**Lessons Learned & Best Practices Report**

*Capture institutional knowledge, refine for future ICT4D programs.*

**Framework:**

1. **Report of Process & Participation**
   * Details of retrospective workshops held (dates, number of participants, method used: fishbone, SWOT).
   * Survey sent to 260 users within 2 days of project closure.
2. **Lessons Catalog & Theme Mapping**
   * Buckets: Technology, Change Management, Partner Engagement, Infrastructure, M&E.
   * Number of items per bucket, with severity and frequency rating.
3. **Top 10 Lessons with Actionable Recommendations**
   * E.g., “Rolling out offline sync to field teams before system go‑live reduces pull‑back by 90 %. Plan pilot devices six weeks in advance.”
4. **Best Practice Bank**
   * Documented tactical successes that can be repeated (e.g. ToT peer champions, mobile‑first forms, monthly “M&E review huddles”).
5. **Organizational Improvement Tracker**
   * Recommendations mapped to owners, timeline, dependencies, status.
6. **Evidence & Case Studies**
   * Snapshots of before/after dashboards, “success stories” from Ghana and Uganda, relevant quotes.
7. **Implementation Lessons for Future Programs**
   * E.g. Keys to digital inclusion: planning for translation, visual UI, and local data champions.
8. **Access & Sharing Guidelines**
   * Stored on UN IPT space, linked in digital program archive; shared in global ICT4D repository.

*This approach supports PMI’s and industry-recognized practices for lessons capture and knowledge sharing (turn0search35, turn0search6)*.