

Up to 70% of  
Technology  
Projects fail in  
whole or part:  
**How to Ensure  
Project  
Success**



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# Agenda

1. Welcome & Warm Up
2. The BAS 20/20 Rule
3. The Stark Reality
4. Understanding Failures
5. Success Factors
6. Case Study: Success
7. Case Study: Failure
8. Project Management Applications @ BAS
9. Q&A



# Welcome & Overview



Your  
Driving  
Pet Peeves

Your  
Project  
Pet Peeves

# Up to 70% of Technology Projects Fail



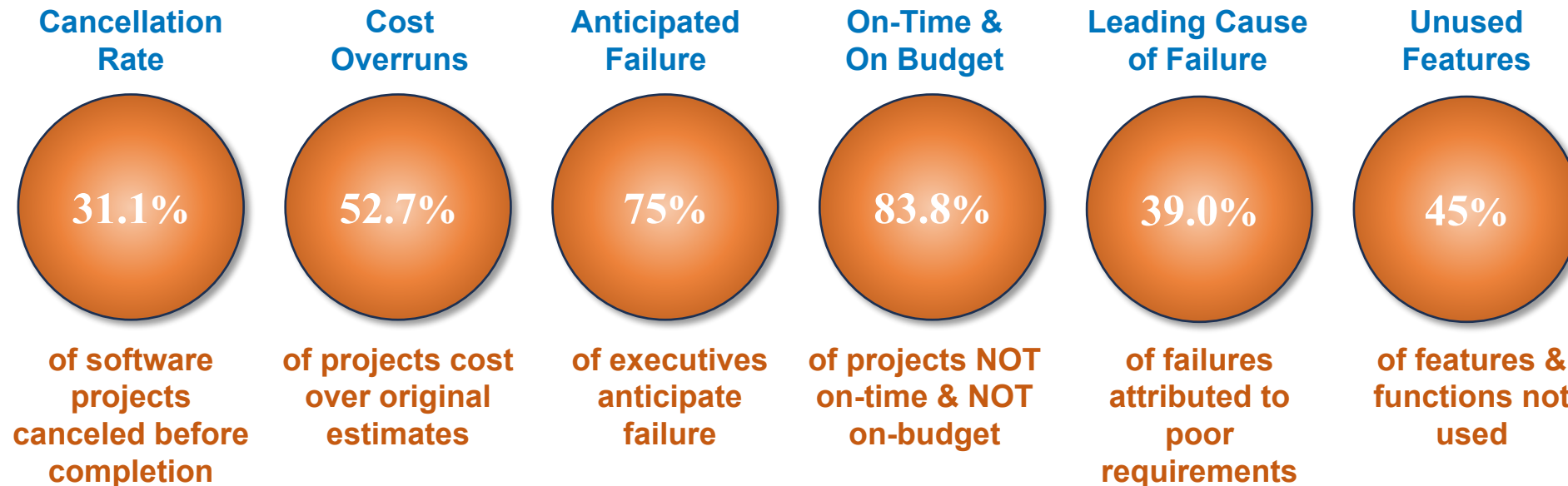
## Consider BAS' 20/20 Rule:

