

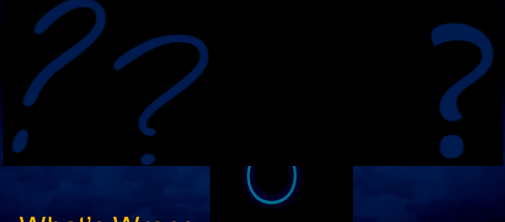
The Ten Laws of Legal IT

Why IT Projects Fail,
and What You Can Do About It

Steven B. Levy
CEO, Lexician




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What's Wrong...
...and How Do We Fix it?

Introducing...



The Ten Laws of
(Legal) IT

1. Process



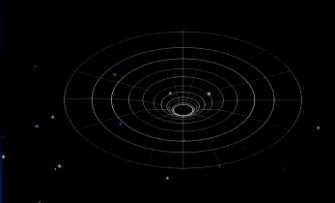
Don't
Automate
Broken
Processes

2. Deliver



The Perfect
Is the Enemy
of the Good

3. Sunk Costs



No More
Technology
Vietnams

4. Desire



You
Can't Buy
What They
Don't Have

4a. Tinker's Corollary Prefer rent/buy to build.



5. Waste



If It
Doesn't
Add ^{Customer} Value,
Don't Do It

The Seven Wastes

Toyota	Technology
Inventory	Work on hold / canceled
Extra processing	Paperwork, "process"
Overproduction	Extra features, "coolth"
Transportation	Task/context switching
Motion	Looking for people
Waiting	Waiting
Defects	Insufficient quality

6. Workflow



"We Shape
Our Buildings;
Thereafter, They
Shape Us"

7. Change



The Only Constant
Is Change:
Plan on It

8. Users



The User
Is
Almost
Always
Right

8a. User Corollary



Users cannot tell you what they do.
They can tell you only what they *think* they do.

8b. Customer Corollary



Customers cannot tell you what the users do.
They can tell you only what they *think* the users do.
They're invariably wrong.

9. Control



Don't Be
the Star
in Your Own
Play

10. Truth



Unlike Wine,
Bad News
Doesn't Get Better
With Age

The Scheduling Truth

No major project is ever installed on time...
...within budget...
...with the same staff that started it.



The Deadline Truth

The more ridiculous the deadline...
...the more it costs to try to meet it.



The Meaning Truth

Of the possible interpretations...
...the least convenient one is the right one.



The Progress Truth

The map...
...is not the terrain.



The Knowledge Truth

What you don't know...
...hurts you.



The Ten Laws

1. Don't automate broken processes.
2. The perfect is the enemy of the good.
3. No more technology Vietnams.
4. You can't buy what they don't have.
5. If it doesn't add customer value, don't do it.
6. "We shape our buildings; thereafter, they shape us."
7. The only constant is change; plan on it.
8. The user is (almost) always right.
9. Don't be the star in your own play.
10. Unlike wine, bad news doesn't get better with age.

Thank you.

