

# Project Lesson Learned workshops

1. Ensure there is a testing representative involved in any planned overall project lessons learnt meetings.
2. Identify and review any areas of improvement that have been raised during the test process (test planning, test design, test execution and test closure)
3. Raise any recommendations to the wider project that may fall outside the testing subject but that as a whole may improve the delivery of future Project / Change delivery.
4. Arrange lessons learned workshop focusing solely on testing. This should take place at the end of a Project / Change delivery.
5. The outputs should be shared and reviewed by the RISA Testing Services and where appropriate:
6. Test Process and low levels procedures will be updated with the actions arising from the workshop
7. Non-testing relating actions will be communicated to the relevant Project Manager / Team Leader for future projects
8. Regular meetings held with all key testing stakeholders to agree areas for improvement
9. Post "Go-Live" support requests / incidents monitoring:
10. The purpose of this is to identify incidents which could have been prevented during the development and testing effort and to refine future procedures accordingly.

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