

Case Studies and cautionary tales

kdl.kcl.ac.uk



@kingsdigtab





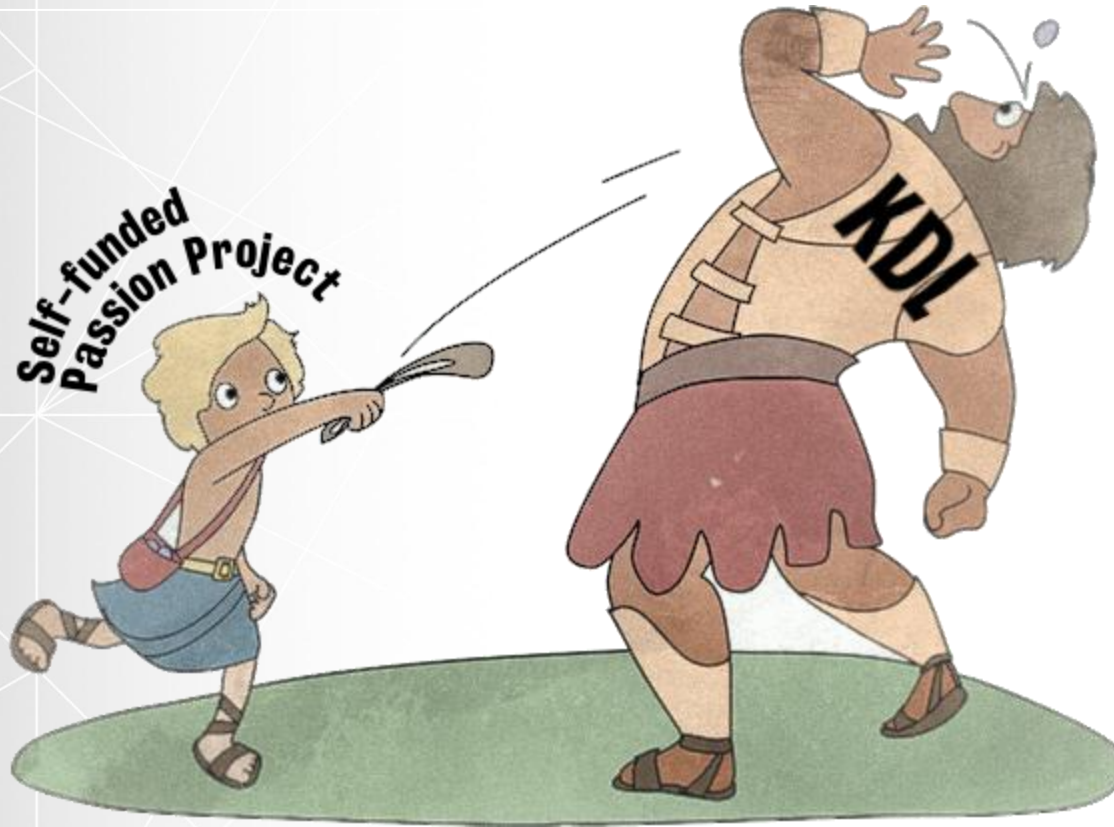
When projects go wrong ...

When good intentions backfire

brought to you by the

RSE Anonymous Support Group

Small Project Paradox



Dealing with “The Small Project Paradox”

- **Triple check communications are understood!**
 - The SDLC proved its worth again and again, as a paper trail of the discussions we’d had and what we’d agreed.
 - When things turned fractious occasionally, we could point to the documents we’d all signed to calm things down again
- **Check for competence**
 - Not to be interpreted judgmentally, - but you need to have a handle on expectations around training and understanding
- **Should we have quit early?**
 - Trickier - I had plenty of opportunities and warning signs that might have steered us away from starting
 - Sometimes, all you can do is learn from experience!

Freeloader

Freeloader



<https://www.pexels.com/photo/driver-of-motorbike-riding-sitting-man-on-skateboard-on-road-4529049/>

Reflecting on the Freeloader

- **Playing it forward**
 - It was very shortsighted of me not to foresee how this could cause a conflict of interests
- **Would I have done it differently?**
 - Well, yes. But I might've made clear the risks and still allowed the data entry to happen
 - It didn't seem right to me that someone whose IP was invested in the product shouldn't be free to use it
- **Up shot? - I'm still conflicted about it!**

Jeepers Creepers

Where is the gallery? When will the sound be added?
The map doesn't work? The map does work, but
not how I expected? Can you change the blog pages?
Can you change the team pages? I don't like the banner.
**I don't like *you* University X is missing from the
footer.** I can't access the thing. My cousin can't access
the thing. **It doesn't work on my auntie's iPad.**

Stuck as a Service Provider...



Take-aways

- Every project is unique and any SDLC needs to consider the **human** factor, both within the RSE team and the Research team
- Communication is something that **needs to be scheduled** - don't wait for sporadic contact
- Be firm about your processes - stick to your principles - don't compromise
- You aren't doing anyone a favour by not being consistent
- Be **brave enough** to ask awkward questions if you need to
- Perform post-project reviews (PPR)
- Sometimes, you can only do what you can do! **BE KIND TO YOURSELF!**