Add 20% to all quoted equipment costs

Add 20% to all quoted labor & consulting costs

# The Stark Reality, Part 1 of 3

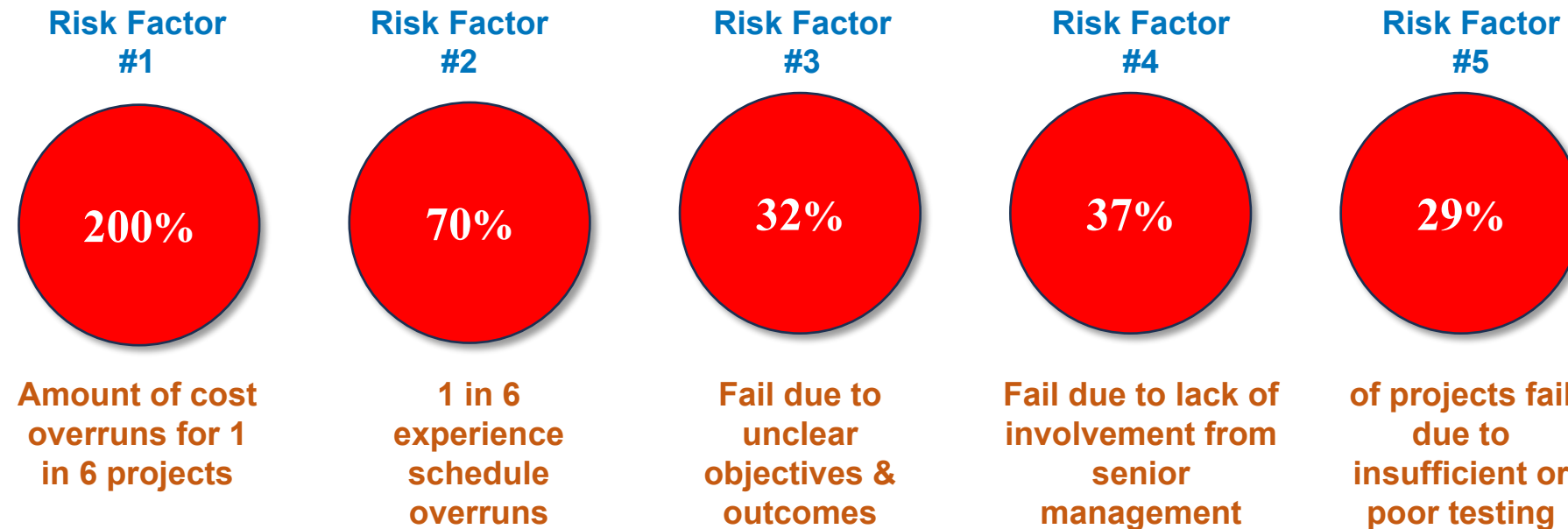
## Types of Failures



Source: [1](#), [2](#), [3](#), [4](#)

