Assignment Answer Sheet

Campus	Pretoria	**Faculty**	Information Technology
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Declaration

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Table of Contents

Why most IT Projects fails

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Abstract

A question most IT project manger ask themselves “Why are my project failing?” It’s a simple question but the answer can be so broad how do you break it down and determine the main cause? Projects can fail for various reasons. I like to believe that it doesn’t have to do with the IT technology itself but with leaders and team members of the project. What is IT (information technology)? Most people believe it is the person you call up when you have an error on your computer. IT is much more than that. Slyter stated that “IT is application of technology to solve business or organizational problems on a broad scale.” (Slyter, 2019) In order to run a business or organization smoothly we create projects where we use technology. Throughout this document I will be discussing a few IT projects that have failed and how the management and leadership have contributed to the failures of these projects.

Keywords

IT Project, Project Management, Faults, Failed, Project.

Introduction

In order to understand failure and success of IT projects it’s important to recognize the meaning of Project management. Dr Ruth defined project management as the application of processes, methods, skills, knowledge, and experience to achieve certain project objectives that falls within the agreed project criteria. Project management have different deliverables which is limited to a budget and a deadline on any projects such as an IT project. (APM, 2019)

Effective Project managers can be leaders when they operate on their cognitive, creative and innovative skills and will also add to their project management skills. Leadership and Project management is not the same, but there is a commonality between the two. Both is measured by the performance of their teams. An Important aspect of a project manager is to motivate and inspire the teams and individuals to improve their performance. There are various skills that are important for a project manager such as negotiating and communication, listening and motivating skills. Team building must be a top priority for a project manager in order to improve the team’s performance as one. (Kumar, 2009). Leaders inspire others to perform tasks to the best of their ability’s. A leader needs to be able to communicate effectively, come up with idees and provide help where it’s needed. (Ward, 2020)

Study overview

The first project that I would like to discuss is, the Website Healthcare.gov. The program was launched on 1 October 2013, in America to make healthcare more affordable and to keep patient user information save. The project was not successful because of the lack of experience, the complexity of the project and insufficient leadership rolls. Many problems were reported such as delays, slow performance and the project was not user friendly. Only 1% of users' data could be enrolled on the website in the first week. The Website was taken down because of numerous problems. (Bhat, 2018)

Lidl is a supermarket Chain that was in need of a program in 2018, after three years Lidl dropped SAP. Lidl spent millions on an SAP Hana System but found that they would need to spend even more to make the project work. The legacy system designed by SAP was hindered by process breaks, redundant master data storage and function restrictions. Maintaining the system was very complex. On SAP advisory service, only 36% of companies felt that their SAP project kept to its original plan and so the project was dropped. (Saran, 2018)

In April 2016 the United States Coast Guards, Electronic Health Record system project was terminated, due to the lack of management oversight. The Cost of the project was also one of the reasons for the project to be terminated. The effort that was put into the project was a total write off, because no equipment or software can be used on future projects according to the DAO. (Charette, 2018)

There was a group of computer scientists that wanted to build the world's fastest computer in 1956, the IBM computer scientist attempted to build the world's fastest supercomputer. The project was considered a failure, because the goal was to deliver a supercomputer that would be 100 times faster than the system it would replace but the supercomputer was only 30 to 40 times faster. They did not manage their time efficiently enough to complete the project. Because they did not meet the goal that was set out, they had to drop their prices from $13.5Million to $7.8 million. (Wildman, 2008)

In 2016, a new payroll system was introduced in Queensland.
The project rollout did not go as planned, with major imperfections and added cost of nearly $25 million. The project failed because of poor planning and the project became over budget. A report founded that there were major errors in every stage of the project, this included management, planning and the ordering process was at fault. (Hamrouni, 2017)

A certified and educated project manager with great experience will make a significant difference in a project. The project manager that is qualified can address issues, establish realistic project performance baseline measures, and negotiate corrective actions. Inexperienced project managers can harm corporate relations with employees or customers. (Group, 2003)

Project complexity can be broken down into three steps, Project Requirements, Categorize Projects and Determine the selection criterion. You can determine the Project Requirements by the total time and cost of the project will help determining the complexity of the project. Categorize the project by complexity. The project can be categorized by Simple, Moderate and Highly Complex. Determine the Selection Criterion by prioritize the project based on a selection criterion. There are four types of complexity, these include structural, technical, temporal, and directional Complexity. (Team, 2018)

The cost of a project can be determined by performing the breakdown structure of the project with your team. The team can help explain how long a certain project will take them, your team have the knowledge and experience to determine how long the project will take them and what resources they require to be successful. After getting the teams input, the project manager needs to create an estimate cost breakdown and include a reserve for when there are unforeseen circumstances. Comparing your actual expenses against your planned expenses will help with the planning of the money that is left in the budget for the project. (Coach, n.d.)

It's important to plan your timeline for the project. The project can be broken down into smaller projects so that the maximum efficiency can be reach for the project. Creating a deadline for the project is important because the project will begin to lose money if the project grows over the time frame. By constantly following up on the projects progress can also help with time management and risk management. (Task, n.d.)

When projects are not going according to plan you need to identify the errors and determine the best possible steps to fix the problems. New technology that is being developed is one of the main reasons for project failure due to higher preference unforeseen events and the technology is still being experimented on and suffers from poor planning. To improve your resource management, you need to identify the situation and its impact on the project to resolve the issue. (Bridges, 2019)

Conclusion

Throughout the research you notice a pattern when it comes to the main failures of any IT project. The team leader and project manager are not qualified for the specific project. For every new project there are basic thing that you need to go through to ensure your project will be a success. You should not start a project with unrealistic outcomes for an example creating a computer that is 100 times faster than your average computer, rather divide large project over time by improving your computer over time. Its pretty straight forward if you do not have the required resources do your planning your project will fail. Inconclusion planning is the key to success. A great project manager will also help to inspire and to motivate the team that is responsible for the outcome of the project. By motivating the team, the project will be done more efficiently and will be well managed.

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