

Lessons Learned

Project Management Context

Lessons learned represent the process of systematically gathering, analyzing, and documenting insights from both successes and failures throughout a project's lifecycle. Rather than treating a finished project as a closed book, teams capture what went well, what unexpected challenges arose, and what could be improved for future initiatives. When documented consistently and archived in a shared knowledge repository, these insights prevent organization-wide repetition of past mistakes, streamline risk management, and continuously refine operational workflows, ensuring every completed project acts as a building block for more efficient future execution.

Tip You can view Lessons Learned entries from across projects at the Program and Portfolio levels, where they can be grouped-by/sorted/filtered with attributes such as Category, Impact Outcome, and Project.

Adding and Deleting Lessons Learned

Users add a new Lessons Learned item by clicking the **+ New Lesson Learned** button in the Lessons Learned tab of a project. This will load the quick create form for Lessons Learned in the side panel.

Project Managers can delete any Lessons Learned item in any project they have access to, and the BrightWork PMO Manager can delete any Lessons Learned item. Team Members can only delete Lessons Learned items they have added themselves.

Columns

The following **columns** are available in the Lessons Learned tab:

Name

Enter a descriptive and unique title that summarizes the key takeaway of this lesson learned.

Logged By

Select your name or the name of the team member primarily responsible for documenting this lesson.

Category

Select the area this lesson primarily relates to, such as 'Business,' 'Project,' 'Team,' or 'Other.'

Description

Clearly describe what happened and the specific lesson that was derived from it.

Lesson Reference

This is a unique identifier used for tracking and referencing this specific lesson in reports.

Date Logged

Select the date this lesson was formally entered.

Impact Outcome

Select 'Positive' (Success), 'Negative' (Failure/Issue), or 'Neutral' (Observation) to classify the outcome.

Recommendation

The suggested change or action that should be taken.
