

UNC Modification Lessons Learned

for

UNC Modification [nnnn] - [Title]

Author	
Owner	
Version	
Status	
Date	

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1 Document Summary

1.1 Document Purpose

The Lessons Learned Report is to pass on any lessons that can be usefully applied to other engagements. The data in the report should be used by named groups and individuals in order to refine, change and improve the standards.

This document will capture any points that arise throughout the life cycle of the modification that could be embedded as part of best practice in future Modifications. The Lessons Learned Log will be completed upon request through the Governance workstream, and shall be completed by the relevant Workgroup.

The embedded Lessons Learned Log shall reflect the discussions within the Lessons Learned meeting. Not all such observations may require action, therefore Section 5 details any recommendations for improvement, and where relevant any recommendations to embed positive points into the process.

1.2 Document Scope

1.2.1 In Scope

- Elements to embed in future processes ('Do More') lessons learned
- Elements where action plans are required to refine future engagements ('Learning Points')
- Recommendations
- Abnormal events that caused deviations to the agreed plan

1.2.2 Out of Scope

Although recommendations will be provided, this document will not be used to follow up outstanding actions. It is the responsibility of those identified in the log to ensure that the necessary actions are completed.

The report shall be submitted from the relevant Workgroup to the Governance workstream, and the actions ratified by the forum. This will enable lessons to be learned and applied to other relevant forums. Once actions are ratified these lessons will be reported within the Workgroup, unless specified differently by the Governance workgroup.

1.3 Document Objective

The document can be completed throughout the change lifecycle, however, it is expected that the Lessons Learned review will be completed following modification direction, or implementation of system change. If lessons are learned through the modification cycle it is recommended that these are captured within a review at that time, so that lessons learned can be applied to reduce the possibility of any re-occurrence of the same fault.

Potential stages to consider are:

- Pre Modification Engagement
- Modification Proposal (Proposal / Benefit Statement / ...)
- Workgroup discussions
- Technical products (Legal Text / UK Link Impact Statement)

2 Inputs

- Observations and experience of the processes
- Workgroup meeting notes
- Project Documentation – e.g. Rules and ROM Analysis

3 Abnormal events that cause deviations

Describe any abnormal events that caused deviation.

It may be helpful to explain context of the modification – e.g. time constraints or considerations.

4 Lessons Learned Log

The Lessons Learned Log has been used throughout the life cycle of the project to record all positive and negative aspects.

This element of the document is used to capture comments. There may be seemingly contradictory statements within this Log to reflect differing perspectives. These contradictions must be eliminated within the Action / Recommendations Log so that a clear action plan may be identified.

Unique Reference	Relevant Modification Stage	Observation	Raised by:	Lessons Learned	Recommendation	Date	Owner
Composite UNC Mod Number / Unique Reference - eg.. UNC Modification 666	Potential Stages / Products for Consideration: - Pre Modification Engagement - Modification Proposal (Proposal / Benefit Statement / ...) - Workgroup discussions - Technical products (Legal Text / UK Link Impact Statement)		Important to identify, so clarifications can be obtained for report compilation.	Provide a specific and detailed explanation of the 'lesson'	Provide a detailed explanation of any recommendations that would avoid facing a negative experience or embedding a positive activity. Make specific recommendation about what you would expect would be done differently.		The name / company / industry group responsible for the recommendation / action. Try to identify the specific parties who have acted on the recommendation.
666/01		'Learning Point'					
666/02		'Do More'					



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5 Action / Improvements

The following actions have been captured as improvements have been recommended and will be put forward for discussion at the Governance Workgroup to ensure that these are applied to all relevant Workgroups.

Action / Improvement	Owner	Timescale
<p>List any process improvements or recommendations for improvement.</p> <p>If known, please specify what, where & how the proposed improvement will be deployed.</p>	<p>The owner should be a named individual who is able to reasonably undertake the action. This individual must have accepted the responsibility for this action prior to presentation at the Governance Workgroup.</p>	

6 Document Control

6.1 Reviewers and Approvers

This report shall be compiled within the Lessons Learned meeting by Joint Office, and presented to the relevant Workgroup for review and approval. It is expected that the review of this document shall be undertaken in the same manner of Workgroup reports – where some members may wish to make observations within this section.

Where an individual is named as taking an action approval must be provided by such individual.

6.2 Quality Criteria

- Details captured in the Lessons Learned Log have been adequately summarised.
- Realistic recommendations and actions have been documented for action points.
- Any context or abnormal events that caused deviation from normal Modification progression have been captured.

6.3 Version History

Version number and date	Status	Author	Summary of Changes

Template version version 1.0 01/11/2011