# The Stark Reality, Part 2 of 3

## Risk Factors & Challenges

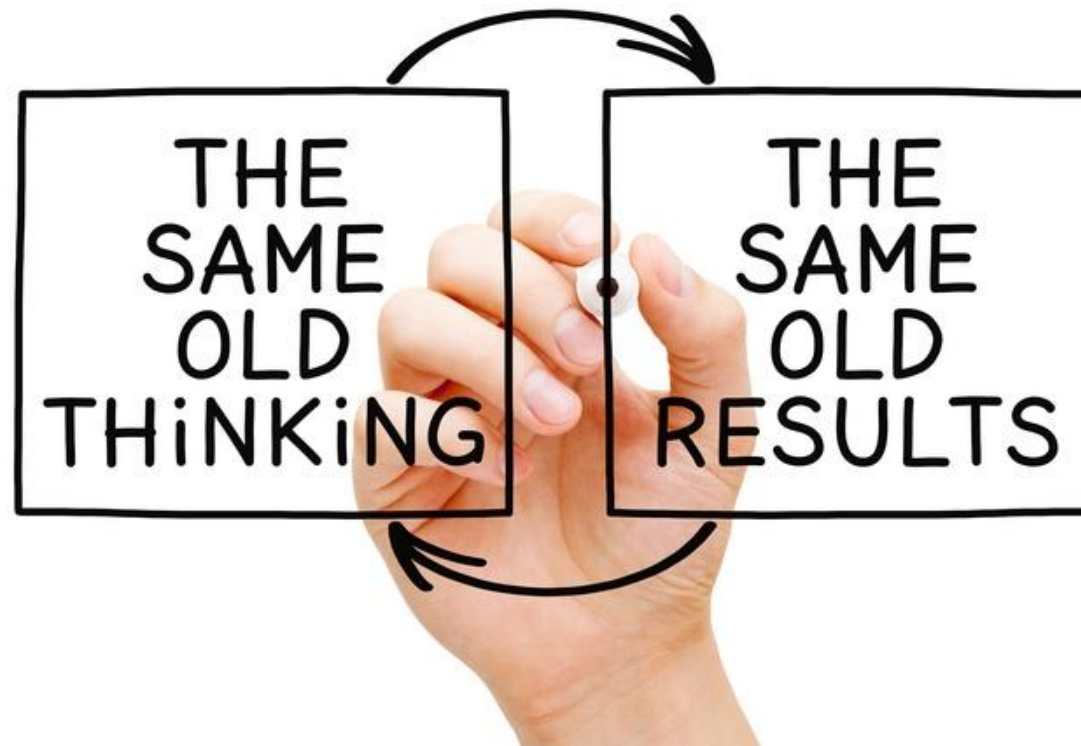


Source: [1](#), [2](#), [3](#), [4](#)

# The Stark Reality, Part 3 of 3

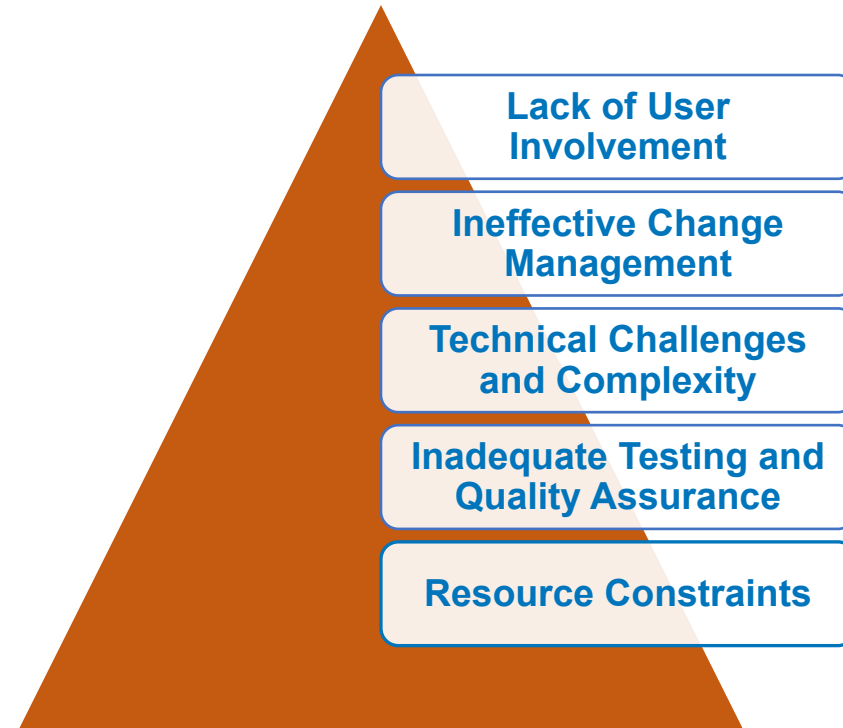
***“Remember that these statistics highlight the challenges faced in software development projects. To mitigate risk, organizations must focus on effective communication, clear requirements, and robust testing practices.”***

