

SELECTING NEW SYSTEMS IMPLEMENTING THE CHOSEN SYSTEM

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Implementing the chosen system

- What is the biggest single reason for project failure?
 1. Software just does not work as it should?
 2. Supplier does not deliver anyway?
 3. Other?
- YOU and “the day job”!
 - Key staff having enough time is **critical** to the success
 - But they all have jobs to do, other than putting in systems...

The big secret...

- What do you do if key staff just will not be able to make sufficient time available?
- DON'T GO AHEAD WITH THE PROJECT!
- So where can you get help?
 - Backfill where possible, but needs budgeting...
 - Do bring in an external Project Manager to run the project and manage the supplier, but needs budgeting...
 - Possibly bring in testing 'experts', but DO NOT abdicate responsibility, but needs budgeting...may be some of this can be offset with the supplier?

What to do and what not to

- Do NOT compromise on testing
 - Do not allow your or the supplier's testing time to be squeezed (project runs over, end date stays the same...)
 - An hour spent now will save many, many times over if the problem is found in live running
 - There is no solace in blaming the supplier, if your business and your customers are feeling the impact
 - And if you have 'signed off' on the system it is likely to be at your cost...
 - And contractual norm would be go-live is deemed as acceptance...

What to do and what not to

- ❑ Do NOT underestimate data conversions
 - It is highly likely that your existing data has errors and omissions
 - You cannot spend too much time making sure that the data has converted correctly and can be reconciled to your old system (at least know the reasons for differences)
 - As with software testing; an issue resolved prior to go-live will be multiple times easier than an issue found post go-live

What to do and what not to

- Plan and budget for a phase 2
 - Go-live is just a milestone
 - Do not keep extending the scope of phase 1
 - Get some benefits delivered earlier than later
 - Get some stability
 - Get some practical experience
- The real priorities will surface...be organised to deal with them promptly

GOOD LUCK!

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