



How to Prevent Scope Creep by Embracing Change



Brought to you by...  **The WP** Project Manager's Academy



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Now

- WordPress ***Solution Provider***
- WordCamp ***Speaker***
- Local ***Educator***
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 **The**
WP Project Manager's Academy



What You Will Learn

- What is Scope Creep?
- How Projects Creep
- Why You Should Embrace Change
- Elements of a Good Change Control Process
- The Magic of a Change Budget





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

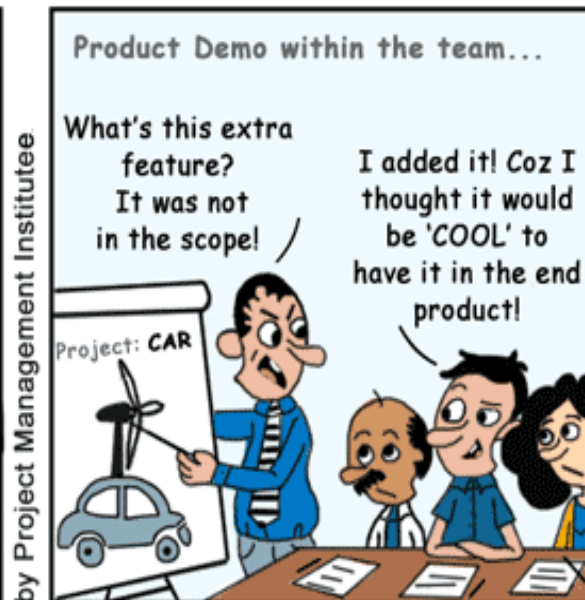
“Your primary contact and subject matter expert had an accident over the weekend and will be out for 2 weeks but his assistant can help. OK?”





Common Ways YOU Can Create Scope Creep

Project Management **FUN-DAS™**



by Project Management Institute

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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.”





How to Embrace Change

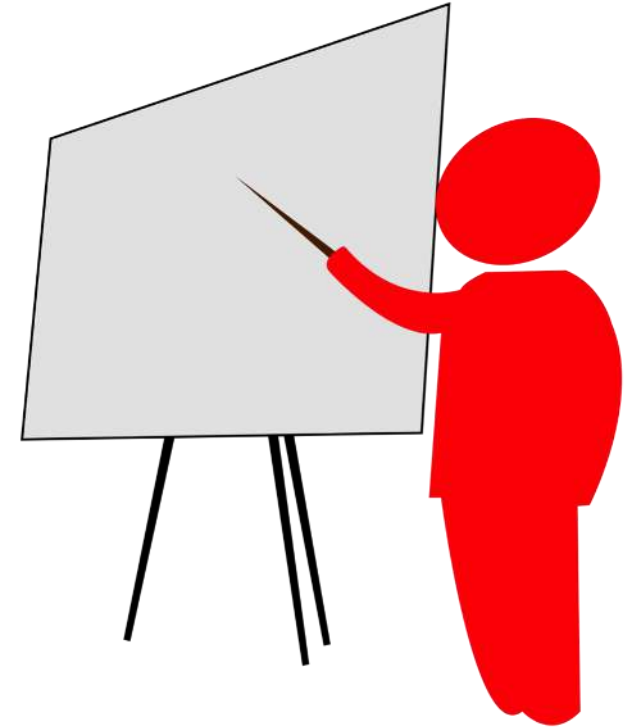
- Educate the client
- Acknowledge change as inevitable
- Abandon the crystal ball approach
- Position change as opportunity
- Establish and STICK TO a change management process
- Put the client in charge of change





