

Why do I.T. Projects Fail?

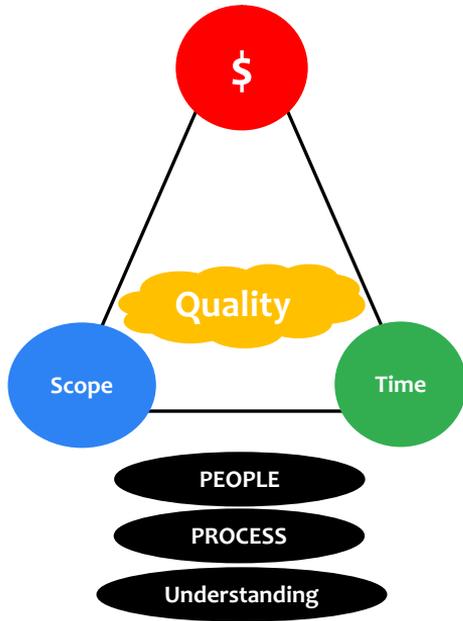


“25 percent of technology projects fail outright; 20 to 25 percent don’t show any return on investment; and as much as 50 percent need massive reworking by the time they’re finished.”

“54 percent of IT project failures can be attributed to project management, whereas only 3 percent are attributed to technical challenges.”-Forbes Magazine

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Triple Constraint on a Project



Understanding the **Project Management Triple Constraint**. All projects are carried out under certain **constraints** – traditionally, they are cost, time and scope. These three factors (commonly called “**the triple constraint**”)

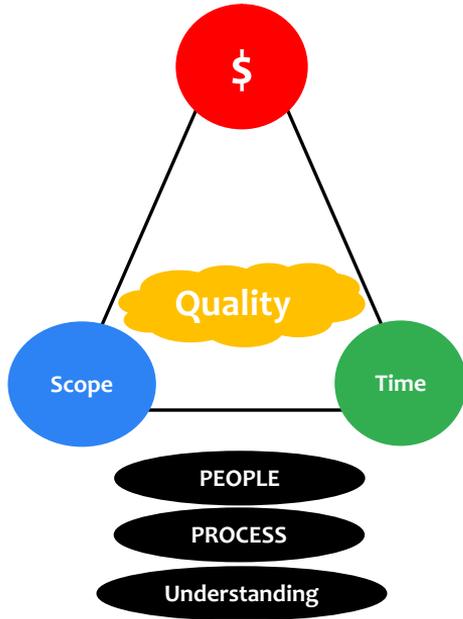
However a major constraint seldom looked upon is **PEOPLE** as a resource. That constraint carries the highest importance of any project.

PROCESS & UNDERSTANDING are the last constraints that lead to failure!

Why do IT Projects Fail?

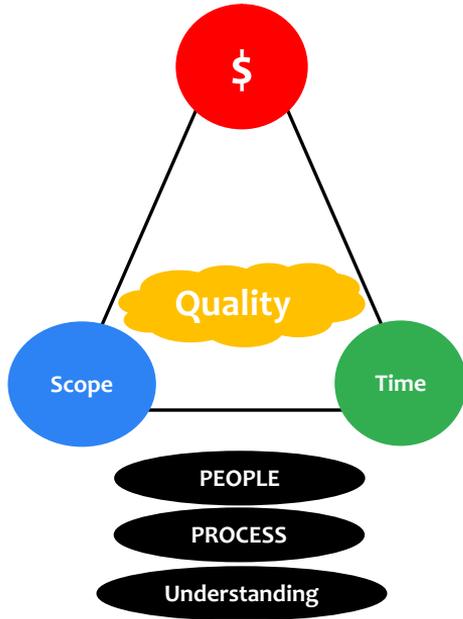
1. Lack of System Ownership by company resources (Quality Assurance)
2. Minimal System\Business Process and Documented (Are documents current?)
3. Failure to align Subject Mater Experts and Implementation Team (On the same page)
4. Scope Creep on requirements (Boiling the Ocean)
5. Resource allocation issues (Over or under allocated)
6. Unclear project initiatives (What are we rolling out?)
7. Poor Communication (Knowledge Transfer to support changes)
8. Ineffective Management (Leadership over their head)
9. Unrealistic Deliverable Dates (Bad assessment)
10. Unable to adapt to changes in project (Alter Time, Cost or Scope)





