

# The Pain of Inconsistency

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## Why this Topic?

- All methodologies and frameworks exist to promote consistency
- If you are consistent you will know how long it will take
- If you are consistent you will know how much it will cost
- If you are consistent you will know the obstacles you will encounter
- If you are consistent you will know how to overcome them

# Pain of Inconsistency - Project Oversight, Tracking and Reporting

- Problem – *Differing reporting requirements at different levels in the organization*
  - Different report formats, status definitions, audiences, needs, priorities, reporting schedules, tracking tools, spin, truth's
- Attempted solutions –
  - One project tracking tool
  - Real-time dashboard
- Moral of the story –
  - The tool establishes the consistency
  - Find champion projects to support your initiative
  - “Don't let perfection get in the way of good enough”

# Pain of Inconsistency – Application Version Protection

- Problem – High frequency of recurring production errors
  - Multiple versions of application concurrently under development in multiple environments
  - Strong influence and pressure from user to implement quickly
- Attempted solutions –
  - Establish strict rules and guidelines for delivering changes across all versions under development.
  - Stand firm behind established rules
  - Success: 80% reduction in frequency of recurring production errors
- Moral of the story –
  - Maintain discipline, adhere to rules consistently, resist exceptions
  - Senior management support

# Pain of Inconsistency – Requirements Gathering

- Problem – Difficult to manage set of requirements for large complex application development
  - Broad functionality, varying across regions, platforms, and customers
  - Several analysts and management consultants, with varying styles and approaches to describing the requirement
- Attempted solutions –
  - Implement requirements management tool to aid in managing requirements
  - Flagged and mapped each requirement to its respective customer, platform, region and release version
  - Generate test matrices from requirements database
- Moral of the story –
  - Overall team buy-in to the process and the tool
  - Management commitment to support the implementation, training and startup time needed

# Pain of Inconsistency – And under a future regime....

- In 2 of the 3 cases I cited –
  - New management later brought in their own preferred management team, who
  - Implemented their own set of practices, and
  - They lost the gains made with the established consistency
- Limits to consistency –
  - Consistency is only valuable if processes are enforced, maintained, and improved upon
- Ultimate goal –
  - *“Amidst constant change, maintain consistency”*

# Pain of Inconsistency



*Thank you*