Being a successfull consultant



Today's topics

Presentation about HS Vaalikone project Being a successful consultant



Critical Success Factors for consulting projects

- 1. Top management support and CEO sponsorship
- 2. Project team competence
- 4. Clear goals and objectives
- 5. Project management
- 6. Management of expectations
- 7. Change management
- 8. Enough time and resources for Business Process Re-engineering



Critical Failure Factors

- 1. System misfit
- 2. High turnover rate of project team members
- 3. Over-reliance on heavy customization
- 4. Poor consultant effectiviness
- 5. Poor IT infrastructure
- 6. Poor knowledge transfer
- 7. Poor project management effectiveness
- 8. Poor quality of Business Process Re-engineering



Critical Failure Factors

- 9. Poor quality of testing
- 10. Poor top management support
- 11. Too tight project schedule
- 12. Unclear concept of the nature and use of the system from the users' perspective
- 13. Unrealistic expectations from top management concerning the system
- 14. Users' resistance to change



Expectation management

Be Honest From The Get-Go

Balance Expectations Against Time

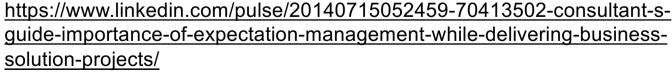
Balance Expectations Against Budgets

Balance Expectations Against Quality

Anticipate the Client's Needs Before They Know Their Own Need

Constant Communication

Under Promise and Over Deliver





https://www.forbes.com/sites/85broads/2013/07/22/the-top-five-tips-formanaging-client-expectations/#6effae8bc58e