

# WP Roadmaps *presents*

## How to Prevent Scope Creep by Embracing Change



**VERSION 2**







# What You Will Learn

- What is Scope Creep?
- How Projects Creep
- Proof that It 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





# 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”

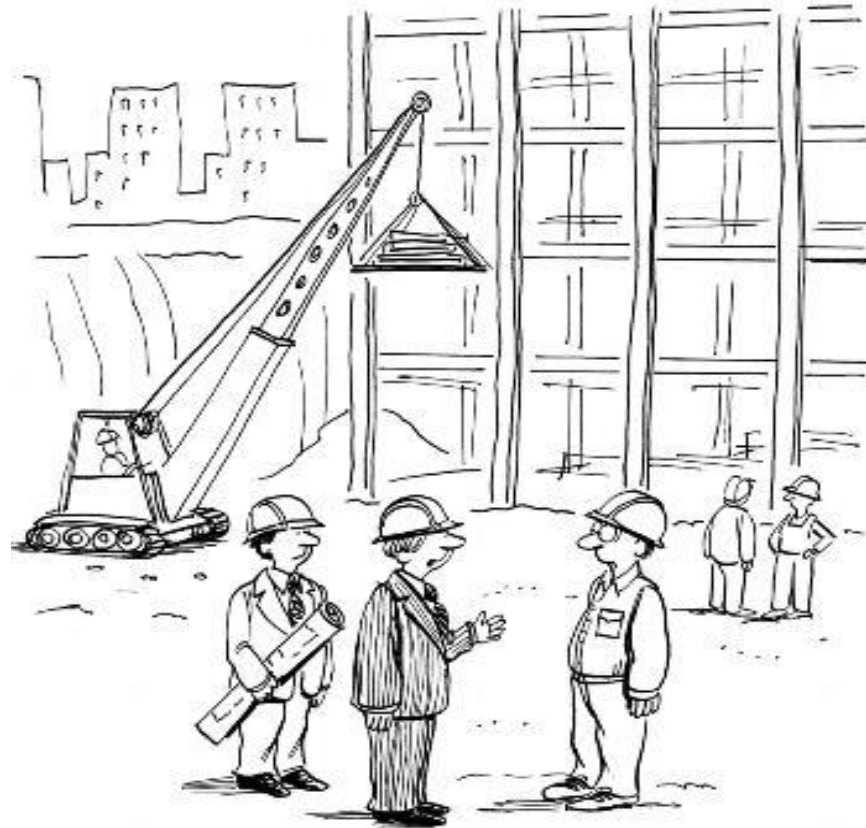
- Lack of clarity
- Beginning design and development too early.
- Over-promising with an unrealistic completion date.
- “Gold-plating” disguised as “over-delivering.”







# Common Ways Clients Create Scope Creep



"Is it too late to add four floors?"



# Common Ways Clients Create Scope Creep

*“I was sure I told you about \_\_\_\_\_. I thought that was included in your quote. Since you didn’t make it clear it wasn’t included and I told you I needed it, I think you should throw that in.”*





# Common Ways Clients Create Scope Creep

*“I know we were late providing this content but you can still get this done by \_\_\_\_\_, right?”*







# Common Ways Clients Create Scope Creep

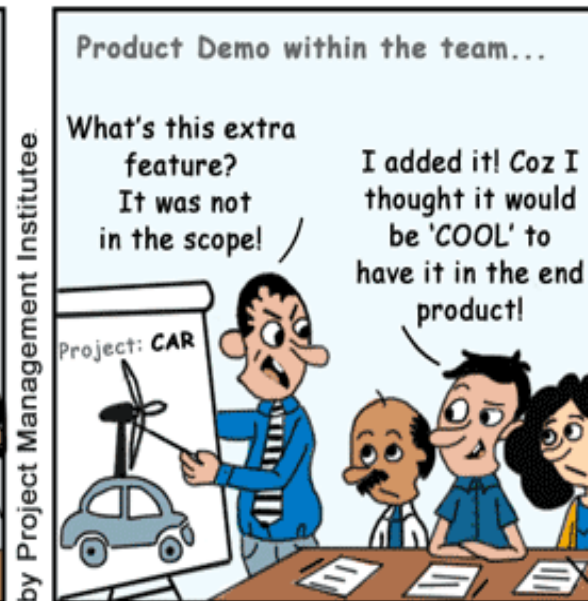
*“Your primary contact and subject matter expert had an accident over the weekend and will be out for 2 weeks but his assistant can help. OK?”*





# Common Ways YOU Can Create Scope Creep

Project Management **FUN-DAS™**



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## Scope Management

'Gold plating' means the addition of feature not considered in the original scope plan & is considered a bad project management practice.

