

Parts of A Lesson Learned Document

- What happened?
 - A brief description of the event.
 - Who, What, Where, When, How, and Why?
- Best Practice / Situation to Avoid?
 - Choose which.
 - Define how or why.
- Category
 - Categories could be departments, infrastructural components, portfolio/programs, etc.
- Impact
 - To what, to whom, how and/or why.
- Contributing Factors
- Root Cause
 - For consideration of others who view documentation - only a lessons learned meeting involving ALL interested stakeholders can reveal root causes, else a presumption is made.
- Recommendation
 - Advise what would be done next time to repeat/avoid the event.