



Society for Effective Lessons Learned Sharing (SELLS)

February 2003

This fact sheet is part of a collection developed by the Society for Effective Lessons Learned Sharing (SELLS) to support Department of Energy, National Nuclear Security Agency, and contractor Lessons Learned Programs.

Description

The Lessons Learned Listserver is an automated electronic mail system that provides the DOE/NNSA community easy-to-use tools for sharing lessons learned information. Sharing that information should encourage using good work practices at all facilities and help prevent recurrences of adverse events.

By simply posting formatted text to the Web-based listserver application, users can rapidly disseminate information that can prevent reoccurrence of undesirable events. Preliminary information can be updated as appropriate so listserver subscribers receive the most current and complete information possible. Lessons Learned documents are typically a page or two long.

In addition to information, the listserver can be used to communicate lessons learned that have significantly impacted or could significantly impact the safety, effectiveness or security of operations. Good work practices can also be transmitted over the listserver.

The listserver is a general topics distribution service that does not allow tailoring delivery to limited groups of subscribers. All subscribers receive all posted lessons learned. Because of the variety of organizations and

activities served by the listserver, not all lessons learned will be applicable to all subscribers. Subscribers are encouraged to post any lessons learned they have to the listserver and allow recipients to determine how the information will be used in their operations.

All material transmitted over the listserver must be approved for release to the DOE/NNSA complex into the public domain. Material that contains classified or security vulnerability information shall not be placed on the Lessons Learned Listserver.

Format and Priority

A copy of the Lessons Learned Template and a brief discussion of the information in the template fields are included in this Fact Sheet. More complete guidance is available in DOE-STD-7501-99, *The DOE Corporate Lessons Learned Program* and on the DOE Lessons Learned Web site (<http://tis.eh.doe.gov/ll>).

Lessons learned are prioritized according to their content and the potential impact the information has had, or could have, on operations. Specific prioritization guidance is provided in the Lessons Learned Standard. That guidance is summarized below to help lessons learned authors and recipients apply a graded approach to listserver information.

To assist subscribers in performing a quick evaluation of messages, each Lessons Learned is assigned a red, yellow, blue, or green priority descriptor that signifies the urgency of the information in the lessons learned.

- **RED/Urgent** lessons learned contain information from actual *events that have seriously affected* worker or public safety, involved significant violations of federal or state laws, or resulted in major loss or damage to equipment, property, or facilities.
- **YELLOW/Caution** lessons learned contain information about potential *events or conditions that could result* in the same types of adverse conditions described in RED/Urgent lessons learned.
- **BLUE/Information** lessons learned contain *information that may benefit others* (e.g. foster better compliance with environmental regulations, improve management performance, or benefit public relations).
- **GREEN/Good Work Practice** lessons learned convey *good work practices*. These messages may include information on actions, activities, or practices that maintain or improve process or equipment reliability, safety, or efficiency. They may also communicate initiatives that can reduce costs and improve efficiency.

Regardless of the priority level assigned, originators are responsible for evaluating their lessons learned information against DOE/NNSA information security requirements before posting documents to the listserver. Subscribers are also responsible for ensuring that all messages generated for, or received from, the listserver are appropriately

handled at their individual sites. Questions regarding a specific lessons learned posted to the listserver should be directed to the contact person indicated on the message, not the listserver administrator.

Use of Lessons

The SELLS maintains a Lessons Learned Information Screening Guide Fact Sheet to help site lesson learned personnel assess the applicability of information from multiple sources, including the listserver. That screening guide and other Fact Sheets are available on the DOE Lessons Learned Web site (<http://www.eh.doe.gov/ll/sells/faq.html>).

Subscribing

To subscribe to the lessons learned listserver, follow these steps in order:

1. Go to <http://hqinc.doe.gov/list/SellsListServer.nsf/>
2. Click the "Subscribe/unsubscribe" hyperlink.
3. Click the "Subscribe" radio button in the 'Action' list, *even though it is already selected*. This step is necessary to load the correct form into your browser.
4. Select list "DOE-LL" from the drop down box labeled 'Select a list'.
5. Fill in your name and e-mail address.



6. Click on the button in the upper left corner of the screen. (You may need to scroll up to see it, depending on your display settings.)
7. Click on the second "Send" button that appears below the first one. If either Send button does not appear or nothing happens when you click it, you probably have a security setting on your browser or network firewall that prevents Java Script applications from functioning. Please contact your local computer support personnel for assistance.
8. You should receive a "Thank you" message that describes the list to

which you have just subscribed. If not, your subscription was not successful.

If you followed these steps precisely in order and still were unable to subscribe, contact John Bickford, the list administrator, at John_C_Bickford@rl.gov or by telephone at 509-373-7664.

Lessons Learned are entered into the DOE Lessons Learned Database, <http://www.eh.doe.gov/ll/listdb.html>, when they are distributed to the list by the listserver administrator.

The listserver application also serves two other lists related to lessons learned: The "SELLS" list transmits administrative messages relating to SELLS business, including conference call reminders and minutes and meeting announcements, call for papers, etc; and the "SELLS-EC" list, a private list for SELLS Executive Committee member use. Members in SELLS are encouraged to also sign up on the SELLS list following the same process except for selecting the list named "SELLS" instead of "DOE-LL" in step 4.