# Understanding Failures





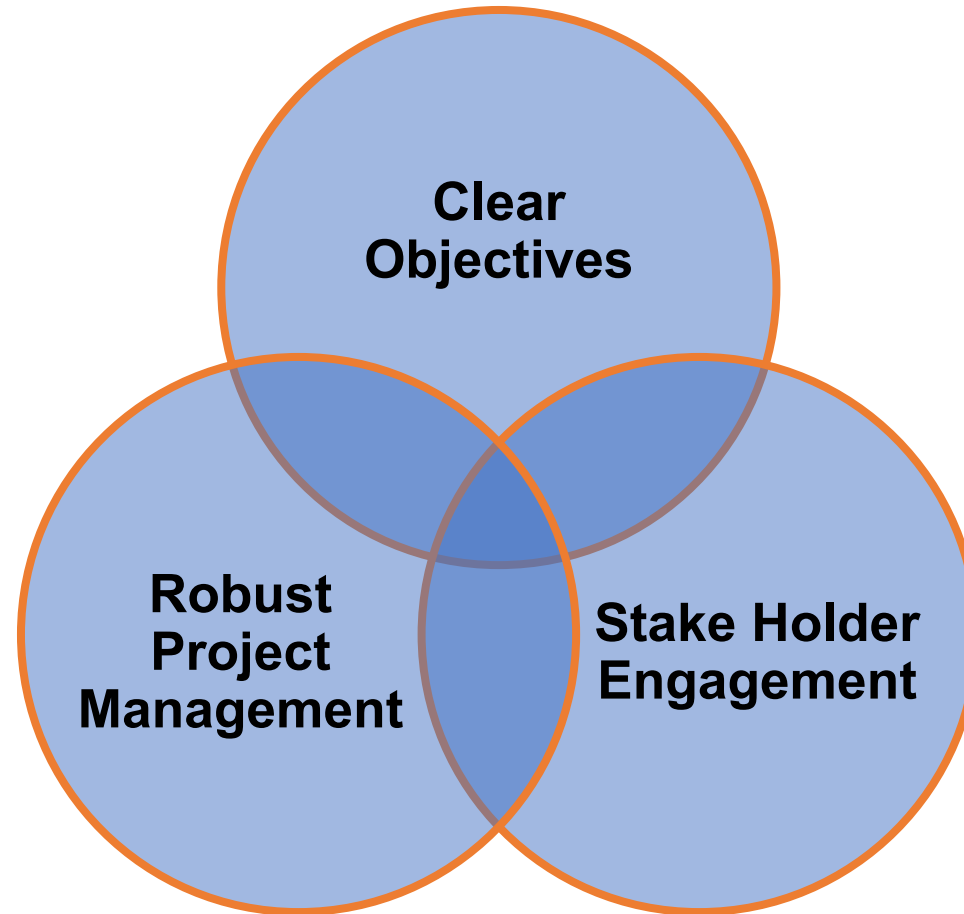
# Understanding Failure, Part 1 of 2



# Understanding Failure, Part 2 of 2

*“Remember that addressing these challenges early in the project lifecycle and maintaining a proactive approach can significantly reduce the risk of failure.”*

# Success Factors, Part 1 of 7



# Success Factors, Part 2 of 7

## Setting Clear Objectives

- Importance of SMART goals
- Aligning project objectives with business strategy



# Success Factors, Part 3 of 7

## Setting Clear Objectives: SMART



# Success Factors, Part 4 of 7

## Setting Clear Objectives: Aligning Project Objectives with Business Strategy

- What are the Project's overarching strategies and goals?
- What are the organization's overarching strategies and goals?

