Chapter 2
Commentary:
My Top 10 Lessons on Lessons Learned Systems

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ABSTRACT

Many organizations embark on their knowledge management journey via a lessons learned program. This may entail establishing a lessons learned process for the organization to follow, as well as a lessons learned or best practices repository for ease of search and retrieval. Many of these lessons learned systems are ineffective due to a variety of reasons. This commentary will highlight some of the author’s key “lessons learned about lessons learned” to help organizations better ensure success for their lessons learned initiative.

INTRODUCTION

In view of recent interest in lessons learned information systems, I thought it might be helpful to discuss some lessons learned about lessons learned systems. Part of my knowledge stems from being actively involved in the testing, operations & maintenance, and future development of the agency-wide NASALLIS (Lessons Learned Information System—now called NASA Engineering Network; http://ildp1.nasa.gov/offices/oe/llis/home/), when I was the Knowledge Management Officer at NASA Goddard. These lessons may help other organizations as they establish a lessons learned program for their institutional memory-building and competitive advantage. The lessons are not ranked in any set priority, but collectively

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