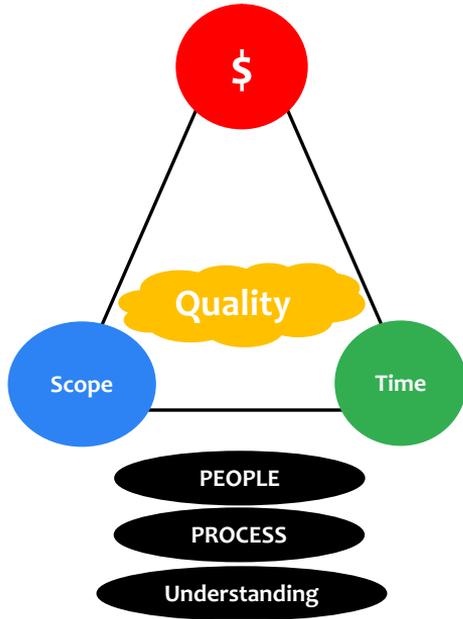
\$-Cost Best Practices

- Use a project management tool to track resource hours, tasks and hourly rates on weekly basis.
- Provide detailed forecasting for each phase of project.
- Have resources provide realistic projections and updates on tasks.
- Do not over allocate resources that are assigned more than 15% of critical path tasks.



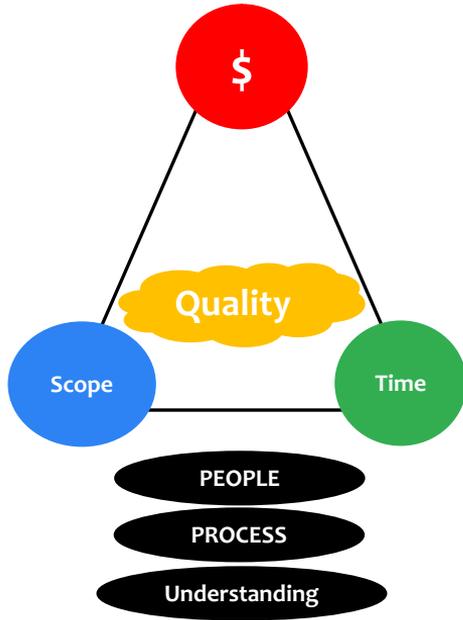
Scope Best Practices

- Track Statement of Work (SOW) deliverables to every project tasks. Align with all resources and project timelines.
- Do not allow customer to fall into scope creep.
- Do not allow sales teams to under scope projects and/or allow 20-25% slack time in deliverable dates
- Ensure Risk Analysis is well documented if project is NOT following Best Practices.



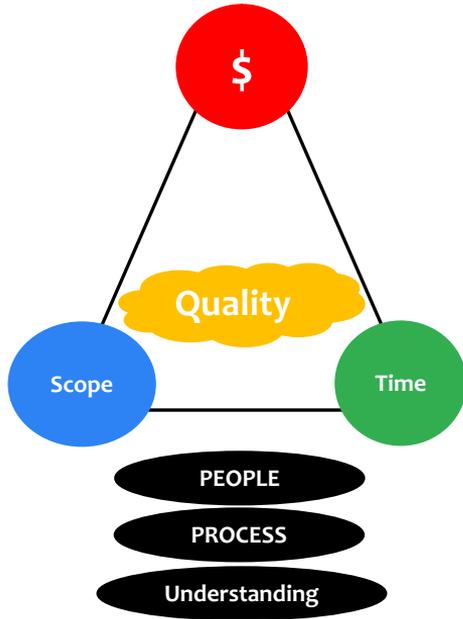
Time Best Practices

- Ensure project is scoped correctly from experts. Sales teams cannot adequately scope out projects without input from technical and functional experts.
- Always provide detailed and summarized project plan and outline milestones and critical paths.
- Follow triple constraint logic to ensure deliver dates to not jeopardize project costs and/or quality
- Remember just adding more resources to a tasks does not mean it will be completed faster. Have the resource that has the expertise to complete it correctly is more important.



