

# CORPORATE LESSONS LEARNED (CLL) SYSTEM

## **What is CLL?**

CLL is an approach to capture, evaluate, and use lessons learned. The CLL approach emphasizes integration of lessons learned functions within existing automation systems so that users experience CLL as a new feature of an existing computer program or business process. Review and sharing of lessons learned is accomplished through a distributed network of subject matter specific experts and repositories available through the World Wide Web.

## **What is our objective?**

The purpose of the Corporate Lessons Learned (CLL) system is to identify, capture, and reuse knowledge of the Corps' professional workforce. As our employees go about their jobs, the CLL allows our workforce to quickly identify repetitive deficiencies, critical problems, and successful business practices. These items are routed to appropriate experts for evaluation. Application of lessons learned, good work practices, and success stories provides technical and business process improvements improve the cost, time, and quality performance of Corps' facilities. Direct customer and project partner participation in CLL improves customer satisfaction.

## **How are lessons learned captured and evaluated in CLL?**

CLL captures lessons learned, good work practices, and success stories through the "LL Module." The "LL Module" is a 'yes/no' button that allows users to identify and submit potential lessons learned for review. The 'yes/no' button is incorporated, where appropriate, in existing automation systems. Direct submissions forms will also be provided if automation systems are unavailable for a given business process.

New lessons learned go to a web-based "Repository" where pending lessons items are evaluated by designated lessons learned experts. Repositories may be located at District, Division, or HQ level depending on the need of the business process that requires lessons learned capture. Automated email provides updates on the status of all submissions. Users do not need to keep checking on the status of their items.

## **How are lessons learned shared and used in CLL?**

The “Registry” is the sharing mechanism that allows employees to quickly find lessons learned repositories that relate to their current problem issue. The registry is a worldwide address book that identifies the locations of all repositories on all LL topics.

As with the “LL Module,” functions to identify and automatically apply relevant lessons learned are incorporated into existing automation systems. Searching functions allow local and national searches or push relevant items back to users as appropriate. Users may also create personalized newsletters that communicate new lessons learned in areas of interest to individual Corps employees.

## **How is CLL being used now?**

**Initial Trials:** Trials of the CLL module, embedded in a new design review IS, Design Review and Checking System (DrChecks), were successfully completed in the Fall of 1999, offering the possibility for integrating corporate lessons learned capabilities across a number of key Corps business process areas.

**DoD Award:** In January 2000, the Department of Defense, Office of Quality Management awarded CLL a “Quality Management Best Practice” award.

**Design Quality Lessons Learned Adoption:** Expanding the corporate functions and value of CLL, the DCGMP is currently funding work with the Department of the Army’s Facility Standardization Program and the Criteria Management Program. Today, over 1/3 of Corps districts are beginning to implement Design Quality Lessons Learned repositories using CLL.

**New IS Adopting the CLL Approach:** Already, several Corps-wide IS, such as the Resident Management System (RMS) and Project Management Information System (PROMIS) have identified CLL as the most effective approach to embed lessons learned into their business process areas. Recently, there have also been expressions of interest by a number of other Corps Information Systems.

**Federal Agency Adoption:** The U.S. Department of State, Office of Foreign Building Operations (DS-FBO) has recently adopted CLL as its approach for Design Quality Lessons Learned. Other agencies including the Naval Facilities Engineering Command (NAVFAC) are also interested in implementing CLL.

**CLL Development Plans:** Over the next two years, ERDC-C will develop and complete the fielding of the entire CLL infrastructure. When this infrastructure is implemented in a specific IS any authorized user will be able to add, edit, review, search and retrieve relevant lesson developed from across the Corps.

**CLL Registry:** In FY 01 work will focus on the development of the CLL registry. This registry provides a 'multi-functional address book' capability to identify sources of lessons learned from across the Corps. In addition specific entries will identify how to search these lessons learned repositories. Completion of the registry will occur in FY02.

**CLL Data Exchange Format:** In FY02 work will focus on method by which existing and new lessons learned repositories may add themselves to the registry. The CLL data exchange standard will provide the automated tools to maintain the registry.

**CLL Integration.** Concurrently with these activities individual IS have CLL components integrated within them. Typically existing IS's will need to add a features to capture possible lessons learned and forward those for evaluation. Existing IS's will also need to provide a feature that allows the re-use of relevant approved lessons learned. Evaluation of pending LL may occur centrally or in a distributed fashion depending on the proportion of site-specific information being evaluated.

#### **How will CLL be applied to other business areas?**

Modifications of the prototype repository and registry to fully supports Corporate Information Management requirements is the first step of implementing the CLL to other business areas. Once the robust design has been completed, additional high-payoff business

areas will be identified. Support for CLL will then be provided in updates of existing Automated Information Systems or through stand-alone national lessons learned repositories.

**Invitation to Participate:** The CLL effort has a tremendous potential to allow the Corps-wide re-use of hands-on lessons learned, success stories, and good work practices. I look forward to your active support and participation in this activity.

**Points of Contact:** Please contact the HQUSACE CLL Project Officer, Deane Holt, CECI-TR, phone (202) 761-5982 for more information on CLL and to coordinate plans for including CLL components within your IS. Technical CLL questions should be directed to Mr. Bill East, CLL Systems Manager, at ERDC-C, (217) 373-6710.