Talking Business from SFRD Services

Your **big** project
Avoid the mistakes of others

Part 9

Build

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IT may take the lead at this time but the business users can't sit back

- **The programs may be written by IT but……**

- **There may be questions –** business users must provide the required clarification

- **Business users must ask questions** to ensure they understand what is being built

- **Business users must ask questions** to ensure that the programs fulfill the requirements

IT may take the lead at this time but the business users can't sit back

- Business users **must be involved in each stage of testing** during the build process

- To do this **business users must understand how to use the system** – a good opportunity to start developing training material

- The **key, the global and the local users** must be involved – early understanding helps spread the message

- Each of the tests must be **rigorous and the results must be correct**

Programming must follow the detailed scope

- This is the operating model for the business and the **programs must support the operating model**

- There **must be no changes to the scope** otherwise the system will never be delivered successfully

- **Keep the pressure on the business to ensure that they are operating to the defined model** as this will ensure that the system rollout will be easier

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Demonstrations

- When sections of the system are developed and tested **arrange demonstrations to show future users the look and feel** of that section of the system

Understand

- **Everything** – all the options and variances

- **Be clear** – on everything that has been built and how it works

- Be clear about what will be **delivered and** what will **not be delivered**

- **Test the programs rigorously** to ensure that they work as expected

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Agree the suitability of the programs

- Across the IT team

- With the business users

- With the Consultants

- With senior management

- With the operating parts of the organisation

- **Do not allow any scope creep** – build what was agreed

Publicise progress

- Good news is nice but often lies

- The **truth is honest**

- The **truth gains credibility**

- **Honesty aids acceptance**

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Prepare for testing

- The **most important part** of the development stage

- **Get the right team together** – representative of all interested parties

- **You won't be friends** with anybody