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Project Management | Minimizing the Risk of Failure

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Introductions

- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself
- Business Cards



Agenda

- Open Mic
- Common Failures
- The Softer Side
- Rego Best Practices: User Acceptance Testing
- Rego Best Practices: Test Plans
- Rego Best Practices: Development and Deployment

Open Mic

Who has never had a project fail (whatever that means to your company)?

For those who had projects that failed, what has your team/ organization done to reduce the risk of failure happening again?

Common Failures

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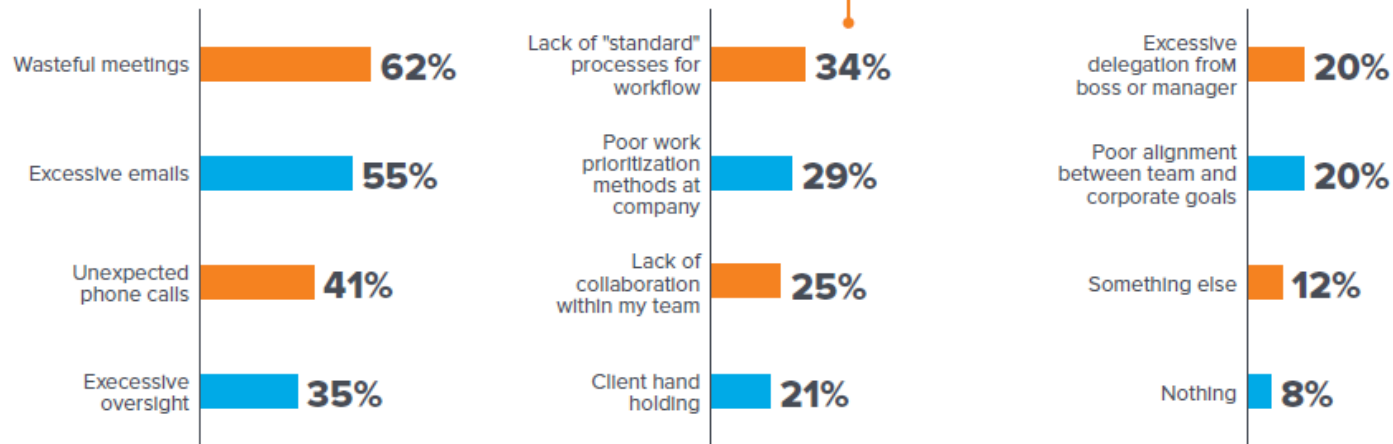
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Common Failures: Distractions

