WP Roadmaps *presents*

How to Prevent Scope Creep by Embracing Change

What You Will Learn

- What is Scope Creep?
- How Projects Creep
- Proof that Embracing Change Works
- How to Embrace Change
- Elements of a Good Change Control Process
- The Magic of a Change Budget
- Example of a Good Change Control Process

Who Am I?

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Real-Life Project Management
Skills for WordPress Practitioners

What is Scope Creep?

When your WordPress project slowly moves into work activities and related costs that weren't previously agreed upon.

How a WordPress Project "Creeps"

- Lack of clarity

- Beginning design and development too early.

- Over-promising with an unrealistic completion date.

- "Gold-plating" disguised as "over-delivering."

Common Ways Clients Create Scope Creep
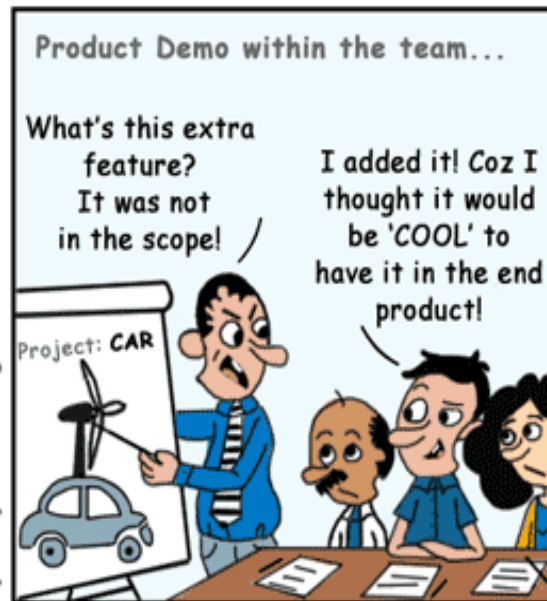

"Is it too late to add four floors?"

Common Ways YOU Can Create Scope Creep

Proof that Embracing Change Works
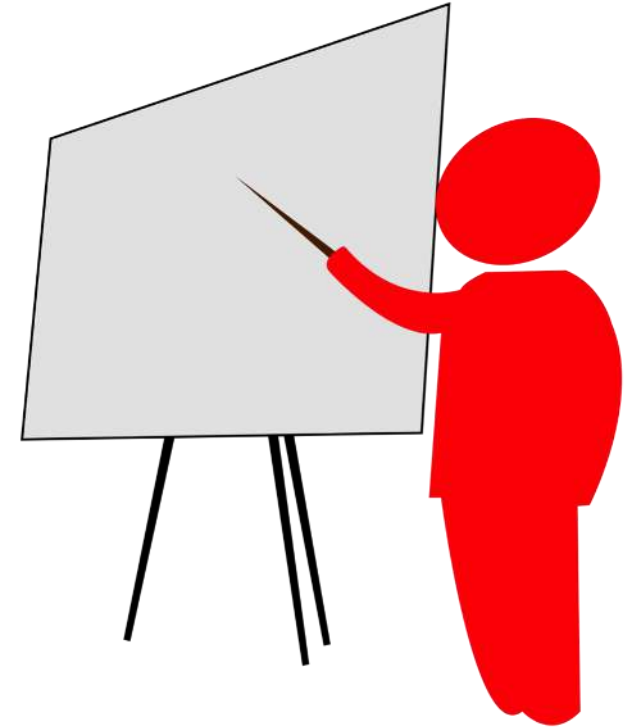
How to Embrace Change

- Educate the client
- Acknowledge change as inevitable
- Abandon the crystal ball approach
- Position change as opportunity
- Establish and STICK TO a change management process
- Put the client in charge of change

Educating the Client

1. It's not their fault they don't know
2. Discuss your management plan early
3. Be brutally honest about change
4. Suggest other options for content activities

Acknowledging Change as Inevitable

Abandoning the Crystal Ball Approach

Positioning Change as Opportunity

Establish and STICK TO a Change Process

Putting the Client in Charge of Change

Elements of a Good Change Control Process

- Uses a change budget

- Defines what constitutes a change

- Identifies who can initiate a change request

- Establishes that all change requests are in writing

- Identifies who will assess impact to the project

- Uses a change request log

Everything
Is
Under Control!

