

Why Public Sector ICT Projects Fail

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Most often, complex projects generally engage in a high rate of risk; they are part and parcel of substantial time and cost overruns, and most crucial thing, they are essential and may fail to provide the guaranteed benefits. Therefore, failed ICT projects in both private and public sectors infrequently end in litigation and are seldom focused on the entire public examination. Even though there are valuable set-off insights concentrated on investigating the projects, the public sector suits the best in these observations. However, failed ICT project topics almost inevitably appear to approach the matter with a crucial element of scale and mirth-mongering. Thus people hope to focus on the standard by which most essential lessons are obviously learnt from the mistaken activities (Gole and Shinsky, 2013). Apparently, the investigations fail on the public sector projects which deliver minimum opportunities to understand from the experience of others. To predict, the pitfalls and traps and mindfully to approach one's own is ICT project with an added knowledge and even insight what maybe the tasks ahead.

Indeed, when writing this study, I analyse the publicly valuable reports in which IT project failed.

Therefore the projects are based on IT projects varied on introducing new public ticketing system. In no specific order or prevalence or significance, the various factors of failure include:

- Insufficient contract performance and administration monitoring.
- Project cost and complexity underestimation, which consequently tends to overlay optimistic milestones and expectations.
- Nonexistence or ill-constructed initial business cases.
- Unusual high-risk appetite is mostly engaging untested resolutions.
- Insufficient employees and expertise in both the vendor and the implementation solution and the purchaser regarding solution administration.
- Poor governance and project management structures.
- Deteriorating or even wholly considering a solution that is required by not involving the people required to use the solution.
- Poor contract project namely various fundamental inadequacies and suppleness of the customers or even deprived discussed variations.

Consequently, focusing on the Fire control project, which was accomplished by the local government and the Department of Communities in England, was established to rationalize fire coordination and the rescue service (Gole and Shinsky, 2013). However, England encompasses 46 rescue and local fire authorities, whereby each has access to a local control room which is used in handling the emergency cases from a community and managing the incidents. The Fire Control projects were, therefore, structured to help improve the various local arrangements by providing the purposes built to secure the networked faculties across England. Consequently, each rescue and fire authority would probably

be used in backing up others by accessing the same information and by being able to manage the ability to deploy the resources on local, regional and national levels. At the end of 2010 having spent across £245 million, the department chooses to cancel Fire control project in a deal that it might not be delivered within the specified time frame for the extended budget (impact, 2017).

Of the various issues that have plagued the Fire Control project, the superior among them was the underestimation of the complexity of the solution design and some unrealistic estimation of the project cost. However, in order to accommodate the needs set for operation services on both fire and rescue services, the major components of the solution necessary was a significant modification. Indeed, the department had to delegate the response to the contractor rather than take ownership in developing the ICT system. Required to achieve the necessary standardization. The project cost estimation was ale simply lawed and was assessed upon the unrealistic assumptions that were involved in omitting various cost meetings in both the local and regional implementation. And the installation equipment. The contract itself had an inflexible design in which the contract impeded resolution issues and the termination of the project at a very early stage. Ideally, the lack of the norm milestone had a result to undermine the Department ability to grip the vendor into account for each delivery for a resolution.

Nevertheless, this is one of the tragic cases that the committees have experienced over the many years. Ideally, FireControl was a visional project with broad goals of improving national efficiency, resilience and technology by replacing the control room functions for the 46 local fire and rescue services. The project being flowed in the outset that the department for societies and the local government had tried without adequate mandatory powers, to have a solitary power imposed, the nationwide approach however locally answerable fire and rescuer reluctant on the change form that they operated. However, despite on involved in the services to convince them of the project's merits, the department set them aside from discussions on the design for the regional control centers.

Therefore, the proposed IT resolutions had even these discussions such that they would leave the native facilities with probable prolonged-term costs in the outstanding liabilities on which they had not made an agreement of the department; however, hurled the projects so quickly and determined by its wider objective so to make sure a better and enhanced national reaction to the disaster, e.g., the rail crashes, terror attack or even foods. The department also aimed to motivate the embedding of local administration in Britain. Although it performed deprived of utilizing the basic projects approval confirmation and balances, hence making decisions before the business case and the procurement or project plan plans for advanced and tested within the Fire Services. The outcomes were, therefore, hugely unbelievable prediction cost, naïve over-optimism, cost and saving over the desirability of the ICT solution and also under the mitigation and appreciation for the risks. The department hence delivered a week judgment by approving he project and therefore did not achieve to deliver suitable checks and even test.