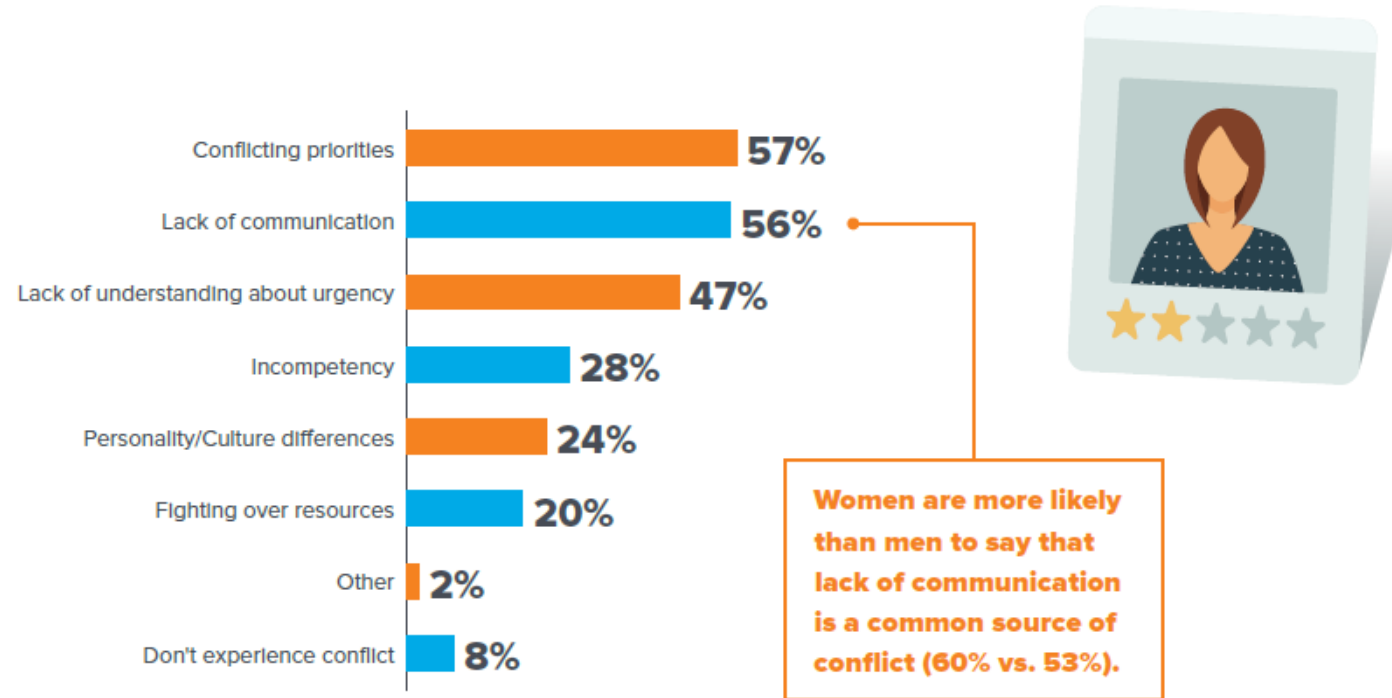
What gets in the way of work? Choose all that apply.

Millennials are more likely than Baby Boomers to say that a lack of standard workflow processes gets in the way of their work (42% to 24%).



