

## ERP Failure #10: Important Truths to Consider for IT Development Projects and Lawsuits *Transcript* © 2015-2017 by Warren S. Reid All Rights Reserved

Hi, Warren Reid again. Today, I will share some important truths from what I've discovered or learned in my 40 years of project management, systems implementation and expert witness work that can be applicable to your project and your case.

- 1) Computers are stupid; They only do what they are told.  
Humans are -"stupider" They don't listen. (rash, unwise, ill-advised)
- 2) IT always takes longer than you think! Always!!
- 3) You know the Risks before the project starts, so plan for, contract for, mitigate, and avoid them!
- 4) Prior project histories may be good predictors for estimation if and only if you factor in the differences between your new project and previous projects. And I promise you, there will be big differences; really, no two projects are the same!
- 5) Use more than 1 estimation method including qualitative & quantitative methods.
- 6) Maintainability/Maintenance are parts and the results of the development process with dramatic impacts on total cost of ownership.
- 7) Estimates change as you get "smarter" – further into the project.
- 8) Start testing as early as possible... "NO! Even earlier than that!" You should have a test strategy and plan by the end of the requirements phase.
- 9) There are many test levels for each project. Very few can be shortcut!
- 10) Communicate the risks of any deviations or shortcuts from the agreed-to methodology.
- 11) Good SDLC methodology is abandoned under pressure. Sorry. That's a fact.
- 12) Most people learn by doing! Most people forget if not used in 3 weeks.
- 13) Test at the elephants' watering hole! Errors cluster. Fixing one can fix many. Think globally.
- 14) Shortcuts actually increase instead of decrease the Total Cost of Ownership (TCO); Use *Smartcuts*!
- 15) Pay me now or pay me more later – but you're going to pay. When you cheat on quality, experienced staff, use of tools, and alignment to standards, it will catch up with you.
- 16) Many professional certificates are superficial & create inflexible staff wedded only to their training.
- 17) SMART metrics & trends are key. Define, manage, and report them early and often.  
Specific, Measurable, Achievable, Reliable and Timebound
- 18) If you don't test it, IT will test you later – and at the worst time!

We are here to help. More information about WSR Consulting Group, LLC, is available at

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Questions or comments?

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