# Project Troubleshooting and Recovery Training

Duration: **3 Day**

BİLGİNÇ IT Academy
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## Overview

**Regain control when you are behind schedule, over budget, under quality, and beyond the scope.**

In this course, you will learn the concepts, tools, and techniques to be able to:

- Perform basic trouble prevention activities early in a project
- Identify areas to focus on to reduce project failures
- Assess project health and identify when a project is in trouble
- Determine the need for project recovery based on a situation's severity
- Present recovery options for a project
- Formulate a recovery plan
- Lead project recovery actions and monitor recovery success
- Stabilize and restore project performance based on redefined objectives
- Conduct a meaningful lessons learned process that can help reduce future project troubles

Students pursuing a university-recognized and/or accredited certificate in Canada or continuing education units in the US must attend at least 90% of class time, participate in class exercises and section-knowledge checks, and score at least 70% on an end-of-class, multiple-choice assessment.

### Who Should Attend?

Associate project managers, project managers, IT project managers, project coordinators, project analysts, project leaders, product managers, and program managers

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## What You Will Learn

- Concepts and activities that help prevent troubled events from occurring and contribute to project success
- How to check project performance beyond the traditional scope, schedule, and budget measures
- What is considered to be a troubled project
- Signs of project trouble and causes of project failure
- Create a project recovery plan to bring the project back to acceptable performance levels
- Define the recovery targets and goals to ensure stakeholders' alignment and expectations management
- Execute and monitor a project recovery plan to assess its effectiveness
- Conduct a lessons-learned process to close the cycle and reduce the chance for future recoveries

**Hands-On Exercises**

- Perform a Complexity Assessment
- Develop a Readiness Assessment
- Design a Project Health Measurement Tool
- Make Recommendations Based on EVM
- Identify Signs of Project Trouble
- Rank the Degree of Project Failure
- Plan a Recovery Assessment Interview
- Perform a Root Cause Analysis
- Develop a Recovery Plan Overview
- Assess Recovery Status
- Develop Project Trouble Prevention Measures

## Outline

**1. Project Trouble Prevention**

- Managing What Matters
- Project Readiness Assessment
- Project Kickoff Meetings
- Additional Prevention Measures

**2. Project Health Measurement**

- Project Health Assessment
- Project Health Measurement Tools
- Forecasting Based on Project Health

**3. Project Failure Identification**

- Causes of Project Failure
- Recognizing Failure

**4. Recovery Initiation**

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- The Recovery Manager
- The Recovery Charter

**5. Recovery Assessment**

- Assessing the Failing Project
- Deciding to Terminate
- The Recovery Assessment Report

**6. Recovery Planning**

- Realistic Recovery
- The Recovery Plan
- The Recovery Team
- The Recovery Kickoff
- Recovery Success Criteria

**7. Recovery Execution**

- The Recovery Project
- Recovery Risk Management
- Tips and Guidelines for Recovery Execution
- Sources of Project Trouble
- Decision Making
- Dealing with Change

**8. Recovery Closure**

- Stabilization and Restoration
- Knowledge Transfer and Lessons Learned