



# IT Project Management Lessons Learned

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# Expectations

Make sure both sides clearly define their expectations

- Schedule
- Cost
- Resources

# Schedule

Make sure customer clearly defines their requirements

- Vehicle Availability
- System Downtime Allowances
- Parameters (30 or -30)
- Reports

# Cost

Remain vigilant about what is and is not included in the scope

- Don't let "scope creep" expand cost
- Customer and Vendor PMs must be on the same page
- Be very diligent with details of installation numbers
- Customer and Vendor PMs should work together and try to get resolution on expanded costs before it goes too far up the chain

# Resources

Make sure both sides know what resources are needed

- Clearly define the skill set needed of each named resource
- Clearly define when those resources must be available
- Customers hold your ground on contractual terms



# Project Closing

- Celebrate the accomplishments of the team publicly
- Conduct a post mortem meeting privately
  - Discuss and document things that went well
  - Discuss and document things that did not go well

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