**Professional Services
Capability Framework:
Planning**

Sheffield
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FLAP activity for lessons learned: Identifying and discussing Future direction, Lessons learned, Accomplishments and Problem areas

"FLAP" activity is a helpful project/phase postmortem activity to run with a team. You should run it as close to the end of a project/phase as possible: don't wait or everyone will forget what happened. It allows you to learn lessons for your next projects.

How to run a FLAP session with your team:

1. Prepare and explain the FLAP quadrant on a piece of flipchart on the wall (or with each quadrant on a separate piece of flip chart):

- **Future Considerations**: Write down all future considerations with respect to the project/phase. These should be things you want to do differently or the same in another project in the future

- **Lessons Learned:** Write down the key lessons and takeaways from the project/phase. What worked well? What would be even better if…?

- **Accomplishments:** Write down the key accomplishments for the project/phase. What should be celebrated? This might be outputs and deliverables, or behaviours and relationships

- **Problem Areas:** Write down the problem areas experienced throughout the specified project/phase: what were the real sticking points? Is there anything you still need to solve?

2. Consider each quadrant in turn and put their notes on the relevant quadrant. Consider color coding the notes. For example, you can use 4 different colors for each of the areas:

- Process and practices
- Technology and tools
- Scope and schedule
- People and stakeholders

3. Facilitate a group conversation and share the results:

- what should you celebrate?
- what still needs to be done?
- what would you do differently next time?

- How can you make sure you use this learning next time?

Below is a sample canvas after running this activity.

LESSONS LEARNED

- continuous definition for scope
- daily showcase rocks!
- lightweigh process was awesome to start with
- Deliver value asap and frequently to get feedback
- Spike = answer a question
- Be carefull when dealing with production data (on staging env)
- CI effort on day 1. it is a must have!
- Simple and clear tasks

ACCOMPLISHMENTS

- Usage of existing systems, instead of creating new ones
- team cohesion
- CI + Envs helped a lot in showing new features
- Fastest Code Runner Ever
- deliverables were met!
- High-Collaboration
- Up and running very fast - showcase on day 2
- Fast learn about client needs
- Awesome Team Environment
- on time delivery
- Good job keeping to the absolute must haves, very low waste.

PROBLEM AREAS

- Heroku/EC2 Amplify Environment Politics
- No Ops/PaaS (Heroku/GAE are good to validate)
- Deploy to production on Friday
- Few team-outing with whole team
- Security "issues" delayed deploy - should start earlier

FUTURE CONSIDERATIONS

- Test with production usage expectation
- A bit more time for infrastructure, quality, etc.
- Production first! Too much left to the last minute.
- Enhancing existing Codebase
- add more Performance Tests
- add Security/ Operations/ Performance sooner

Color coding:

- Scope and process
- Process and practices
- People and staffing
- Technology and Tools