

## Typical Issues

### IT System not Fit for Purpose

After a new IT system has been implemented people criticise it for not doing what they want, or key pieces of functionality are missing.

Causes/Issues:

- Stakeholders missed in requirements gathering
- Poor requirements definition
- Poor technical specification
- Poor User Acceptance Testing

### We have a Solution! But what is the Problem?

People buy solutions, however they sometimes buy a solution without doing the analysis to understand the problem.

Causes/Issues:

- Although it may fix a specific problem, may not fit with other parts of the business
- Stakeholders not all involved in the buying process
- Suitability for real-life vs simulation
- Current system could do what the new system was bought for
- Need to do requirements analysis retro-actively

### Non-compliant Solution

IT departments can be presented with a new IT system to implement only to find that it may not work on their infrastructure or is non-compliant with the internal standards that they work to.

Causes/Issues:

- IT not involved in the buying process
- Buyers not being aware of IT specifications
- IT specification not reviewed by IT team

### The Duplicate System

A decision has been made to replace an IT system that doesn't meet the organisations needs – but it does!

Causes/Issues:

- Poor understanding of the capability of the existing system
- Requirements not compared to existing system

## Do any of these issues sound familiar?

If so, Spiritbrokers may have the solution. Utilising our experience of IT development projects we have created a range of training courses aimed at resolving these types of issues.

**Contact Frank Ryan at Spiritbrokers**  
**020 7710 5401 – [fryan@spiritbrokers.com](mailto:fryan@spiritbrokers.com)**