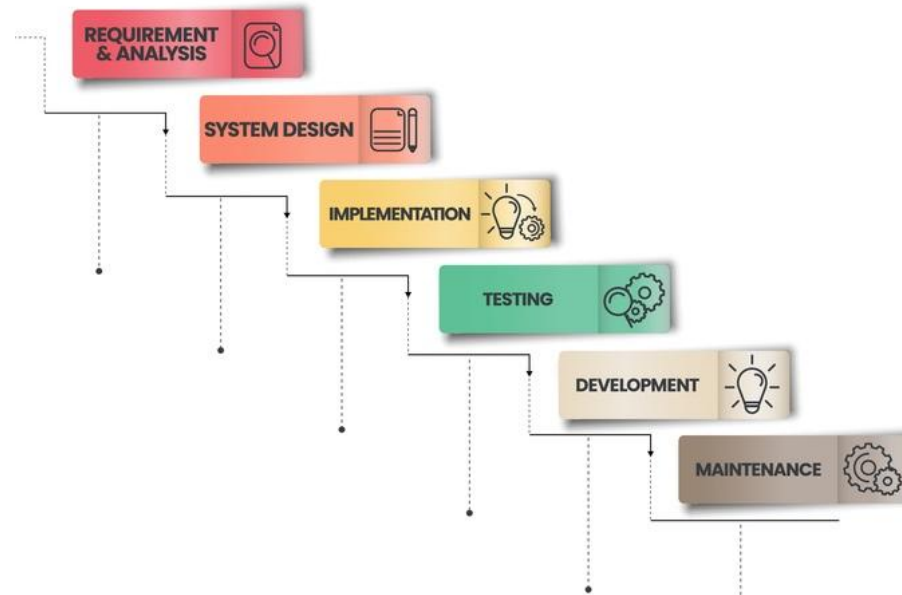


# Success Factors, Part 5 of 7

## Robust Project Management

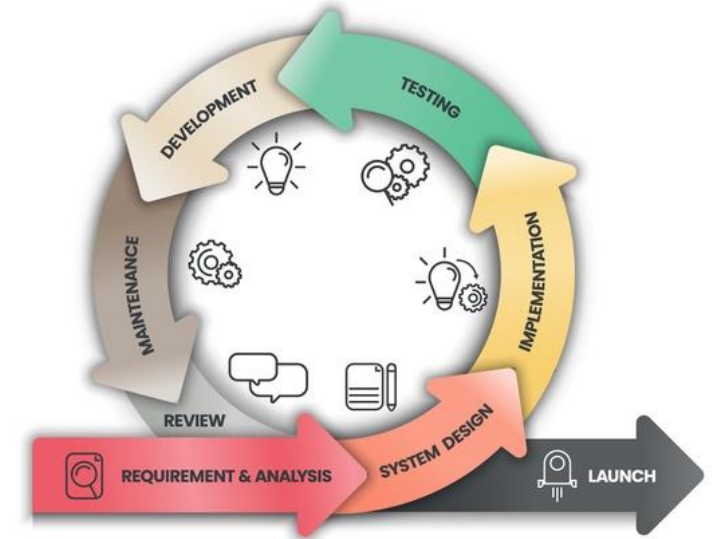
### — Consider Agile Project Management!

