IT/TRANSFORMATION PROJECTS

HOW TO **MAXIMSE** YOUR PROSPECTS OF SUCCESS WHILST **PROTECTING** YOUR POSITION

With the benefit of hindsight from real life cases, here are some simple tips collected from clients for actions you can take whatever stage your project may be at:

CONTRACT MANAGEMENT

PROGRAMME MANAGEMENT

PROTECTING YOUR POSITION

WISH WE HAD...

AT THE START

- Trained key personnel on the terms of the contract, how it worked and the governance mechanisms that needed to be used during the contract, recorded this training and made it available online as a refresher and to new team members
- Our lawyers prepared a short written summary of the key contractual provisions for use by our key personnel
- Created a dedicated well-structured data/ documents repository for everyone on the project to store project documents/ communications and enforced its use
- Agreed an exit plan at the start of the contract rather than waiting until things were going wrong

AS THE PROJECT PROGRESSES

- Properly documented contract changes as soon as they were made
- Prepared a version of the contract which was updated as we went along to show contract changes so that the project team had the updated contract in one place to work from
- Ensured that the problems we raised with the supplier were properly recorded in the minutes of meetings of meetings/calls and in emails/ letters to the supplier
- Required the supplier to meet the acceptance criteria before paying, or if criteria were relaxed got our lawyers to document it in a way which didn't harm us going forwards

WHEN ISSUES EMERGE AND DISPUTES START

- Taken specialist legal advice as soon as the project started to go wrong so they could advise us behind the scenes how best to protect our position
- Got our legal team to engage an independent technical expert to assess the strengths and weaknesses of our position
- Created a separate repository for all legal communications and advice with access limited to just those who were instructing the lawyers
- Followed the governance and escalation processes in the contract

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