

CRRSP Application in a Major Insurance Client

Alternate Outcomes of Client Strategies:

- **Indefinite continuation of project**
- **Consistent budget increases**
- **Initiation of similar project to decommission**

Benefits:

- ❖ *Increased team cohesiveness & collaboration*
- ❖ *Improved requirement accuracy*
- ❖ *Increased product confidence*
- ❖ *Phase 1B deployed with 2 issues*
- ❖ *Reduction in project staff*

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Project Objective

- Implement new insurance program to penalize drivers for risky driving behaviour
- Run program in parallel to existing driver program until existing program was decommissioned after 3 years

Known Project Issues:

- Scope creep due to missed requirements
- 1 year overdue & expected to extend another year over revised schedule
- Budget was \$4.8 mil over original \$1.2 mil
- Project team was fractured and highly conflicted
- Phase 1A break & fix crippled the project with over 396 critical issues
- Design & Requirements detailed completely different implementations (signed off at same time by different groups)
- Design did not match scope, high level requirements or business case
- Unclear differentiation between requirements & rules
- Ambiguous requirements

Client Strategies

- Frequent extensions to project schedule
- Increase project staffing resources
- Increase project budget

Results

- Cost to fix errors ratio for cheaper resources
- Volatile cost of Break & Fix
- Productivity decline
- Loss of transparency
- Development did not match requirements

E2 Solution

- E2 resources pushed for a halt to work on requirements for subsequent phases until 1A had been brought under control
- Applied CRRSP validation techniques to correct issues
- Collaborated with development & testing to refine design & correct issues
- E2 resources then employed the CRRSP methodology to complete requirements for phases 1B & 1C