Project name:	Work package title:
brillianCRM	Lesson Learned

Work package description:

Lesson learned is the knowledge gained from the process of performing the project. Formally conducted lessons learned sessions are held at the completion of the project. However, lessons learned may be identified and documented at any point during the project's life cycle.

Lessons learned should draw on both:

- Positive experiences good ideas that improve project efficiency or save money
- Negative experiences lessons learned only after an undesirable outcome has already occurred.

Aim of work package:

- The purpose of lessons learned is to share and use knowledge derived from experiences and to bring together any insights gained during a project that can be usefully applied on future projects

Prerequisites:	Successor:
Approval	Project End
Duration:	Effort in man days (MD):
5 days	75 MD

Responsible person(s):

Project Manager, Project Assistant, 9 Consultants, 4 IT Specialists

Additional information: