CUSTOMER STORY

Are you faced with ever expanding goals and parameters for your project? Falling into scope creep is easy. SMART helped a major utility client identify scope creep and develop a business case to determine the pros and cons of adding to the project scope. Using these findings, the client denied the scope creep, saving the company hundreds of thousands of dollars.

TYPE OF COMPANY
REGIONAL UTILITY COMPANY

LOCATION
MIDWEST, USA

CHALLENGE

The client was faced with scope creep during an implementation of smart technology. The project parameters allowed for implementation in one state but was trying to expand to include implementing in a neighboring state as well. Client pain points included:

- The client skipped outlier locations in a neighboring state during initial implementation due to varied regulations that would complicate the install. During an implementation in the second state, the client wanted to add outlier locations to the project scope.

- This scope creep, if approved, would lengthen the implementation by over a year and cause missed regulation deadlines in addition to costly penalties.

- Required analysis to determine if the benefits of moving forward with the scope creep outweighed the cons.

ACTION

SMART's change manager worked closely with the client's project manager to analyze the data with a sponsor. Together they created a business case justification, showing how this scope creep would increase the project's timeline and budget and cause regulatory deadlines to be missed.

1 Analyzed the pros and cons of the scope

2 Developed a Business Case to justify the recommendation

3 Present Business Case to the client's steering committee

RESULT

Armed with the analysis from the business case, the client's steering committee did not approve the scope creep and opted to make it a separate project. The original project finished on time and within regulations, saving the client thousands of dollars.

COLLABORATION

- Key collaboration with sponsor and committee
- Relationships strengthened between sponsor and project manager

BUDGET SAVINGS

- Getting the cost-saving smart technology installed on time lead to:
  - Reduction in human-input error
  - Reduction in headcount
- Avoiding regulatory penalties

SCOPE CREEP ANALYSIS PROCESS

- Identify scope creep
- Analysis: Explore pros and cons
- Create Business Case Justification
- Present to client steering committee
- If approved, create formal Change Request to change project scope, timeline, and budget, as impacted

SMART.

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5-STAR CUSTOMER REVIEW