



Operations Readiness & Assurance (OR&A®) Ltd.

# Lessons Learned Management System (LLMS)



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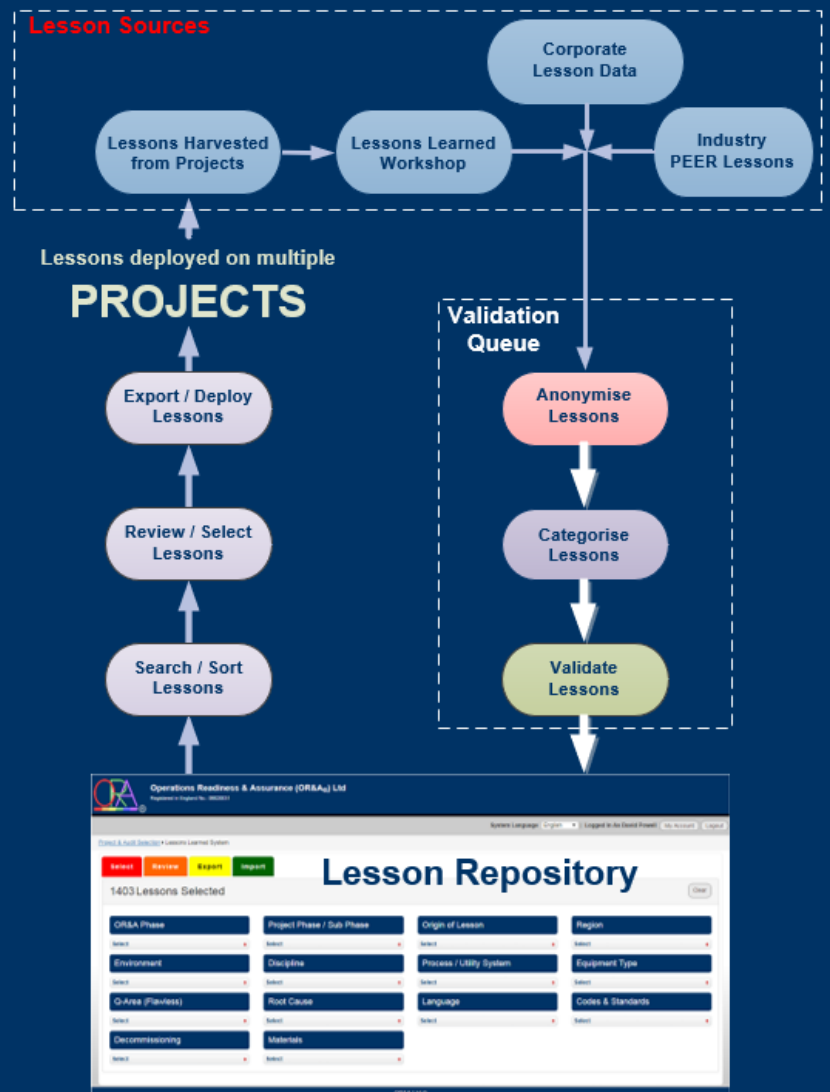
The unique and innovative Lessons Learned Management System (LLMS), previously only available to subscribers to the OR&A Solution, allows users to create, categorise, import, export, validate and manage Lessons Learned from a simple and easy to use interface.

The system is hosted on the same secure managed cloud as the OR&A Solution and is accessible from internet capable device in any location.

## Lesson Sources

A (potential) lesson usually originates from one of the following:

- The consequences of an error, oversight or omission resulting in a negative outcome;
- The consequences of an error, oversight or omission causing loss or harm (incident);
- The potential outcome of an error, oversight or omission identified by a project activity such as a health check, review or audit;
- A good idea or an innovative concept that subsequently resulted in a positive outcome;
- Formally, in the context of a Lessons Learned Workshop or similar activity;
- Informally, as part of a discussion that was not part of a Lessons Learned exercise.



