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Sommario/riassunto	How do you determine if your project was a success (beyond being within budget and completed on time)? How do you determine the impact of a project? How do you capture valuable knowledge from a current or past project to enhance future programs? The answer to all three questions is through project lessons learned. Recipient of the 2012 PMI David I. Cleland Project Management Literature AwardAlthough lessons learned provide invaluable information for determining the success or failure of projects, a systematic method for conducting lessons learned is critical to the ongoing success of your pro