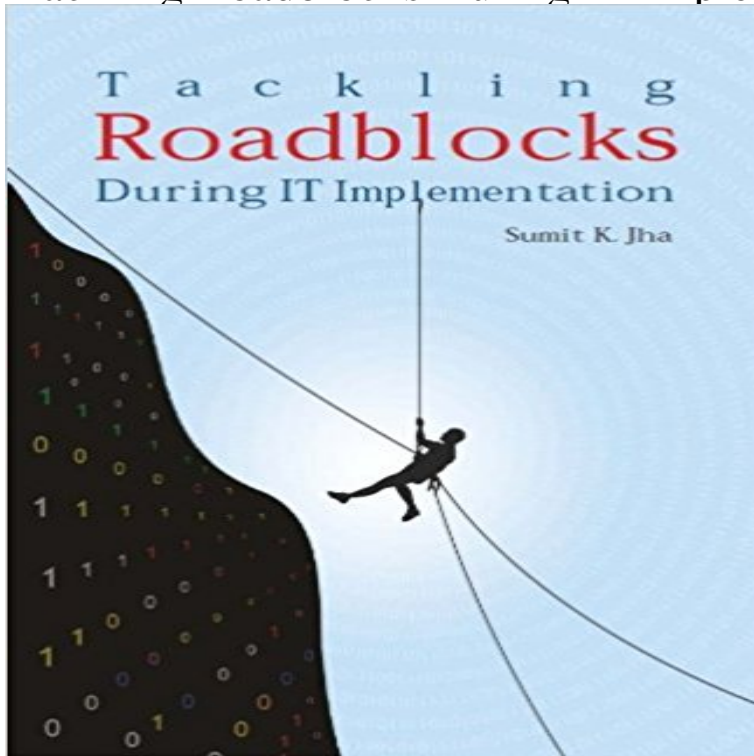


Tackling Roadblocks During IT Implementation



Many IT implementation projects that organizations undertake get delayed. Some fail to meet the required objectives. No effort is made to identify the reasons behind the success or failure or delay of such engagements. This book unravels the rationale behind successful implementation as well as decodes the principle reasons for failure of IT projects. It covers detailed identification of key roadblocks faced during IT implementation projects. Consulting experience across a broad spectrum of industries is used to describe each of the roadblocks. The book has been written in four parts. First part provides an introduction to the case on which the second part is based, along with the basic explanation of roadblocks and concerned parties. In the second part, the book focuses on the case of a management institute along with relevant sample cases from various industries covering consulting, software and related IT/process implementation projects. These cases have been used to cite various roadblocks and the way they were addressed. Third part has two case studies one of a premier management institute for whom the ERP implementation was done and other of a Government organization for which a Personal Information System was implemented. The fourth part provides an Ideal Implementation Model, which can be used as a base to implement any IT or consulting engagement across any industry. This part addresses key aspects like: Qualities of a good consultant How to constitute a consultant or development team Way a consultant can gain faith of the sponsor Handling issues related to implementation What sponsors should do to ensure a successful IT implementation and, Managing the organizational change to ensure the same. This book is an attempt to unravel the rationale behind successful implementation as well as decode the principle reasons for failure of IT projects.

It covers detailed identification of key roadblocks faced during IT implementation projects, ideal for Executive/Senior/Middle Management, Process Owners, Delivery Heads, Program Managers, Operations Managers, Developers, Consultants, Process Managers, Account Managers, Project Managers, Team Leads and Support Executives. Also, this book is idyllic for professionals related directly or indirectly with the functioning of IT services. Even students who would venture into these roles in future can immensely benefit from this book.

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