Elements of a Good Change Control Process

- Specifies where the change requests will be maintained
- Identifies who will approve or reject the change request
- Specifies how long a change approval or rejection should take
- Clearly states what happens if the client does not respond
- Specifies when payment for the change request is due

Example of a Good Change Control Process

1. Change for this project includes any change to what is specified in the approved Statement of Work.
   a) Requirements/Specifications
   b) Time
   c) Cost
   d) Schedule
   e) Resources
   f) Unforeseen occurrences and acts of God

Example of a Good Change Control Process

2. Anyone (*<your company name>* or *<client name>* personnel) may request a change via the approved Change Request form.

3. The written request is given to the Project Manager.

4. The *<your company name>* Project Manager, or designee, analyzes the request, assesses the impact to the project, and updates the Change Request form with this information.

Example of a Good Change Control Process

5. The *<your company name>* Project Manager ensures that all change requests are logged, tracked, and reported in status reports and meetings.

6. The *<your company name>* Project Manager presents the Change Request form to the client representative responsible for approving change (as designated in the SOW) for review, discussion, and disposition.

Example of a Good Change Control Process

7. The change request must be approved or rejected in writing within *X* business days after submittal.

8. If *<client name>* does not respond to the change within the agreed-upon timeframe, the change request will be added as an item on the issues log and fall under the issues management process.

9. The *<your company name>* Project Manager will maintain the original Change Control documents, along with the Change Request Log.

Example of a Good Change Control Process

10. Absolutely **NO** work associated with the change request will begin until formal approval is received.

11. When a change is approved, the project plan will be adjusted and the amount authorized will be subtracted from the change budget and added into the project budget.

Example of a Good Change Control Process

12. You may be invoiced immediately for the approved change or we may wait until the next scheduled payment interval. Payment is expected upon receipt of the invoice.
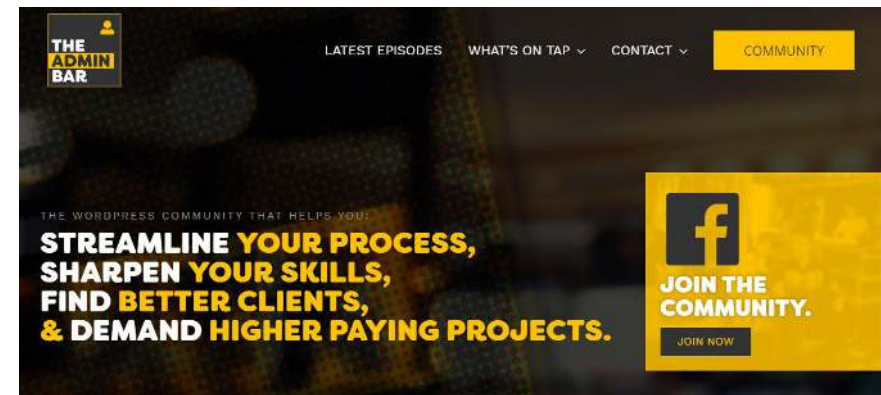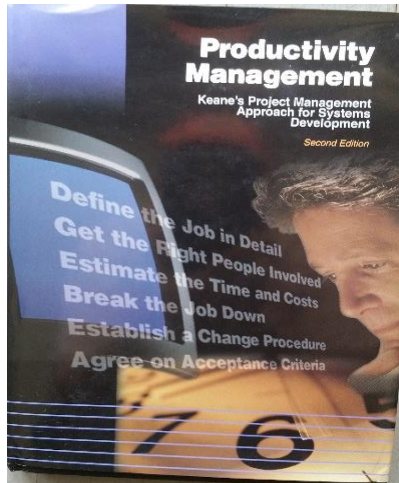
Review

- Educate the client
- Acknowledge change as inevitable
- Abandon the crystal ball approach
- Position change as opportunity
- Establish and STICK TO a GOOD change management process
- Use a change budget and put the client in charge of it

How to Learn More – text ROADMAPS to 444999

Thank You!

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