Typically, these are recorded in some form of document or register at the end of a project because the value of Lessons Learned has already been recognised.

Unfortunately, the variety of lessons found and the inconsistent way they are recorded often makes them difficult to retrieve in a usable format.

However, the LLMS from OR&A can be easily populated with lessons from any source which are then validated and made available in the on-line Lesson Repository.

Users can then search, sort and select relevant lessons before exporting them as Word, Excel or PDF files for deployment on a Project.

## Lesson Repository

The lesson repository is where all of the potential and validated lessons are stored, however only those lessons that have been validated for use are visible to the user.

The repository currently holds over 3,500 lessons, a number which will grow exponentially as the system is used and those users add their own lessons. Every lesson is carefully vetted so that client companies can be assured that only the essence of the lesson is shared with the users and any information that might be considered contentious is removed during validation.

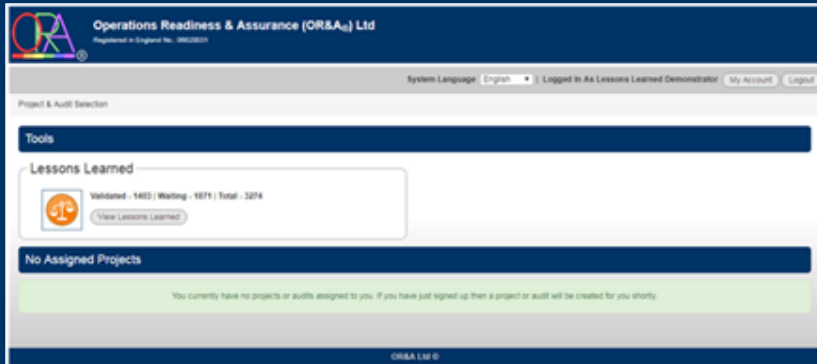
Those users with enterprise level access may also have a nominated 'super-user' who is able to validate lessons put forward by their company.

# Lessons Learned Management System (LLMS) Using LLMS

The Lessons Learned Management System is accessed from the Project & Audit Selection screen by clicking on the 'View Lessons Learned' button in the 'Tools' menu.

Although the OR&A Solution has many more tools and facilities, LLMS users are limited to using only the Lessons Learned Management System.

## Search, Sort & Select Lessons



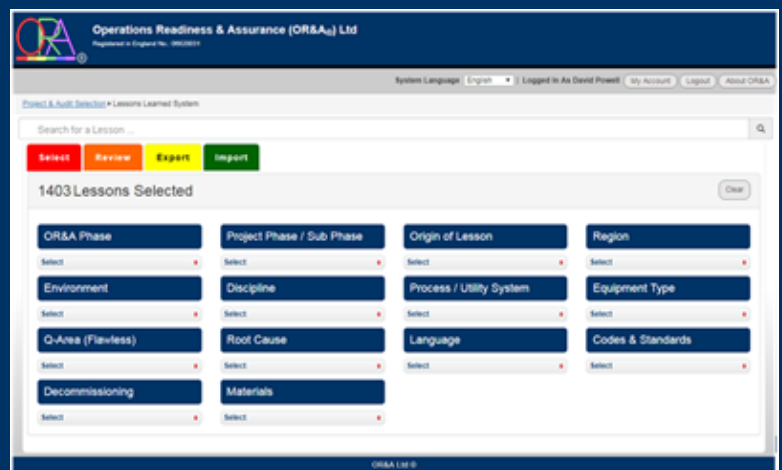
Identifying appropriate lessons held in the Lesson Repository is achieved by selecting appropriate categories from the drop down menus on the SELECT tab.

The titles of the lessons in the repository can also be searched by typing text into the 'Search for a Lesson' dialog box.

The system is used to identify relevant lessons by applying category filters. As categories are selected, the number of matching lessons reduces.

Users can review (and discard) lessons using the REVIEW tab, further reducing the lessons identified.

