**Lessons Learned and Continuous Improvement Register**

**Date**: 26 July 2025  
**Document Owner**: PMO – Atelco Net  
**Objective**: Capture knowledge gained and identify improvement areas for future projects

**Top Lessons Learned**

| **Area** | **Lesson** | **Action Taken/Recommendation** |
| --- | --- | --- |
| **Data Migration** | Early test runs missed validation steps | Implement mandatory pre-migration QA cycle |
| **API Integrations** | USSD/Billing delays during load testing | Plan stress test simulations pre-UAT |
| **User Training** | Classroom-only approach was less effective | Combine in-person and interactive e-learning modules |
| **Role Mapping** | Initial confusion on permission levels | Conduct early access simulation workshops |
| **Change Management** | Resistance from legacy users | Involve staff earlier in demo sessions for buy-in |

**Continuous Improvement Register (Ongoing Initiatives)**

| **Improvement Area** | **Responsible Team** | **Due Date** | **Status** |
| --- | --- | --- | --- |
| Refresher Training Rollout | L&D + IT | Aug 2025 | Scheduled |
| System Feedback Portal Launch | IT Ops | Sep 2025 | In Development |
| Automation of Monthly Reports | Dev Team | Oct 2025 | In Backlog |
| Ticket Escalation Workflow Update | Support Team | Aug 2025 | Approved |