

**Front 2 Back on the Web Lessons Learned
November 13, 2001: 10AM – 1PM**

| Time | Topic |
|--------------|--|
| 10:00 | Introductions |
| | Welcome to participants |
| | Role of facilitator – explanation (neutral, thick skin) |
| | Intro to session – GOAL: Understand factors involved to develop a better plan next time |
| | Ground rules & Agreements |
| 10:15 | Front 2 Back Web Tool Timeline |
| | Sketch the design and development timeline actually experienced (the actual process) for creation of F2B on the web <ul style="list-style-type: none"> • What was the sequence / timing? Who did what? (process & roles of each team) • How is this different from what you envisioned? What are the critical steps? • What worked best? |
| | What were the major tasks? (themes / categories) <ul style="list-style-type: none"> • Categories for lessons learned discussions, such as: standards, communication, |
| 10:45 | Explanation of Lessons Learned Process |
| | <ul style="list-style-type: none"> • Establish clear guidelines for lessons learned • Improving what we do -- repeating our successes and identifying areas for development • Learning from experiences, which may take time |
| | Lessons Learned Documentation |
| | Description of the criteria for lessons learned <ul style="list-style-type: none"> • Review things to consider • List things that went well, things we should repeat • Include "solutions" or suggestions |
| | Introduce ideas for lessons learned (key lessons from F2B plus categories listed earlier) |
| | Explanation of cards: they provide anonymity and a start for conversation |
| | Personal notes by participants on index cards |
| | Collection of individual lessons learned cards -- BREAK -- |
| | Ranking of topics for discussion (using stickers to "vote") <ul style="list-style-type: none"> ➢ Top items that will have the biggest payoff for how to do this next time |
| | Large group discussion of lessons |
| 12:15 | Suggestions for future projects |
| | To benefit future projects, create suggestions / revise process |
| | Questions to ask: <ul style="list-style-type: none"> • What information do you need before you begin development? • What do you know now that you wish you knew before (or during) development? • What affects the deadline? How do teams know if the deadline should it be moved? • What obstacles / challenges developed this time that might occur in the future? • What would keep these challenges from occurring in the future? |
| | Possible suggestions: <ul style="list-style-type: none"> • Stable and accessible standards • Timing / sequencing of activities (such as content readiness before development) • Different approaches – parallel vs. sequential development • How to plan based on approach |
| | Things to consider: Expectations, Considerations, Assumptions |