The basic structure of the scheme organization went ahead to be vague as the project went ahead. Hence, the new fire control centers were structured and completed while the substantial delay was in

awarding the IT contract, leaving aside the developing IT infrastructure necessity. The Consultants concluded that half of the organization team was managed. The projects hence consulted the governed arrangement with clarity lack or the responsibilities roles. There was a huge turnover for the senior managerial team, although none had to be held accountable concerning the failure. The committee, however, suggested that this is too unique a failure for the leadership. And none one of the persons has been apprehended to be answerable, and the disappointment and the excess assisted for the project.

However, the department had to reward the ICT contact the company without any direct experience in providing the substitute services and highly relied on the subcontractor by which the department couldn't have viscosity or control. The contract was, therefore, poorly dosage and missing the prior milestones, which could have assisted the department in grasping the contractor's unaccountability for the delay on the project. This was, therefore, prepared inferior as the department contacted weak to agreement supervision, and the disappointment also made sure that the character had to follow the contacted tactic.

As a result of the project cancellation, the unit reserved £84.8 million to achieve the original project's objectives, efficiency, advanced pliability and interoperability. These methods, therefore, relied on the charitable association for the discrete services and were of concern to the department that would not let people know to ensure that particular responsibility for a vent for a large scale scenario or even the £84.8 million might deliver the worth of the cash. The response, therefore, is an event for the significant incidents and a major concern that needs to be discussed in a national outline in recent years and be objective to review the progress on the due progression (society, 2015).

However, the Fire control project failed due to inadequate interest from the managerial team.

During the entire process, the management was somehow mixed up, and some individuals never understood the management in the right way. By this, the technical team takes over and makes the entire decision. These gave the technical team the freedom to make their suggestions and objectives as well, which was somehow contradictory in comparison to the main objective of the project setup (News, 2011).

Improper Planning

The technicians are the first people, which is why they had intentioned to jump up to things, hence things get started. Multiple explanations for this attitude were absent, and as a result, the improper and inadequate planning before the project led to its failure. The project was wasted without understanding the scope and the outcome. Due to the unclear targets and mismanagement, they acted haphazardly. These were heavily projected by poor performance, inefficient resource utilization, the uneven workload for the team, incorrect estimation cost, inaccurate time estimation, inaccessibility of the response on the critical time, confusion regarding responsibility and roles etc.

Technology Selection

Most often, wise selection of the technology helps to prevent the project's technical failure. However, in this, everything was not appropriate as the most opted was the trendy and management technology. This may lead to wrong interpretation due to the incompatibility of the programs to be used and the actual implementation of the project affair. Hence, the project fails due to the hindrance created by the various disagreements towards the primary objective.

Failure In Managing Scope Creep

To deliver the derivable, there is an adequate need to maintain much focus. In this case, the department engaged in some contradictions hence making everything tricky for understanding and running the project smoothly. Therefore not meeting the requirement needed to fix the ICT in the required functionality efficiently (society, 2015). Consequently, the project never runs on the agreed production Fire Control project hence marking a significant failure. The ideas were just inadequately established, as the room for improvement was not even administered when discussing the completion of the project. The results profoundly marked the downfall of the Fire Control project on the mission to bring about convincing the respective stakeholders.

Poor Communication

Communication plays a significant role in establishing a good network for all the receptive stakeholders. But in the case of Fire Controller projects the team members had inadequate and reliable communication. The head was supposed to be the key controller by ensuring that all the members of the team communicate effectively. However, some challenges were experienced hence, resulting in common mistakes that were never rectified efficiently, thus leading to a loss of motivation needed for the project. Lack of communication leads to sidelining of the junior resources, hence undermining the overall project.

Overly Optimistic Schedule Of The Project

The managerial team was highly spirited, hence high expectations. While on the ground, this was not the case. When it came to implementation, the task was just too hard for the juniors to follow the structured pathways for the Fire control center services and control. The project schedule, therefore, was massive in comparison to the time frame it was strut, followed by immense pressure from the above to the team and hence loathed by the team member captured for implementation. The team members tried to put in more effort, but some technical challenges hindered the process.

The Fire Control project, therefore, needed; firstly, local expertise; by this, the Department should

have looked for personnel with adequate skills as required in the project. Recruitment and training would, therefore, be the greater objective made to enhance an extreme and training workers who are conveniently willing to earn for the support often organization. However, the availability and development of these skills would earn great opportunities for the project manager to deal with loyalty in return (News, 2011). Ideally, the small training and time investment could add both value and success just beyond the direct project itself.

Secondly, flexibility, ideally some preparations were so critical in the development of the project. Hence, the team was supposed to have stable patience, a good sense of humor and even flexibility as the overall key to calming down the situations that lead to contradictions. By observing such aspects, the project would be successful and efficient in running The FiReControl project for the local government and Department of Communities in England,

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