
Lesson Learned Report of Typing Tutor

Version <1.0>

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I. Introduction

The purpose of the lessons learned document for the Typing Tutor Project is to capture the project's lessons learned in a formal document for use by other project managers on similar future projects.

This document may be used as part of new project planning for similar projects in order to determine what problems occurred and how those problems were handled and may be avoided in the future. Additionally, this document details what went well with the project and why, so that other project managers may capitalize on these actions. Project managers may also use this document to determine who the project team members were in order to solicit feedback for planning their projects in the future.

This document will be formally communicated with the class and will become a part of the class assets and archives.

II. Lesson Learned Approach

The lessons learned from the Typing Tutor Project are compiled from project journal entries throughout the project lifecycle. Lessons learned were also gathered from both realized and unrealized risks in the project risk register as well as through interviews with project team members and other stakeholders as necessary.

The lessons learned from this project are to be used as references for future projects and contain an adequate level of detail so that other project managers may have enough information on which to help base their project plans. The lessons learned in this document are categorized by project knowledge area. These knowledge areas consist of: procurement management, risk management, integration management, quality management, time management, cost management, scope management, human resource management, and communications management.

NOTE: Some knowledge areas may not contain lessons learned if none were documented throughout the project lifecycle.

III. Lesson Learned

The following chart lists the lessons learned for the Typing Tutor project. These lessons are categorized by project knowledge area and descriptions, impacts, and recommendations are provided for consideration on similar future new construction projects. It is important to note that not only failures or shortcomings are included but successes as well.

Category	Issue Name	Problem/Success	Impact	Recommendation
<i>Human Resource Management</i>	<i>Knowledge</i>	<i>In the beginning, all the members of the project didn't know anything about software engineering</i>	<i>- The project development didn't follow the right procedure. - The process is slowed down</i>	<i>The team should study briefly about all aspects</i>
<i>Human Resource Management</i>	<i>Hardworking</i>	<i>All the members are hardworking</i>	<i>- The members learn fast and</i>	<i>Always work hard and finish your job as</i>

Category	Issue Name	Problem/Success	Impact	Recommendation
			<i>figure the problems soon</i>	<i>soon as possible</i>
Integration Management	<i>Well Integration Management</i>	<i>The team leader assigned work clearly and all the team members did their job well. The change controls are managed by meetings every week.</i>	- <i>Lessen the impact of the knowledge issue above</i>	<i>Always make a plan at the start of the project and always check the process how the plan is followed or if the plan need to be changed</i>
Integration Management	<i>Documentation</i>	<i>The project start to make the documentation when the process is almost finished</i>	- <i>Lessen the value of the documentation</i>	<i>The team must make the documentation at the start of the project</i>
Quality Management	<i>Testing</i>	<i>The team didn't know anything about testing</i>	- <i>The team didn't put much effort on testing</i>	<i>Testing should be one of the top priorities</i>
Time Management	<i>Early Finished Front-End</i>	<i>The front-end is done quickly</i>	- <i>The process is fastened</i>	<i>Always finish the easy jobs first</i>
Communications Management	<i>Means of communication</i>	<i>The team only communicate through Facebook and meetings so it's hard to find some topics after a long time</i>	- <i>The communication is not effective enough</i>	<i>Find some other means of communication that could have more topics control and made for teamwork</i>
Risk Management	<i>Customers get bored</i>	<i>The software is simple so after a long time, the customers may get bored</i>	- <i>Lost customers</i>	<i>The software must always evolve</i>
Risk Management	<i>Security</i>	<i>There may be a risk of users' private information lost because the project use Facebook API</i>	- <i>Lost customers</i>	<i>Recruit a member that knows well about security</i>

IV. Process Improvement Recommendations

As indicated in the lessons learned chart above, the Typing Tutor Project did not have a process for reviewing and approving requested changes in requirements or project scope. Not only is this a lesson learned for similar future projects; but the class must ensure that all project managers are aware of the need for this process to be included in the planning of all future projects. Therefore, it is recommended that prior to work beginning on any new project, the project manager must brief the project sponsor on the process for requesting and approving changes to project scope