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# Who's fault is it anyway: why IT projects fail

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## Why IT projects fail – preliminary points

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- No two projects are the same
- What does failure mean?
- Outsourcing projects
- Rarely only one reason for failure
- Rarely only one party to blame
- Management and mitigation
  - Awareness
  - Clear contractual provisions always important
  - Look for the signs and act quickly

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## It's the Customer's fault

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- The Customer does not know what it wants
- Stakeholder tensions
- Appointing wrong Supplier
- Failure to provide resources
- The change is too great or too small
- Lack of direction
- The Customer changes it's mind

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## It's the Supplier's fault

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- The Supplier overpromises/cannot deliver
- Wrong consortium
- Selecting the wrong technology
- Poor project management
- Unstable delivery team
- Requirements not adequately defined
- Failure to manage the Customer

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## It's nobody's fault

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**Force Majeure Event** means any circumstance not within a party's reasonable control including, without limitation:

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– **(b)** epidemic or pandemic

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– **(e)** any law or any action taken by a government or public authority, including without limitation.....

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Provided it has complied with Clause XX, if a party is prevented, hindered or delayed in or from performing any of its obligations under this agreement by a Force Majeure Event (**Affected Party**), the Affected Party shall not be in breach of this agreement or otherwise liable for any such failure or delay in the performance of such obligations. The time for performance of such obligations shall be extended accordingly.

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Any thoughts...

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