

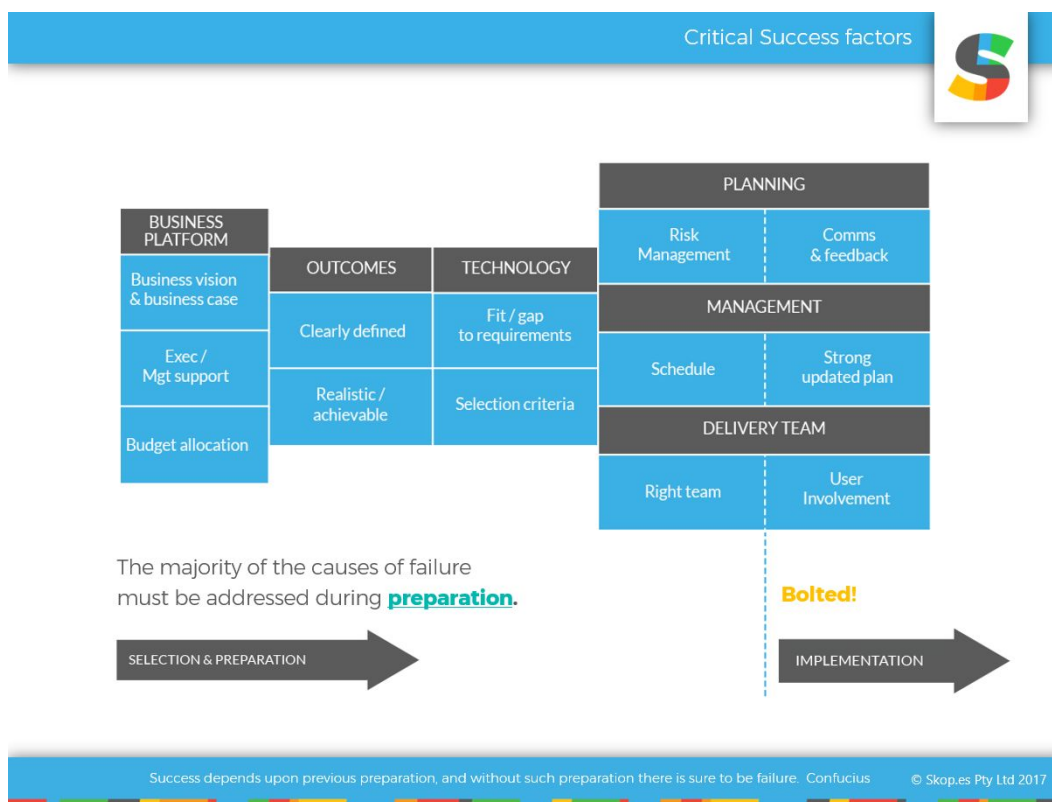
## Introduction

Critical Success Factors (CSFs) are a collection of factors (e.g. activities or assets) that, if neglected are likely to cause or lead to project failure. Generally CSFs are the output of research into failed or challenged projects.

There are many different sets of CSFs, from a range of studies and relating to, for example, different types or sizes or projects.

## Mid-sized project CSFs

We have reviewed several academic and commercial studies and collated the set shown here. These are CSFs for smaller & mid-sized IT / Systems projects (less than \$1m), however research indicates that CSFs for larger projects are similar. Our CSF diagram is laid out to approximate chronological order.



## Use of CSFs

CSFs can help project leaders and sponsors:

1. Learn from others mistakes and avoid them
2. Pull up from the detail and focus on more strategic concerns
3. Shine a light on areas of work and factors that they may not have otherwise been aware of
4. If you are already within the implementation phase of a project and the project is struggling review the CSFs provided and create a score against each factor

## Key considerations

1. In many cases CSFs need to be addressed very early in the project lifecycle (before the project delivery work begins)
2. Most CSFs need to be addressed by 'clients' and can not / should not be outsourced to suppliers
3. Many CSFs are situational and rely on business readiness - in particular they rely on support and drive from senior sponsors
4. Skop.es is designed to address / support CSFs