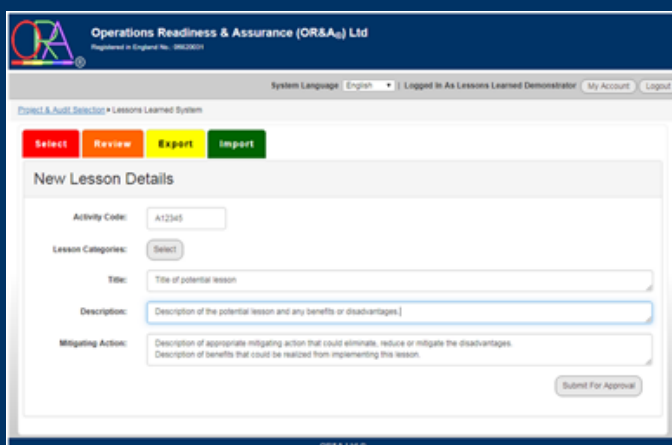
The selections made, to sort lessons, can be reset at any time using the 'Clear' button. This removes all of the category filters that have been applied.



## Import Lessons

Lessons can be imported electronically from any project available to the current user and are placed in the validation queue.

Lessons can also be imported manually by completing the submission form on the IMPORT tab. The user can also select appropriate categories before submitting the lesson for validation.

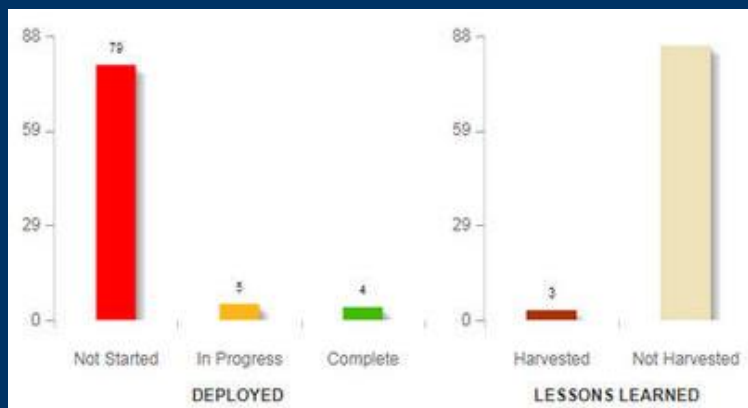


## Deploy or Export Lessons

When a selection of lessons has been made, they can be deployed on a project and an 'Action Party' nominated. Nominated parties are informed by e-mail. Lessons can also be exported, using the EXPORT tab, as Word, Excel or PDF files.

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## Monitoring and Managing Deployed Lessons



To enable the monitoring and management of Lessons Learned, the dashboard also provides a widget dedicated to monitoring potential lessons added to and harvested from current projects.

A second widget illustrates deployed lessons together with their current status.

The status of a deployed lesson can only be updated by the assigned responsible person. Changes to this status are reported by e-mail to the accountable person.

As will other widgets on the system, these can also be interrogated by clicking on the chart bars to produce a hyperlinked list of lessons and the activities upon which they are deployed.

## Validation Queue

Because lessons added to the system come from a variety of sources and will always differ in context, content detail and quality, they are all treated as 'potential lessons' until they have been 'validated' by a Subject Matter Expert (SME).

Many of the potential lessons submitted for validation may inadvertently identify assets, locations or names that the originator or company would prefer not to disclose, so to ensure that sensitive information is removed, the validation process 'anonymises' the content before the lesson is added to the Lesson Repository.

## Validation Process

In addition to removing information that might be considered confidential to a specific client or user, the validation process ensures that the lesson submitted can actually be considered as a valid lesson and that the suggested mitigating action is appropriate.

The second part of the process adds context relevance to the lesson by assigning appropriate categories to the lesson to facilitate the search function. Some of these categories may have been suggested in the original submission and these will also be confirmed during the validation checks.

## About OR&A® Ltd.

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