- Flexible
- Continuous Improvement
- User/Audience Feedback



**WATERFALL  
MODEL**

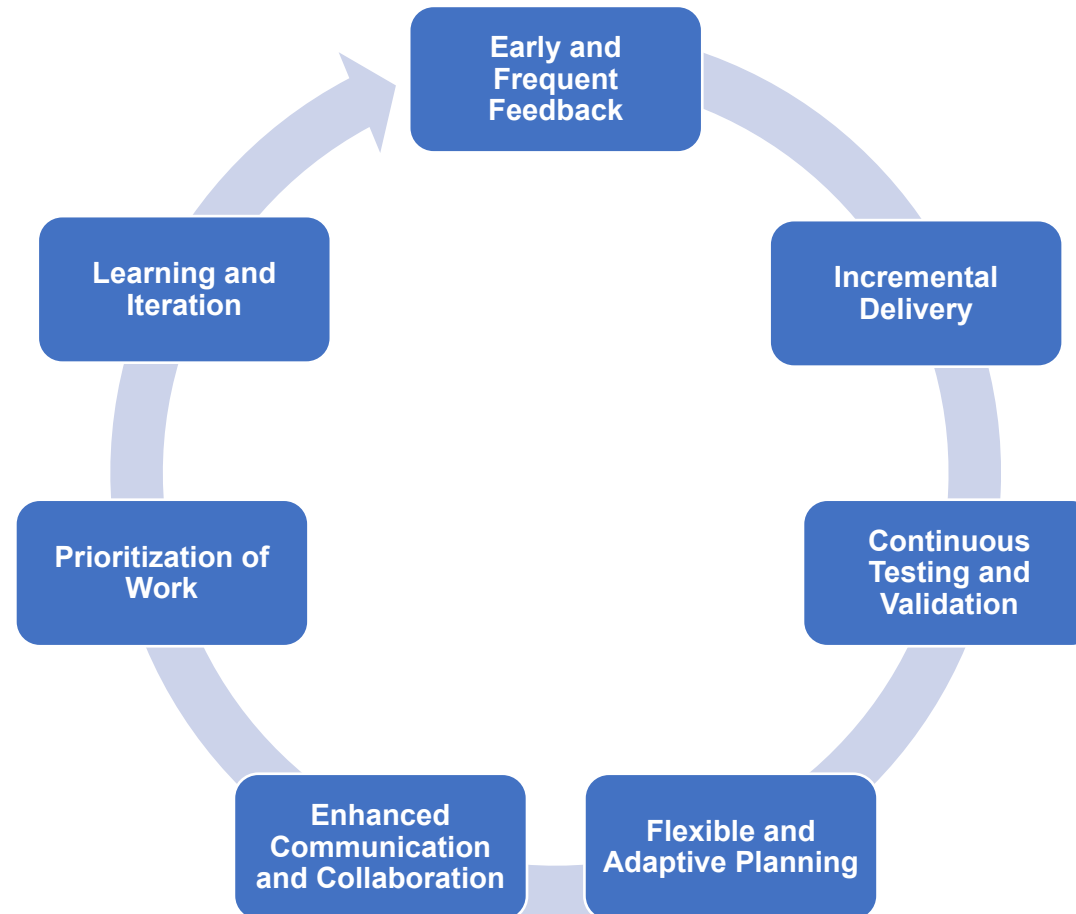
VS



**AGILE  
MODEL**

# Success Factors, Part 6 of 7

## Mitigating Risks: Benefits Agile Project Management

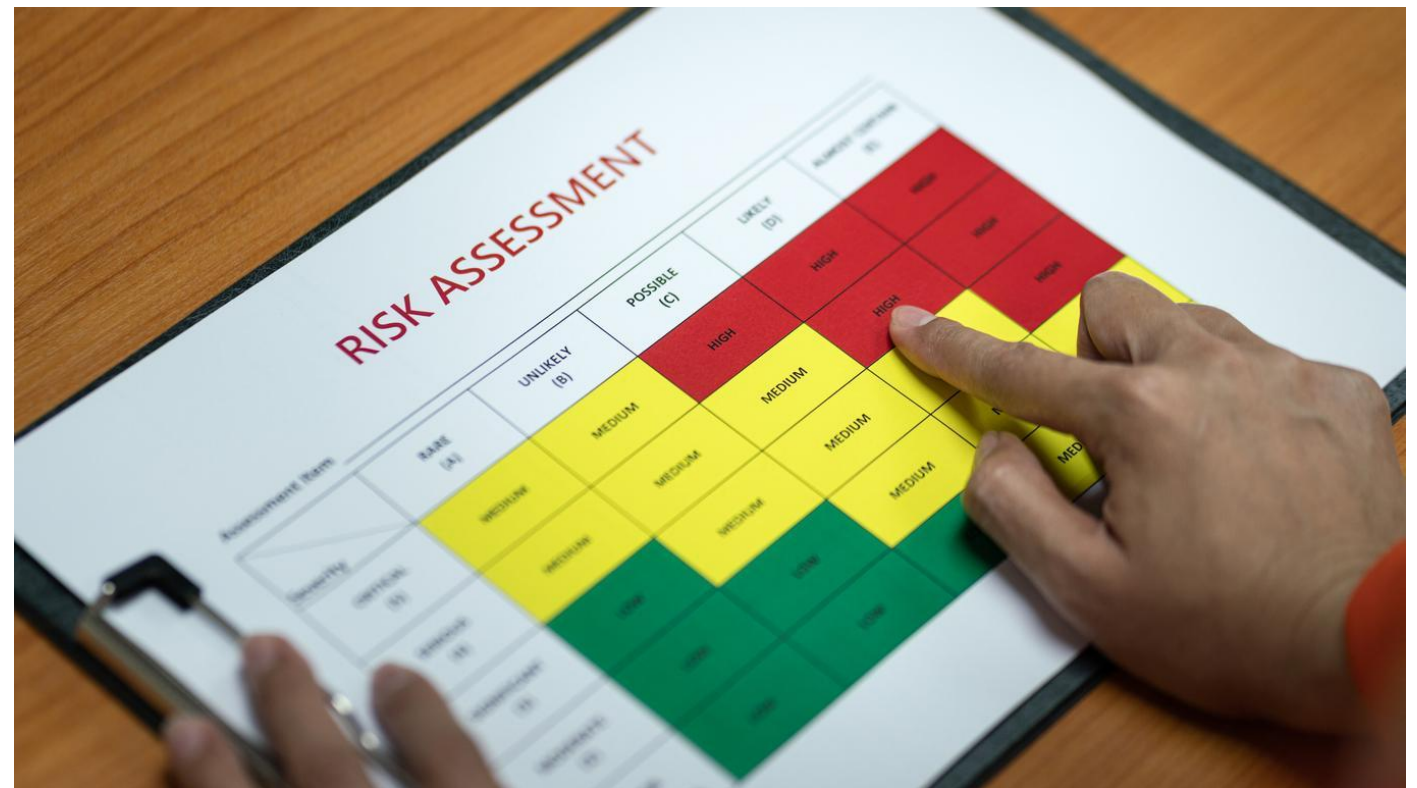




# Success Factors, Part 7 of 7

## Risk Management

1. Identify Risks Early
2. Assess and Prioritize Risks
3. Develop Mitigation Strategies
4. Assign Responsibilities to Risks
5. Regular Review and Adaptation
6. Keep Communication Open
7. Simplify Documentation
8. Leverage Technology



# Case Study: Another 100% Successful Project

- Highly detailed project plan & documentation centralized for ubiquitous access for ~14 participants.
- Uses **Monday.com SaaS Project Planner** or easy, clarity, and flexibility.
- Begins in March and ends in May, annually.
- Every task is completed on time without panic, emergency calls, nighttime or weekend work

2024 Data Collection Project Plan

Main Table | Timeline | Projects income

New project | Search | Person | Filter | 11 Sort | Hide

Preparations

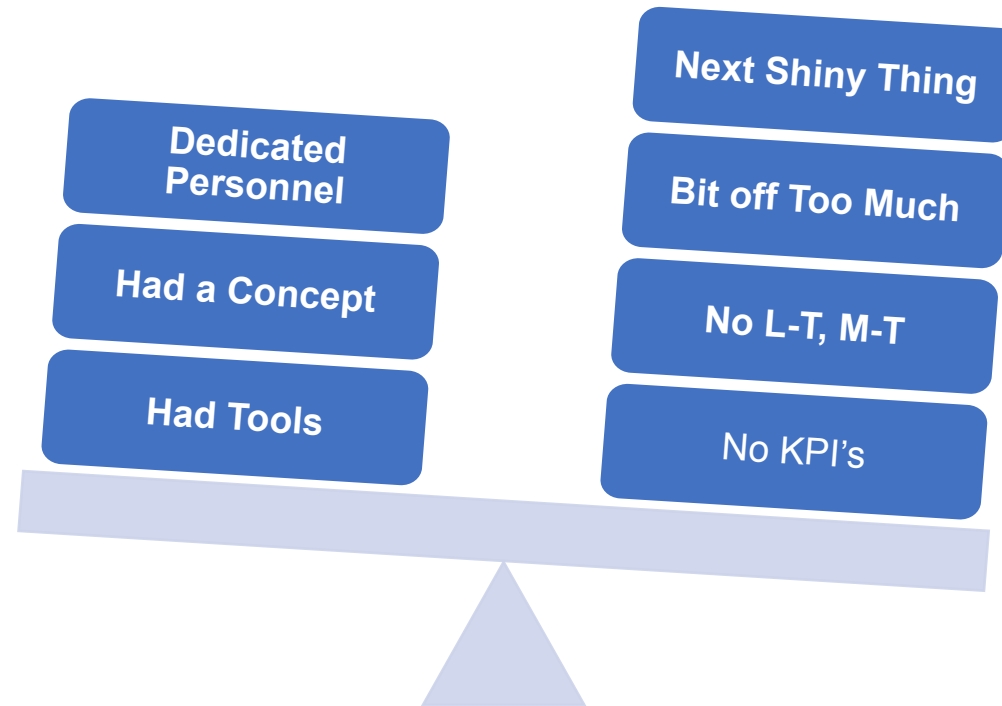
Project	Dependency	Owner	People	Status	Due Date	Performance Date	Timeline	Analysis	Creation	Review
Project Timeline Review & Updates				Done			Jan 28 - Feb 11	Done	Done	Done
Update RCAN Administrators' Help Contact				Done				Done	Done	Done
Review 4 Non-ME360-Use Locations' Needs	Project Timeline Rev...			Done			Feb 19 - 25	Done	Done	Done
