

Change resistance

Kickoff

T7 - MSc Pool

T-POO-700

an appealing study

Doomed From the Start?

why a majority of business and IT teams anticipate their software development projects will fail



an appealing study

Doomed From the Start?

why a majority of business and IT teams anticipate their software development projects will fail

study of approximately 600 business and IT executives
published by software development firm



projects objectives vs users needs

- Business involvement is **inconsistent** or results in confusion
78% feel the business is usually or always out of sync with project requirements.



projects objectives vs users needs

- Business involvement is **inconsistent** or results in confusion
78% feel the business is usually or always out of sync with project requirements.
- **Fuzzy** business objectives
Only 55% feel that the business objectives of their projects are clear to them.



projects objectives vs users needs

- Requirements definition processes **do not reflect business need**
less than 20% describe the requirements process as the articulation of business need.



projects objectives vs users needs

- Requirements definition processes **do not reflect business need**
less than 20% describe the requirements process as the articulation of business need.
- **Lack of complete agreement** when projects are done
23% state they are still in agreement when a project is truly done.



the importance of communication

- Relevant:
UX, immersion, user oriented.



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- Precise:
Straight to the point, adapted to the audience, not deemed “general”.

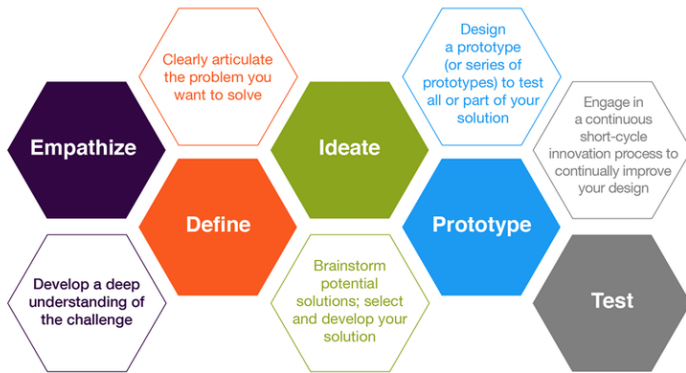


the importance of communication

- Relevant:
UX, immersion, user oriented.
- Precise:
Straight to the point, adapted to the audience, not deemed “general”.
- Clear & understandable:
Prototyped with interface, illustrated.



Change resistance



Corrective actions

understanding how to put out a fire



Corrective actions

understanding how to put out a fire

understanding worries



Corrective actions

understanding how to put out a fire

understanding worries

identifying stakeholders



Corrective actions

understanding how to put out a fire

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communicating on the objectives



Corrective actions

understanding how to put out a fire

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reassuring



Any questions

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