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

*Use a Change
Budget*





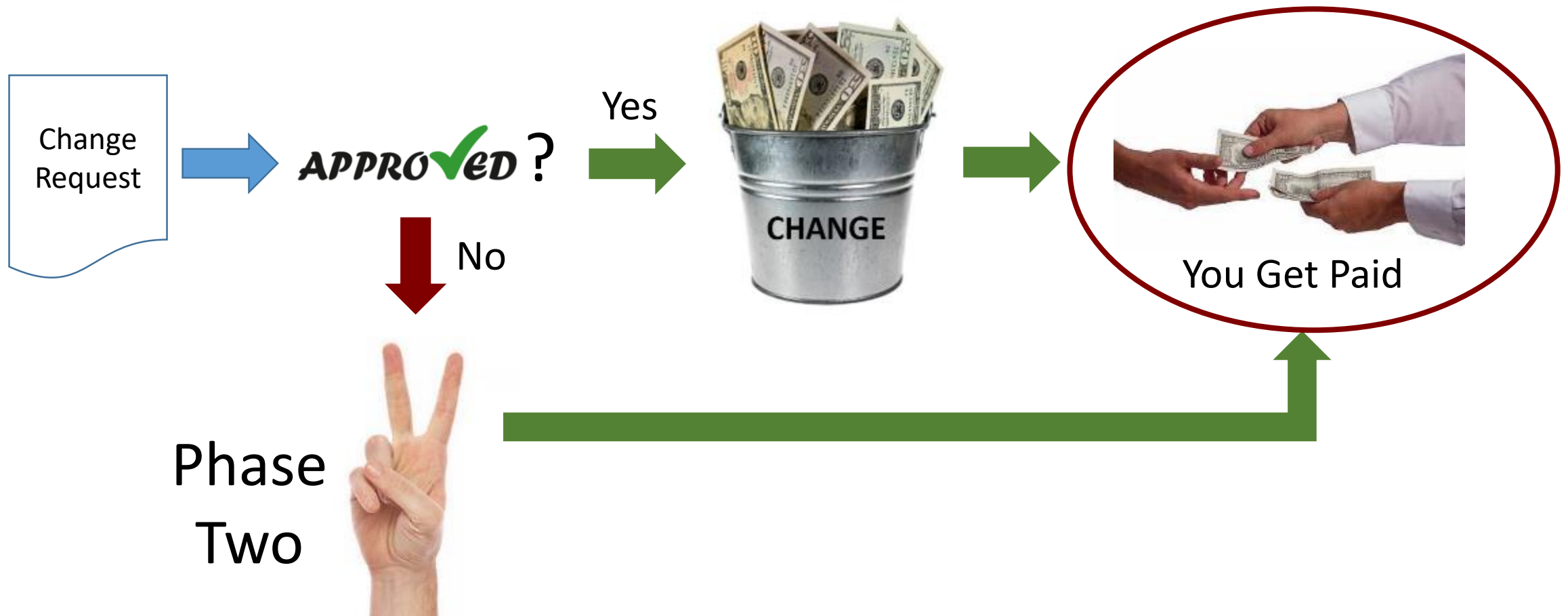
Using a Change Budget means...

- You get paid for all the work you do
- You **ALWAYS** come in UNDER budget!





Getting Paid for All the Work





ALWAYS Coming in Under Budget

- Project Work Estimate = \$5000
- Change Budget (30%) = \$1500
- Total Project Estimate = \$5000 - \$6500



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If you don't use all the change budget, you came in under budget!!



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



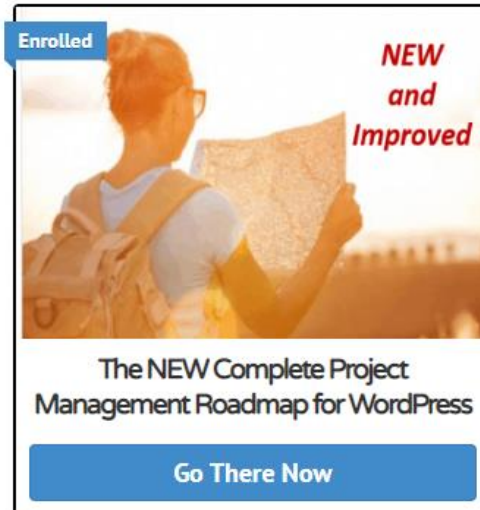
Review

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





How to Learn More...



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Coming soon!



thank you



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