END TO END DELIVERY

Part 10: Putting It All Together

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For the last couple of months, we've reviewed how Clientek works on projects for our customers and why we do it the way we do. Today, I'd like to summarize all that we've covered.

First, there are always 5 questions our customers require answers to for project success. These questions are sorted into two categories – Questions at the start of the project and questions throughout execution. The 5 questions are as follows:

A. Questions asked at the start of a project.

1. **Did I get my business value?** Did our solution provide the customer what they were looking for from a business success point of view?

2. **When am I getting my business value?** What is it going to take to get some (or all) my desired value from the project?

3. **How much does my business value cost?** Usually this question is referring to the cost of initial delivery, but we also must include any associated operational costs.

B. Questions asked during the execution of the project.

4. **If I make a change what impact does that have?** How does it affect my business value, when I will get it, and how much it will cost? (notice a pattern?)

5. **Is the solution usable?** Does it work as expected and provide my business the desired value?

We then focused on how we go about answering those questions.

1. Deliver Value Sooner – By ensuring we understand the desired business goals, we look at solution option(s) to achieve those goals. We decompose and prioritize the options based on business value and determine the greatest value that can be realized first.

2. **Being Predictable** – We do work in short increments so that we can review it often with our customers and make sure that its ready for production at the end of each increment. This allows us to be confident in our cost and timeline estimates for the customer.

3. **Ensure Quality** – We focus on ensuring that our decomposed work items are tested and accepted by our customers at each step of the process. This not only helps verify that the solution we build works the way our customers want, but that we are only working on the necessary components.

4. **React to Change** – This is the key to it all; as change is the single absolute in all projects. All our techniques allow us to quickly estimate impact of changes and provide our customers with an updated plan based on those changes.

We have used these techniques to deliver consistent value on thousands of projects and we continue to look for ways to improve them during each one. We've seen these techniques work with co-located teams, remote teams, and hybrid customer/Clientek teams. In some cases, they've been so successful that several of our customers have adopted them for their own internal projects.

We would love to show you and your organization how these techniques can deliver real value and how you can use them to do it yourselves!