Project Troubleshooting and Recovery Training

Duration: **3 Day**

BILGINÇ 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