Abstract

This chapter introduces a framework for improving success in information technology (IT) projects by leveraging the organization development (OD) practitioner’s expertise in fostering cooperation and learning in teams. It argues that IT project failure can be addressed and prevented by building teams that anticipate and recover from issues of communication, goal clarity, and internal support. The author intends this framework to provide a foundation for OD practitioners and IT project teams to engage the domain knowledge of each in order to successfully execute projects.
that are cooperative, focused on improvement through learning, and ultimately dedicated to more productive outcomes for the organizations they serve.

Introduction

Failure was not an option for the eRecords project. The health, safety, and lives of its constituents were at stake. The initiative sought to create a client-server application and database to replace the hundreds of thousands of paper files a government agency used to track those in its care. These files contained the most sensitive bits of information on each benefit recipient, and the decisions made from these files were literally a matter of life and death. The government had allocated millions of dollars in funding to eRecords (a pseudonym), and the project was publicly supported and promoted at the highest levels of government. Multiple agencies contributed financial and human resources. The best-known, most expensive contractors formed an integrated team to develop and implement the new system. The project personnel were virtually an all-star team of the best and brightest in their field. Every possible resource was devoted to the initiative’s success, and the lives and careers of thousands were riding on it.

And yet, eRecords failed.

In fact, it didn’t just fail — it failed spectacularly. eRecords failed in the most public possible ways, leading to internal investigations, government audits, and an ongoing presence on the front page of the newspaper. Its staff fled for safer positions, its management scrambled to shift blame, and its sponsors were publicly humiliated and demoted. The project exceeded its schedule more than threefold, consumed many times its projected budget, and delivered fewer than half of its promised benefits. The application continues in use to this day, and every day it is used it exacts an escalating cost in lost time, unnecessary work duplication, and user frustration. Far from being an isolated example of IT project failure, it illustrates the norm.

Kurt Lewin on the last day of his life told Ronald Lippitt, “Interdependence is the greatest challenge” (Weisbord, 1987, p. 104). He was remarking on the hazards individualism presents to groups working together toward common goals, and, 60 years after his death, the father of organization development (OD) could just as easily have been addressing a group of information
Standards for Skill Training and Development
[www.igi-global.com/chapter/standards-skill-training-development/13319?camid=4v1a](www.igi-global.com/chapter/standards-skill-training-development/13319?camid=4v1a)

Making Room for E-Government through Succession Planning
[www.igi-global.com/chapter/making-room-government-through-succession/67178?camid=4v1a](www.igi-global.com/chapter/making-room-government-through-succession/67178?camid=4v1a)