



By Hazel Taylor

CRITICAL RISKS IN OUTSOURCED IT PROJECTS: THE INTRACTABLE AND THE UNFORESEEN

★ **W**e continue to be assailed with reports about how difficult software projects are to manage within time and budget, and about the costs of failure or underdelivery on these projects [10]. Many firms have turned to outsourcing, either contracting specialist software firms for custom development work or choosing to install a packaged solution in an attempt to minimize or transfer the risk, but these options, too, seem to be fraught with difficulties [11]. At the same time, authors argue that the risks that threaten IT projects are well known, and prudent risk management should ensure successful outcomes [7]. Why then are the problems still continuing?

Pre-partnering lets clients and vendors develop a clear understanding of a project — including how well the other will handle its inevitable complexities.

Illustration by
JEAN-FRANÇOIS PODEVIN