseeing system acquisitions. Tailoring industry and government standards to meet SID's specific needs.
- **POST Enterprise** - Obtaining useful tools that assist project staff in performing their jobs more efficiently, with emphasis on common tools across all projects.
- **Capability Maturity Model Quick-Assessments** - Monitoring the projects' individual process improvement efforts and application of the SID standard processes and tools.
- **Quality Assurance Working Group (QAWG)** - Sharing ideas and coordinating implementation of CMM and TOSU-compliant processes and other quality improvements across all the projects.

[HHSDC Home](#)[BP Home Page](#)[The MSC](#)[CMM](#)[POST Enterprise](#)[The Project Office](#)[Life Cycle Processes](#)[Search BP](#)[HHSDC Links](#)[Resources Library](#)[QAWG **NEW!**](#)[SID Policy **NEW!**](#)[Contact Us](#)

search

 My CA

Launch Meeting

Description:

The purpose of the Launch Meeting is to orient all project participants on how the project will proceed. Key points for the Launch meeting include:

1. What is the purpose of the project?
2. What are the expectations of the contractors/subcontractors and staff?
3. What is the project approach (i.e., How is the project going to be executed? How many phases? What's the schedule?)?
4. Who is involved in the project and what are their roles and responsibilities?
5. What are the project processes that will be used (such as for deliverable reviews, meeting scheduling, action item assignment/tracking, etc.)?

Both project office and contractor staff should attend these meetings. As additional staff join the project, they should be given similar orientation to the project.

Samples and Supporting Materials:

- [Project Launch Meeting Agenda](#) (pdf)
- [Phase Launch Meeting Agenda](#) (pdf)
- [M&O Pre-Initiation Launch Meeting Agenda](#) (MS Word)

[HHSDC Home](#)[BP Home Page](#)[The MSC](#)[CMM](#)[POST Enterprise](#)[The Project Office](#)[Life Cycle Processes](#)[Search BP](#)[HHSDC Links](#)[Resources Library](#)[QAWG NEW!](#)[SID Policy NEW!](#)[Contact Us](#)

search

 My CA

Phase Closeout Meeting

Description:

The purpose of the Phase Closeout Meeting is to ensure the contractor has completed all requirements for this phase and is ready to continue to the next phase. The following are the primary points of discussion and criteria for making the Go/No Go decision to proceed to the next phase.

1. Verify that all contractual requirements for this phase have been met.
2. Verify all open issues for this phase have been resolved and closed, or there is a documented plan to address the remaining open items.
3. Verify all required deliverables have been received and accepted by the State.
4. Perform a **lessons learned** session to capture good ideas and strategize about activities that did not go as planned. Document the results and submit them to the organizational repository. Incorporate appropriate suggestions in the plans and processes for the next phase.
5. Perform a **risk assessment** and validate the status of known project risks.
6. Verify that the contractor has adequately staffed the project for the next phase, and that the staffing plans accounts for appropriate growth for subsequent phases
7. Review the assumptions and expectations for the next phase.

If any of these items are incomplete or under dispute, the phase **should not** be exited. In this case, a plan to resolve the issue(s) should be required of the contractor, and a follow-up closeout meeting should be scheduled to re-review the criteria within 30-60 days.

Outline:

- [Milestone Review Agenda](#) (MS Word)