



Closing the Learning Gap: How ISARR's OLLM Platform Delivers Results

THE CHALLENGE: FROM LESSONS IDENTIFIED TO LESSONS LEARNED

The UK Resilience Academy's Lessons Management Best Practice Guidance (2024) establishes a clear framework: effective organisational learning requires four critical processes working in harmony:

1. Identification
2. Prioritisation
3. Implementation
4. Embedding Change

Yet research shows most organisations struggle at the implementation stage. Lessons are identified, reports are written, but measurable improvements in practice fail to materialise. The gap between knowing what needs to change and achieving lasting organisational transformation remains the critical weakness in resilience management.

THE UKRA FRAMEWORK: WHAT GOOD LOOKS LIKE

The UKRA guidance defines effective lessons management through clear outcomes:

- **Lesson Identified** – An evidenced conclusion based on analysis that describes a problem, details root causes, and sets out corrective action
- **Lesson Implemented** – An identified lesson that has been actively addressed through structured processes, resulting in measurable behavior changes
- **Embedded Learning** – Changes that have been integrated, consolidated, and remain consistently demonstrated in practice over time

The Reality: Without systematic infrastructure, organisations struggle to progress lessons through these stages. Manual tracking fails, accountability dissolves, and learning erodes.

HOW ISARR'S OLLM PLATFORM DELIVERS THE FRAMEWORK

ISARR's Organisational Learning and Lessons Management (OLLM) platform operationalises the UKRA framework, transforming it from guidance into daily practice:

1. Systematic Identification (UKRA Pages 10-14)

- Structured capture mechanisms aligned with National Operational Guidance control measures
- Mobile-accessible interfaces for immediate documentation at incident scenes
- Integration of diverse sources: hot debriefs, formal debriefs, command reviews, training exercises, audits, and external reports into a single repository
- Consistent templates ensuring comprehensive information collection across all learning activities

2. Risk-Informed Prioritisation (UKRA Pages 15-20)

- Automated **BRAG** categorisation (Blue, Red, Amber, Green) ensuring appropriate urgency and escalation
- Likelihood and impact assessment tools built into the platform workflow
- Prioritisation matrices that direct resources to highest-risk issues while enabling "quick wins"
- Audit trails documenting why specific actions were prioritised, who was assigned responsibility, and what timelines were established

3. Verified Implementation (UKRA Pages 21-23)

- Defined action workflows with assigned owners, target dates, and success criteria
- Dashboard visibility of open actions, approaching deadlines, and overdue items
- Progress monitoring enabling proactive management intervention
- Implementation verification processes confirming changes have been made, communicated, and adopted in operational practice
- Effectiveness review scheduled reassessment to determine whether changes achieved intended effects

4. Embedded Change (UKRA Pages 24-26)

- Integration tracking showing how learning connects to governance, strategy, systems, and training
- Consolidation monitoring providing evidence that changes remain consistently demonstrated over time
- Assurance alignment linking embedded learning to inspection frameworks and audit requirements
- Maturity development supporting organisational progression toward learning excellence

THE NORTHAMPTONSHIRE FIRE & RESCUE SERVICE PROOF POINT

Before ISARR OLLM:

- Lack of a stable, structured system hindered efficient capture and sharing of lessons learned
- Tracking trends and ensuring lessons were acted upon proved difficult
- Instability made capturing and analysing learning unreliable

After ISARR OLLM:

- Significantly improved capture, management, and dissemination of operational lessons
- Transparent audit trail ensures lessons are tracked from identification through to implementation
- Dashboard insights facilitate trend identification and informed decision-making
- The system meets all criteria for fire standards and enables NFRS to clearly evidence compliance

THE STRATEGIC ADVANTAGE

Organisations using ISARR's OLLM platform gain:

-  **Inspection Resilience** – Auditable evidence of systematic continuous improvement demonstrating the complete observation-to-change cycle inspectors expect
-  **Organisational Risk Mitigation** – Continuous operational assurance identifying trends, validating procedures in real-time, and creating defensible documentation evidencing due diligence
-  **Leadership Development** – Evidence-based capability assessment through systematic capture of operational decision-making
-  **Cultural Transformation** – Transparency and accountability that demonstrates learning is valued and acted upon
-  **Regulatory Compliance** – Automated mapping to inspection frameworks with compliance reporting capabilities

THE BOTTOM LINE

-  The UKRA Lessons Management Best Practice Guidance establishes the standard.
-  ISARR's OLLM platform delivers the infrastructure to meet it.

Transform lessons identified into lessons learned.

Transform compliance into competitive advantage.

Contact us to discuss how the OLLM platform can support your strategic priorities.



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