



Lessons Learned – U.S. Perspective

- Systems are more than just a document generation tool
- Development constantly evolves
- Listen and Adapt
 - Not every change makes users happy
- Enforce internal policies/standard terms
- User Community has a Diverse Spectrum of:
 - Needs
 - Skills
 - Knowledge
 - Capability
- Numerous ways to do the same thing
- Important to standardize but must maintain reality
- Unforeseen impacts
- Importance of partnership and collaboration with all parties.