

Problem List Solution

Priority Problems

1. Delays during the vendor procurement process have delayed the project finish date past the grant expiration date.

This is a top priority. The grant money covers a majority of the expenses for the scheduling system.

2. The development team reports that Dr. Olson continues to ask for minor changes to several scheduling features, which is delaying the completion of customization.

The project is already struggling to recover from earlier delays. You must find ways to complete the project sooner and you can't afford any more delays for any reason.

3. The documentation team is assigned to start work in a few weeks on updating procedural documentation for health insurance changes. Because those changes take effect on January 1, that work can't be delayed.

If you can't recover from the current delays, this problem will be significant. It won't be a problem if you get the project schedule back on track. In effect, it will go away if you solve the overall delay problem.

Lower or No Priority Problems

1. Training is currently scheduled during the holiday season, which is always a challenging time. The hospital can be short-staffed and emergency visits increase, however, non-urgent diagnostic testing is usually lower.

The risk management plan includes a response to have project staff schedule facilities in case of staff shortages. You can use this response to buy time to train schedulers.

2. The schedulers assigned to help test the new scheduling system are complaining that the defect list keeps getting longer.

It's early in the testing stage and it's common for the defect list to grow.

3. The accounting department is questioning the overtime that the IT department has been charging to the project during the equipment installation and configuration.

The project is under budget, so overtime isn't an issue at this point.

4. You have heard through the grapevine that the schedulers are questioning whether the new scheduling system is going to work. The scheduling system for the cancer ward is already up and running and the Brisland Shore system hasn't changed.