

Should You Under-Promise, or Over-Deliver in Software Project Management? - Initial Analysis

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Abstract. This report begins the exploration of a pivotal strategy in software project management: whether it is more effective to under-promise or over-deliver. We initiate our investigation by abstracting the fundamental concepts and analyzing their potential impacts on project outcomes.

1. Introduction

The dilemma between under-promising and over-delivering in software project management is a strategic decision that can significantly influence client satisfaction, team morale, and project success. This initial analysis aims to lay the groundwork for understanding these strategies and their implications.

2. Core Concepts

2.1 Definition and Contextualization:

Under-Promising: Setting client expectations lower than what the team is confident it can deliver.

Over-Delivering: Surpassing the set expectations by delivering more than what was initially promised.

2.2 Relevance in Software Project Management:

The dynamics of expectation management are crucial in software projects due to their complex and often unpredictable nature.

3. Analyzing Implications

3.1 Client Satisfaction: How do these strategies affect client trust and satisfaction?

3.2 Team Dynamics: The impact on team morale, stress levels, and productivity.

3.3 Project Outcome: How do each of these strategies potentially affect the overall success of the project?

4. Initial Structure

4.1 Introduction

4.2 Core Concepts

4.3 Analyzing Implications

4.4 Preliminary Conclusions

4.5 References

5. Basic References

5.1 Project Management Body of Knowledge (PMBOK) - A guide outlining standardized project management practices.

5.2 Software Engineering Body of Skills (SWEBOS) - A compilation of essential skills in software engineering.

5.3 Journal of Software Project Management and Quality Assurance - Articles on strategies in project management.

5.4 Empirical Software Engineering - Studies on software project strategies and outcomes.

5.5 Harvard Business Review on Project Management - Insights into effective project management techniques.

6. Preliminary Conclusion

This initial exploration highlights the complexity of decision-making in software project management. Understanding the nuances of under-promising and over-delivering is essential for managing client expectations and project outcomes effectively.