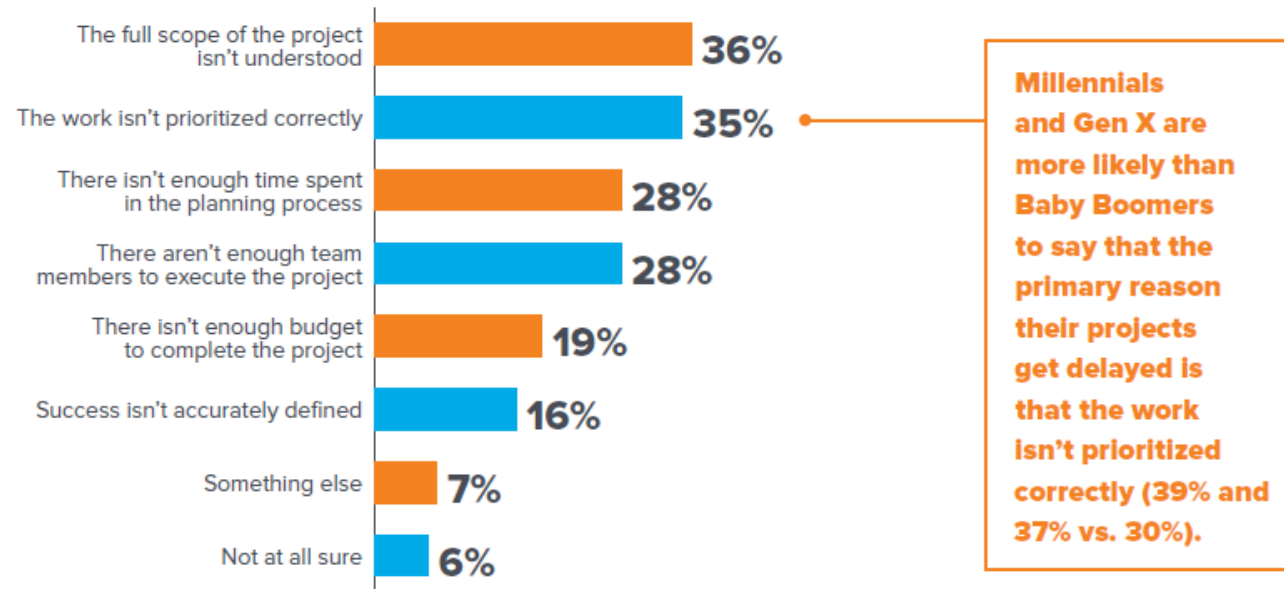
Common Failures: Team Conflicts

Which of the following is the most common source of conflict with other departments or teams?