Contact Information

For more information about this fact sheet or the lessons learned process, please contact:

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E-mail: John_C_Bickford@rl.gov

Lessons Learned Program Fact Sheets, by the Society for Effective Lessons Learned Sharing (SELLS), are available from the DOE Lessons Learned Web Site: <http://www.eh.doe.gov/ll/sells/faq.html>

Lessons Learned Template

Title: _____

Date: _____

Identifier: _____

Lessons Learned Statement: _____

Discussion of Activities: _____

Analysis (May be incorporated into the Discussion): _____

Recommended Actions: _____

Estimated Savings/Cost Avoidance (if applicable): _____

Priority Descriptor: _____

Work / Function(s): _____

User-Defined Category: _____

Hazard(s): _____

ISM Core Function(s): _____

Originator: _____

Contact: _____

Authorized Derivative Classifier: _____

Reviewing Official: _____

References: _____

Lessons Learned Template - Field Descriptions

Title:	Title of the lesson learned.
Date:	Date the lesson learned was issued.
Identifier:	Unique identification number to assist in referencing a lesson learned. Should include calendar year, operations office identifier, organization or field/area office/contractor identifier, and a sequential number (e.g., 1998-CH-BNL-0019; 2000-ID-BWXT-0118).
Lessons Learned Statement:	Statement that summarizes the lesson(s) learned from the activity.
Discussion of Activities:	Brief description of the facts which resulted in the initiation of the lesson learned.
Analysis:	Results of any analysis that was performed, if available.
Recommended Actions :	A brief description of management-approved actions which were taken, or will be taken, in association with the lesson learned.
Estimated Savings/Cost Avoidance:	If the lesson learned is implemented, an estimate of the savings from the application of a good work practice or the costs avoided from the prevention of a similar event.
Priority Descriptor:	A descriptive code that assigns a level of significance to the lesson. Options include Red/Urgent, Yellow/Caution, Blue/Information, Green/Good Work Practice.
Work/Function(s):	The work or function(s) to which the lesson applies. Enter all that apply. See listing.
User-Defined Category:	Space for organizations to include categories for internal use.
Hazard(s):	Hazards this lesson applies to or that were present in the original situation. See listing.
ISM Core Function(s):	ISM Core Functions this lesson applies to. See listing.
Originator:	Name of the originating organization or contractor.
Contact:	Name, phone number, e-mail address of individual to contact for additional information.
Authorized Derivative Classifier:	Name of individual who determined that the lesson learned does not contain classified information. (Not required for lessons submitted by unclassified facilities.)
Name of Reviewing Official:	Name of Reviewing Official who determined that the lesson learned did not contain Unclassified Controlled Nuclear Information (UCNI). (Not required for facilities which have no UCNI.)
References:	References such as DOE Orders, Standards, Occurrence Report numbers, etc.

Lessons Learned Categories

These bins are intended to help lesson authors assign categories to their products so lesson users can find information focused on their needs. The three sets of bins (Work/Function, Hazard, and ISM Core Function) provide several avenues for zeroing in on applicable lessons. Some of these bins are narrow (Hoisting and Rigging, Mechanical Injury) and some are broader conceptual areas (Authorization Basis, Energy Conservation, Environmental Release). This division is meant to help work planners looking for specific items, to help foremen looking for training anecdotes, and to help managers looking for big-picture lessons. The Work/Function and Hazard bins were developed by the Lessons Learned Process Improvement Team and extended by SELLS after several years of experience. They are open for further improvement and extension.

Work/Function

- Alternate Fuels
- Authorization Basis
- Business and Support Services
- Conduct of Operations
 - General
 - Configuration Management
 - Lockout/Tagout
 - Procedure Development
 - Procedure Adherence
 - Work Planning
 - Work Control
- Construction
- Criticality
- Decontamination and
- Decommissioning
- Demolition
- Driving
- Emergency Management
- Energy Conservation
- Engineering and Design
 - Nuclear
 - Non-Nuclear
- Environmental Protection
 - General
 - Environmental Sampling
 - Releases
 - RCRA Management
 - Underground Storage Tanks
 - NEPA Management
 - TSCA Management
- Environmental Restoration
- Excavation
- Fire Protection
- Hoisting and Rigging
- Human Factors
- Human Resources
- Information Technology
- Inspection and Testing
- Laboratory Experimentation

Maintenance

- Electrical
- Facility
- HVAC
- Instrumentation and Control
- Mechanical
- Power Distribution and Utilities
- Roads and Grounds
- Structural
- Safety Systems
- Heavy Equipment
- Vehicle
- Machining and Fabrication
- Management
- Material
 - Handling
 - Storage
- Occupational Safety and Health
 - General
 - Personnel Protective Equipment
- Operations
 - Facility
 - Heavy Equipment
- Other
- Packaging and Transportation
- Quality
- Radiation Protection
- Research and Development
- Safeguards and Security
- Safety Design
- Training and Qualifications
- Waste Management
- Waste Remediation
- Welding, Burning, Hot work
- Well Drilling

Hazards

- Confined Space
- Electrical/NEC
- Elevated Work / Falling Objects
- Environmental Release
- Ergonomics / Lifting
- Excavation and Trenching
- Fire / Smoke / NFPA
- Firearms and Explosives
- Lasers
- Natural Phenomena
- None
- Other
- Personal Injury / Exposure
 - Airborne Materials
 - Ambient Temperature Extremes
 - Asbestos
 - Beryllium
 - Hazardous Material (General)
 - Infectious Agents
 - Mechanical Injury (Striking/Crushing)
 - Noise
 - Other
 - Radiation / Contamination
 - Slips and Tripping
 - Toxic Material
- Plants/Animals/Insects
- Power Tools
- Pressurized Systems
- Radiological Release
- Traffic
- Weather Related

ISM Core Functions

- Define Work
- Analyze Hazards
- Develop/Implement Controls
- Perform Work
- Feedback and Improvement