



## STEP: Conduct Engagement Lessons Learned

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### Process:

During the contract implementation journey, there may be positive experiences as well as pain points. The Engagement Lead conducts a Lessons Learned retrospective with the New Contractor, CMS COR, and Contract Engagement Team to discuss these experiences. Using this information, the Contract Engagement Team can identify areas for improving the implementation process as well as the Onboarding Checklist.

### TimeLine:

This retrospective should be conducted after the Readiness Reviews but still within sixty (60) days of the Period of Performance beginning.

### Participants:

*Architect Lead*

*Infrastructure Lead*

*Security Lead*

*CMS COR*

*Project Manager*

*Engagement Lead*

*DSIF Onboarding Lead*

*New Contractor*