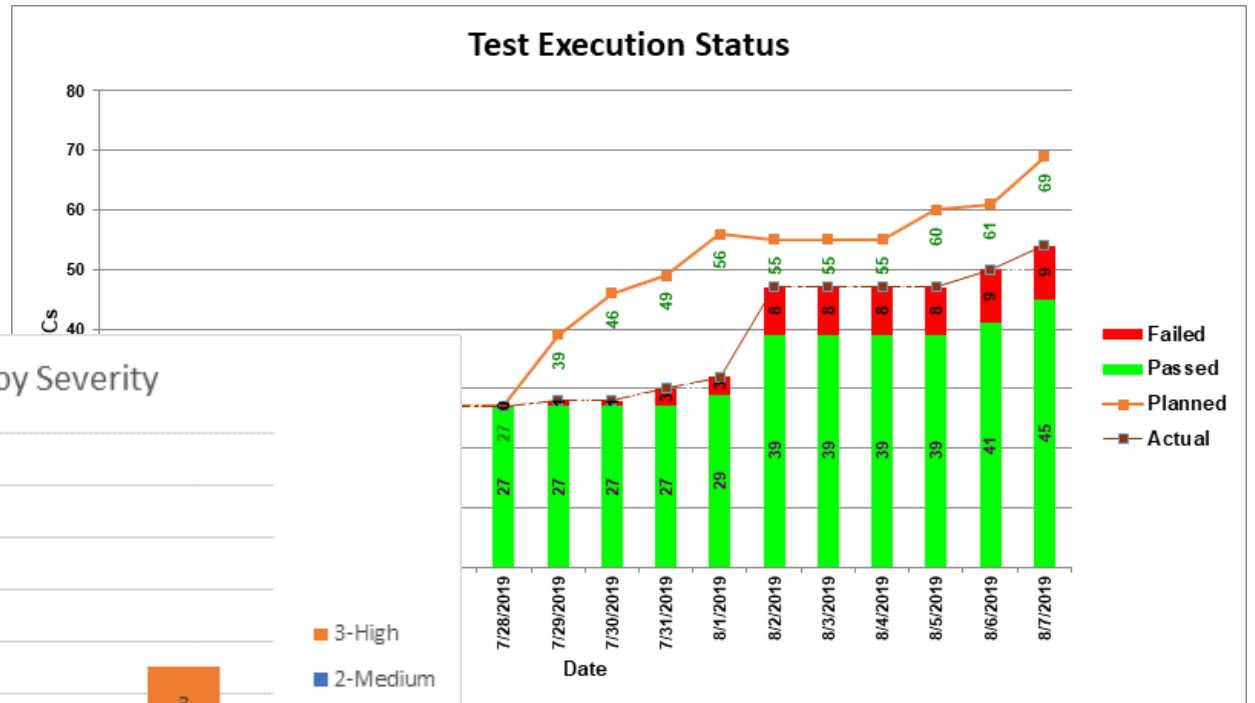
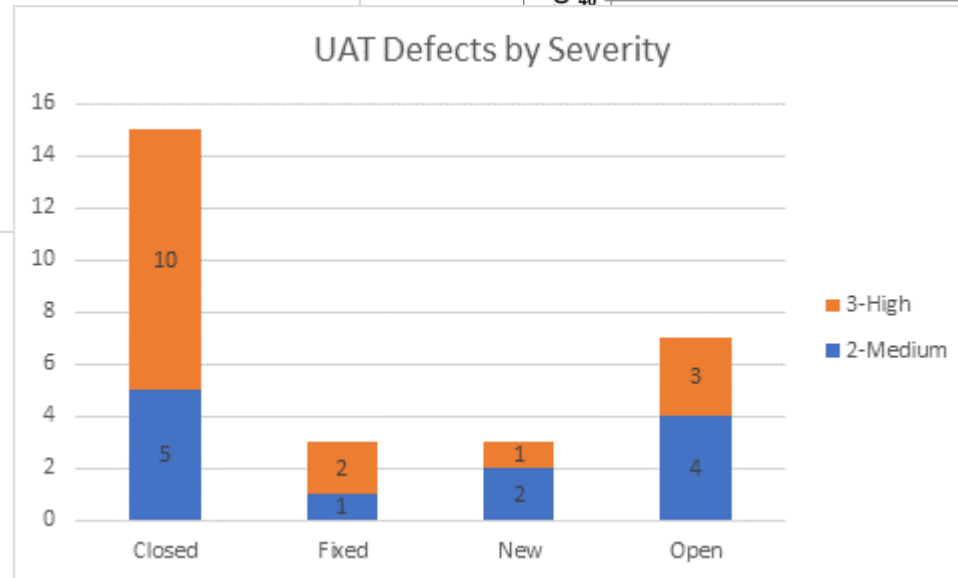
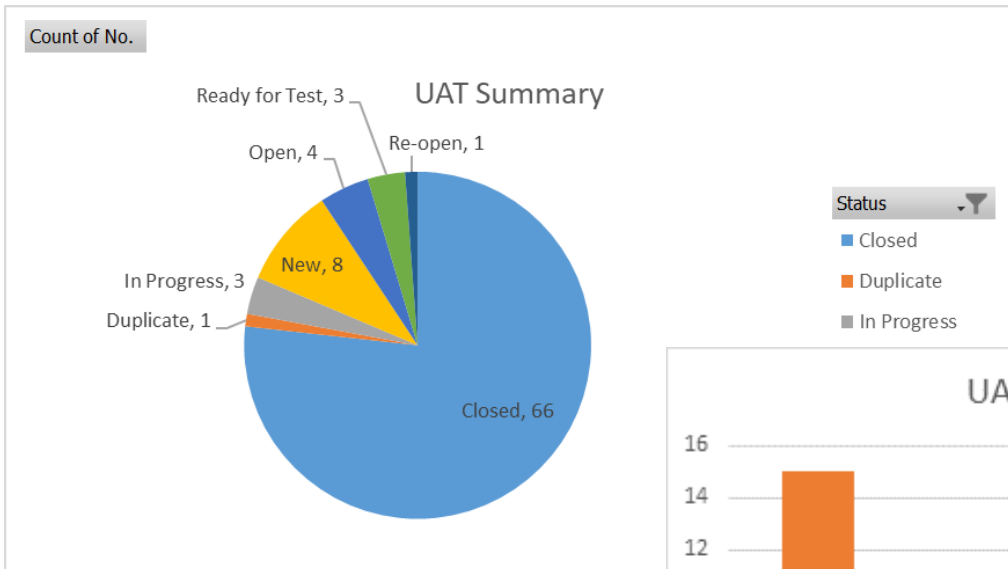
Common Failures: Delays

What are the primary one or two reasons a typical project gets delayed? While all may be a reason, please select only the 1 or 2 that are primary reasons.



Common Failure: Talk Facts Not Feelings

Leverage the data captured to produce metrics that directly translates to project progress, delays, risks, issues and scope changes.