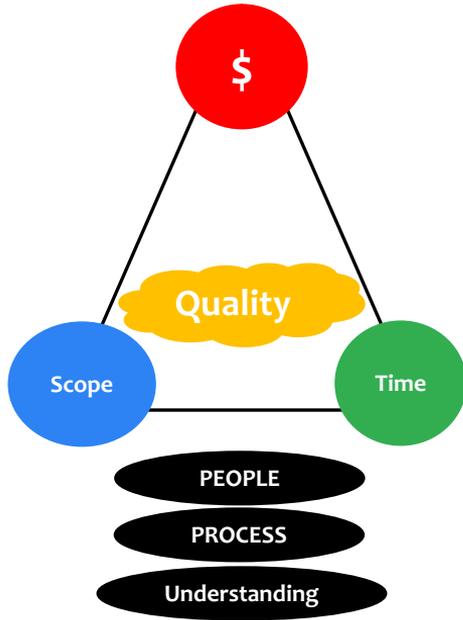
People Best Practices

- Select resources that are “Subject Matter Experts-SME” in the tasks. If they are not allow them time to be trained/on-boarded to complete the tasks.
- Do not expect resources with full time production responsibilities to be able to fulfill project tasks on time. Alternatively have their day job activities shared or reduced.
- If a resource cannot calculate how long it takes to perform a tasks. Choose another resource.



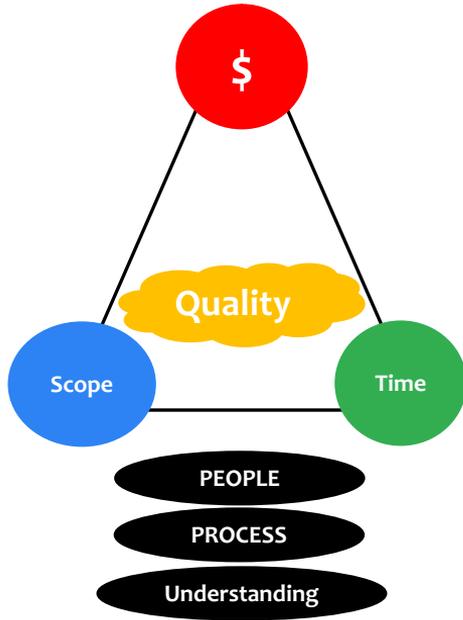
Process Best Practices

- Customers should know business processes and provide details in writing. Leadership and employees should be able to functionally explain their processes. Do not allow ambiguous processes to be brought forth without clarity.
- Ensure you have the correct "Subject Matter Experts-SME" involved in all process conversations and questions.
- During design sessions be sure to highlight inefficient processes that can be automated or streamlined.
- Document risky processes and their associated workarounds.



Understanding Best Practices

- Understanding Quality Management tasks. Quality management is the process for ensuring that all project activities necessary to design, plan and implement a project are effective and efficient with respect to the purpose of the objective and its performance.
- Client teams should be trained and on boarded on new software/hardware
- Client support teams should have knowledge transfer on end solution from functional and technical aspect.
- Client teams have Break\Fix and Frequently Asked Questions documentation to help resolve issues faster.

