Exercise

# Scope Creep

***Consider each of these three scenarios. How would you address the potential scope creep issue? If a change request is the appropriate response, complete a change request using the attached template.***

1. You are working on a software project that is being funded by a customer. The project has monthly reviews with the customer representative. During the most recent review the customer asked for several enhancements. One was due to the fact that the customer recently acquired another company, ABC Enterprise, and needed additional fields and records added to the software in order to accommodate the new company. The second was to conduct the user acceptance tests with his people, not with the project team members as originally planned by the team. How should you proceed?
2. You are working on a facility upgrade project. The site manager has just reviewed the work and has told you to add more bathrooms and windows. These can be added while the HVAC contractor is doing their work, so there will be no impact to the schedule. The site manager also told you to get a certified electrician to sign off on the electrical drawings before you started work. How should you proceed?
3. You are on a Six Sigma team. Your team has analyzed the data surrounding the problem area you are tasked to improve. Based upon the data, a process change should be implemented and the operators trained in the new process. As you analyzed the data you realized that fixing this problem will expose another problem that has been masked by the current one. So the business will only experience a minor incremental improvement with this fix. However, if both problems are fixed, a major improvement will occur. Fortunately, since your have done the data collection and analysis, the only extra effort Is in creating the second solution and implementing it. Much of the implementation effort can be combined with the implementation of the fix for the original problem, so there is very little incremental cost or time impact. How should you proceed?