The Softer Side

- Be aware of what is transpiring in meetings
 - Are meetings interactive? Are team members raising challenges?
 - Quiet meetings are a sign of participants who are not engaged.
- Monitor the balance between meetings and email communications
 - Allow project team members to be innovative, collaborative and time to complete their work.
- Understand the changing skillsets for Project Managers
 - Does your project manager manage stakeholders well? Are they comfortable with change?
 - Nothing on projects go as planned. PMs need to adapt, be quick on their feet, and keep up with the changing nature of projects.,

The Softer Side (cont.)

- Mediate conflict between team members; Discourage divisive behavior.
 - Leverage the steering committee to make decisions that team members cannot.
 - Don't let team member's personal feelings sabotage your project.
- Team Diversity as at an all time high.
 - Team generally consist of global and local resources.
 - Generational - Baby Boomers, Millennials, Gen X, etc.
 - Encourage team building activities.
 - Get to know each other on a personal level as well as a professional level.

Rego Best Practices | User Acceptance Testing

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User Acceptance Testing

- User Acceptance Testing is possibly one of the most critical phases in a project. Successful training and user adoption is dependent on UAT.
- Create your testing strategy early on in the project. Don't wait until build is complete to begin work on your test scripts, this will delay the project.
- Choose between usage of test scripts or user stories early on.
- Ensure users who will be testing have been trained.
 - This is the time to see your requirements in action, clear the waters by training prior to UAT.
- If you have a testing team, don't forget to train them prior to the start of UAT.
 - Incorrect test scripts can be distracting and confusing.

User Acceptance Testing (cont.)

- Don't be surprised if you find that the system doesn't work exactly as you expect.
 - That is what UAT is meant for and is directly tied to how you should train your users.
 - Clarity is a robust tool that has many interdependencies with other modules.
- Standard UAT cycle is two weeks with one week to close out and remediate all defects.
- Keep track of your UAT defects in a testing tool or in a spreadsheet.
- Have core team members review the defects to validate that the test has been performed successful.
- Engage the development team for defects and resolution.

Rego Best Practices | Test Cases

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Creating Effective Use and Test Cases

You know your company culture the best. While example scripts can be provided, determine the level of detail that is acceptable for your company.

- Option #1 - leverage users stories to capture requirements and test scripts
 - *Example user story:* As a product owner, I want to submit an idea and have it evaluated by leadership on the basis of ROI and benefits. If the idea obtains leadership backing, we can investment money into enhancing our product in an innovative way.
- Option #2 – Create test scripts that rely on users being trained
 - *Example test script:* Create, submit, approve and convert an Idea.
- Option #3 - Create step by step instruction
 - *Example test script:*
 - Step 1: Login to PPM
 - Step 2: Go to the home menu, work management and click on ideas
 - Step 3: Click on the New button to create an idea

Rego Best Practices: Development and Deployment

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Development and Deployment

- Consider a Phase 0 – Pilot prior to a Phase 1 deployment
 - Know the product before you fully invest in a product!
 - Take a test drive
 - Manage Risks
 - Confirm Benefits
 - Achieve success or failure quicker
 - Allow team members to evaluate the product without bias
- Consider leveraging agile best practices
 - Even traditional projects can benefit from using an iterative approach to development.
 - Breakdown development into phases or sprints
 - Define requirements, complete development, demo solution and unit test one module at a time.
 - Follow Development with standard UAT and Go Live.

Questions?



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- Access your account at pmi.org
- Click on **Certifications**
- Click on **Maintain My Certification**
- Click on **Visit CCR's** button under the **Report PDU's**
- Click on **Report PDU's**
- Click on **Course or Training**
- Class Name = **regoUniversity**
- Course Number = **Session Number**
- Date Started = **Today's Date**
- Date Completed = **Today's Date**
- Hours Completed = **1 PDU per hour of class time**
- Training classes = **Technical**
- Click on **I agree** and **Submit**



Let us know how we can improve!
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