RCAN & BAS Review Data Collection Tool for Changes	Project Timeline Rev...			Done				Done	Done	Done
Gallagher Data to BAS	Project Timeline Rev...			Done	Jan 22	Jan 23	Feb 16 - 23	Done	Done	Done
Locations to Update ME360	Project Timeline Rev...			Done	Jan 31		Feb 16 - Mar 20	Done	Done	Done
BAS Process Gallagher Data in ME360	Gallagher Data to BAS			Done			Feb 24 - 26	Done	Done	Done
BAS Share Updated Data w RCAN	BAS Process Gallagh...			Done				Done	Done	Done
BAS Generate & Send Terminations Fallout to RCAN	Gallagher Data to BAS			Done	Jan 26	Jan 26		Done	Done	Done
RCAN Reviews, Comments, Approves Data	BAS Share Updated ...			Done	Jan 30	Feb 2		Done	Done	Done
BAS corrects ME360 Data as required by RCAN Review	RCAN Reviews, Com...			Done	Jan 30	Feb 1		Done	Done	Done
Identify Terminated Employees w/o ME360 EE_Property Code=587	RCAN Reviews, Com...			Done	Feb 1	Feb 2		Done	Done	Done
Confirm Use of BH Issues Collection SmartSheet	Project Timeline Rev...			Done	Feb 1			Done	Done	Done
Updates with BH SmartSheet Issues Support Request Link	Project Timeline Rev...			Done	Feb 1	Feb 2		Done	Done	Done
Memo from Elena to BAS Administrator group	Project Timeline Rev...			Done	Feb 13			Done	Done	Done
BAS Generates & Sends RCAN Data to Review				Done	Feb 13		Feb 5 - 13	Done	Done	Done
RCAN Review & Sign Off on Data				Done	Feb 16		Feb 13 - 19	Done	Done	Done
RCAN update User Manual as needed				Done	Feb 19		Feb 1 - 19	Done	Done	Done
BAS Loads Updated User Manual to Production				Done	Feb 30		Feb 19 - 30	Done	Done	Done

