



5 GOLDEN RULES

- Business processes are key
- Phase & Focus
- People Process Technology

"...(technology) applied to an efficient operation will magnify the efficiency.
...applied to an inefficient operation will magnify the inefficiency"

Bill Gates, Microsoft Corporation

...FOR IT PROJECTS

1 BUSINESS (NOT IT)

Projects are business projects that involve Information **Technology** (IT). IT is a powerful supporting tool in business. **People** (organisations, skills, leadership) & (Business) **Processes** are two other key elements. Harmony of all three is vital for success. A focus on business requirements is of key importance.

2 FOCUS ON DELIVERABLES

Focus on the goal not on the steps towards the outcome. Perform actions to achieve an objective but remember that they are a means to an end. e.g. "Trained Staff" is a deliverable, whilst "Provide training" is an action, which may not actually train anyone well. The job is not done until the staff are skilled; until the goal is reached.

3 PHASE PROJECTS

Split a project into blocks of work and track each portion. It enables you to manage and focus on the objectives, reduce risks, increase success, & permit teams to work together with a common structure.

1. **Feasibility** (can we achieve this?)
2. **Analysis** (what are our options?)
3. **Design** (a theoretical solution)
4. **Construction** (a working solution)
5. **Implementation** (install the new system)
6. **Support** (look after it)

...are a sound approach for almost any project, small or large, complex or simple.

4 ACCURATELY ESTIMATE THE WORK

Project tasks should be

accurately estimated; if not then further analysis or design is required. Its much easier to design changes than it is to change systems once built it has been built than it would to design it again conceptually - it is easier to design a solution 'on paper' rather than correct issues once many hours and expense build your way to a solution.

5 TEST, TEST, TEST & TRAIN

Before a system is used, does it really solve the problem or achieve the desired results? Test it. Was it the right solution & does it really hold up in the real world? You need to test a system as close to reality as possible before trusting it. The technical details are not needed; focus on your business processes e.g. can we create a new order with this system? Can we send a fax? etc. Lastly, (& back where we started), people drive systems, it is important to train them to use the system in the context of actual business processes to have maximum chance of the maximum return on investment.

Of course, projects involve much more than this. Even so, these are wise rules to remember.