All characters appearing in this work are fictitious. Any resemblance to real persons, living or dead, is purely coincidental.



# Common Ways YOU Can Create Scope Creep

*“That’s a small change and it won’t take very long. We’ll just throw that in.”*





# Common Ways YOU Can Create Scope Creep

*“The change control process will take too long, we’ll just do it so we can meet the date and get this project overwith!”*





# Common Ways YOU Can Create Scope Creep

*“We’ll just go ahead and start even though we don’t have all the requirements ironed out yet. We’ll get the details (or content) later.”*







# Proof that Embracing Change Works







# How to Embrace Change

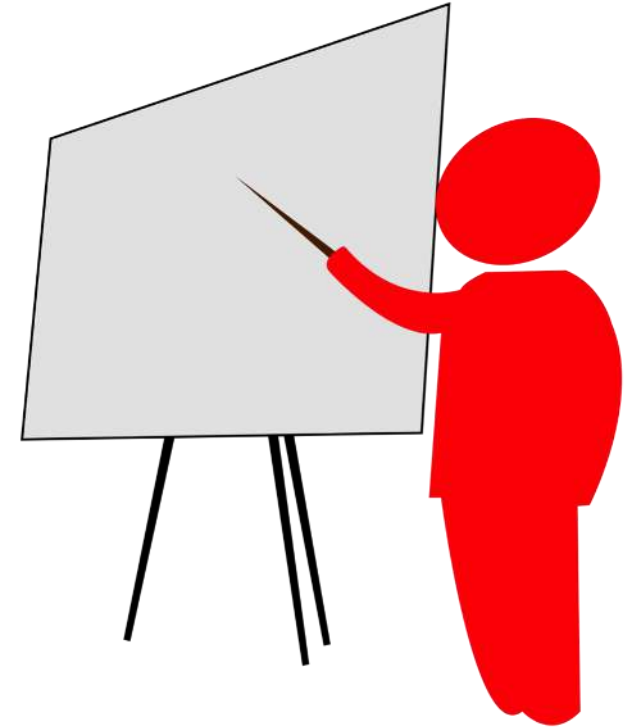
- Educate the client
- Acknowledge change as inevitable
- Abandon the crystal ball approach
- Position change as opportunity
- Establish and STICK TO a change management process
- Put the client in charge of change





# 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





# 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.
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

1. Educate the client
2. Acknowledge change as inevitable
3. Abandon the crystal ball approach
4. Position change as opportunity
5. Establish and STICK TO a GOOD change management process
6. Use a change budget and put the client in charge of it





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# How to Learn More



## Facebook Groups

Join our private Facebook Group



WordPress Project Management

<https://wproadmaps.com/mygroup>

The graphic features a blue wooden background with a white spiral notebook, a black pencil, a white smartphone, and a white coffee cup with a blue WordPress logo. The text "WordPress Project Management" is overlaid on the image.

THE ADMIN BAR

LATEST EPISODES WHAT'S ON TAP v CONTACT v COMMUNITY

THE WORDPRESS COMMUNITY THAT HELPS YOU!

**STREAMLINE YOUR PROCESS,  
SHARPEN YOUR SKILLS,  
FIND BETTER CLIENTS,  
& DEMAND HIGHER PAYING PROJECTS.**

**f**  
JOIN THE COMMUNITY.  
JOIN NOW

The image shows a website header for "THE ADMIN BAR" with navigation links: "LATEST EPISODES", "WHAT'S ON TAP v", "CONTACT v", and "COMMUNITY". Below the header is a large yellow banner with a Facebook logo and the text "JOIN THE COMMUNITY. JOIN NOW". The main content area has a dark background with white and yellow text.



# Thank You!

Slides available at [wproadmaps.com/wordcamp](http://wproadmaps.com/wordcamp)



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