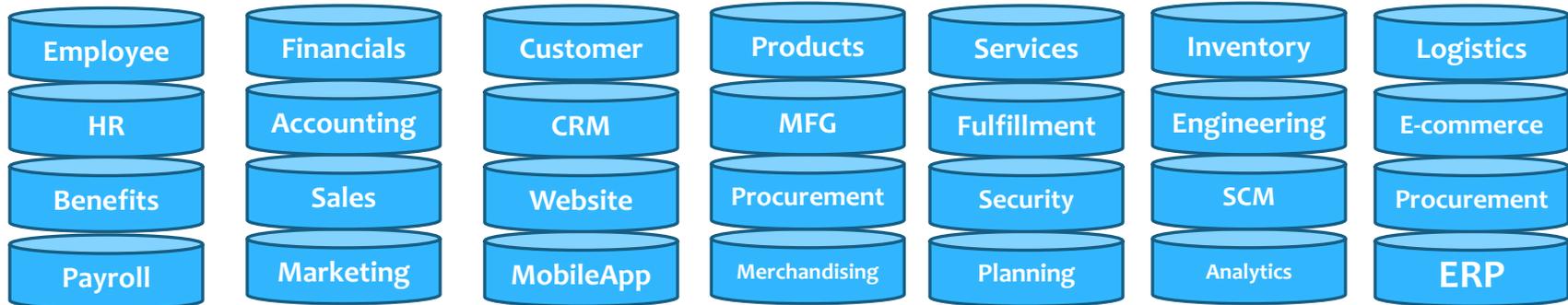


Quality Best Practices

- Define User Acceptance Testing-UAT with defined quality metrics.
- Shoot for high success rate of 80%-98%. Never going to reach 100%. That is not reality.
- Ensure Change Management and Vendor Management processes are aligned to quality metrics.
- Align end-user expectations with final deliverables.
- Better to under promise and over perform.
- Better to deliver a good product/project late and working then on-time and lacking functionality.
- Do not chase delivery dates. Deliver dates should be based on Quality metrics and not just cost.

Popular Systems for Companies

No organization buys enterprise software for the sake of owning it. It's all about the return on investment or ROI. By definition, the best-fit software is the product that maximizes the benefits and delivers the highest possible return compared to other potential software products. I.T. Implementations of systems require resources that are experienced with the technology and customizations. PMO methodologies are critical.



Value of Service

1. Consumers will pay \$70.00 - \$180.00 per hour for automobile repairs. The more expensive the vehicle the higher the price to repair and fix it.
2. Corporations pay millions of dollars to implement software\hardware packages. The more expensive the software\hardware the higher the price to repair and fix it.
3. However corporations will look to pay bottom prices for system maintenance and training. This is a mistake because there are productivity hours lost by not investing in top talent. Hiring staff with junior level expertise can cost your project in 5 ways.
 - **Lost hours of productivity**
 - **Increased hours to complete project**
 - **Increased rework hours**
 - **Decreased quality for project deliverables**
 - **Inefficient delivered solution**

Great synopsis – now what?

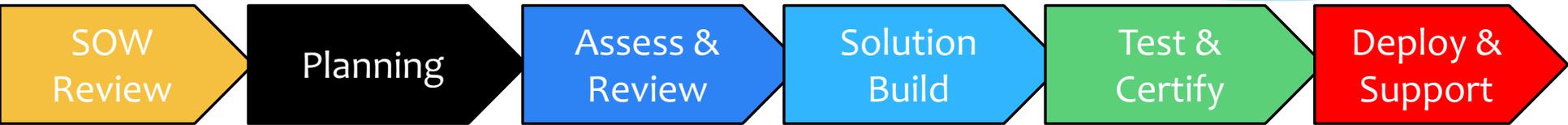
Before you start your next I.T. Project consider these 3 things before you start:

1. How good has your organization performed in last 10 years of I.T. Solutions implementations? Are you getting better or worst?
2. Why are you missing the mark? How will you ensure better success going forward?
3. Who can you reach out to for assistance?

Services we provide

- Review your Open Issues\Items
- Review of your system architecture & design
- Review of your infrastructure
- Review of Tech Staff
- Gap Analysis of Functions
- Review of business processes (current vs enhanced)
- Written report of recommendations
- Functional & Technical Specifications
- Change Management Plan
- Optimizations Metrics

Our Rollout Process



- Prepare Statement of Work
- Process Review
- Systems Review
- SME's Interviews & Questionnaires
- Improvement Report
- Recommendations Review

- Setup Project Team
- Project Plan\Test Plan
- Kick-Off meeting
- Planning Sessions
- Design Sessions
- Functional\Technical Specifications
- Sign-Off
- Build and UAT

- Adjustments & Cut-Over Tasks revisions
- Management Training
- Staff Training
- Deployment Tasks
- Cut-Over Tasks
- Go-Live Support and Metrics collections
- Review in 90 days

