

# Get Users Involved As Early As Possible

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**Abstract.** The given document discusses the importance of involving users in the software development process early on. It highlights the negative consequences of not considering user input and provides an example of a company that faced issues due to a lack of user involvement. The abstract of a research paper based on this document could focus on the significance of user involvement in project management and the potential consequences of neglecting user requirements.

**Keywords:** Redesign · Ordering process · User involvement · Administrative coordinators · Logical relationship · Low Cost.

## 1 Introduction

The traditional approach to software development involved keeping clients in the dark until the final product was unveiled, often leading to disappointment when it failed to meet expectations. In today's project management landscape, involving clients from the outset is considered crucial for success. This early engagement allows for the prompt identification of issues, reducing the costs and delays associated with making changes later in the project. This research paper delves into the significance of involving clients as early as possible in project management, highlighting the drawbacks of past practices where client requirements were gathered secretly, resulting in frustration and costly modifications. The introduction underscores the imperative of early client involvement in projects to proactively address and resolve issues before they escalate, citing a real-world example of a training company that incurred substantial costs due to a major overhaul of their ordering software..

## 2 Benefits of User Involvement

The document emphasizes that involving users early allows for the identification of problems during the development phase rather than after the project is complete. This early feedback helps in avoiding costly changes and delays in the project schedule. Additionally, involving users in decision-making processes can prevent chaos and ensure that the software meets their needs and expectations.

### 3 Case Study Example

The document provides a case study of a training company that spent \$5 million redesigning its ordering software. The company's previous system had logical item numbers that matched the products being ordered, which made the ordering process efficient. However, in the redesign, the logical relationship between items was lost, causing frustration among administrative coordinators and slowing down the ordering process. This example highlights the negative consequences of not considering user needs and preferences during the software development process.

### 4 Conclusion

#### References

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