

Once the Contract is Signed



The Bumps in the Road

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Warning Signs

- Scope issues
- Failure to meet the schedule
- Seeing the same problem - again
- You just can't make the system work – testing, testing, testing



Scope Issues

- Dollars, scope, money or is it money, money, money
- “De-scoping”
- Change Requests
 - Requirements vs. design
 - “Nice to have” vs. “must have”



Time Schedules

- Schedules must be realistic
- Recognize the business cycle
- Look at the calendar
- **CONTINGENCY!**



Don't repeat mistakes

- Don't ignore the past
- If a process failed the first time it will probably fail the next time
- If you need to take action as a customer – take action!



Testing, testing, testing

- Test end-to-end
- Use real data
- Regression test
- Expect the unexpected



Here's what I learned

- Executive involvement is key
- The requirements must be complete
- Your contract is your best friend
- Quality processes make a difference
- You hired a vendor, but you committed the program
- You may have partnered with a vendor, but you are still the customer