Data Collection

Project	Dependency	Owner	People	Status	Due Date	Performance Date	Timeline	Analysis	Creation	Review
BAS Open Data Collection App in ME36 for Testing				Done	Feb 20		Feb 21 - 22	Done	Done	Done
RCAN Test application				Done	Feb 22		Feb 23 - 26	Done	Done	Done
Modify Application				Done	Feb 19		Feb 27 - Mar 1	Done	Done	Done
RCAN approve application	Modify Application			Done	Feb 22		Mar 2 - 4	Done	Done	Done
Set App to Live	RCAN approve appli...			Done	Feb 27		Mar 5 - 6	Done	Done	Done
RCAN reviews Business Manager responses and notifies BAS of file "Final" status	Set App to Live			Done	Mar 7		Mar 7 - 8	Done	Done	Done
BAS Sends Data to Gallagher	RCAN reviews Busin...			Done	Mar 11		Mar 9 - 12	Done	Done	Done
Gallagher to BAS indicating EEs to Bill	BAS Sends Data to ...			Done	Mar 25		Mar 13 - 26	Done	Done	Done

# 1 Recent Failure – Hiring a Director of Marketing

Didn't Manage New Position Like We Manage Projects



# Applications Used at BAS

## What we use and why

### Preferred Tools

- **Monday.com** – Project Planning. Adoption: High.
- **Smartsheet** – Lists and basic Project Plan. Preferred over Excel. Adoption: Very High.
- **MS Teams** – Everyday use + Project-Specific & Team-Specific Channels integrated with MS SharePoint Client Sites: Adoption: High.

### Less Preferred Tools

- **MS SharePoint**
  - Groups
  - Lists
  - Project

### Art's Pet Peeves

- **Email** for Project Updates, Conversations, anything

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DISCUSSION

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Thank you.

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President & CEO

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