Creating and Measuring Success

With the understanding that you now have of IT project management and building IT solutions, how would you measure success of an IT project? What constitutes "success"? Often the only consideration is whether the project "got done" or not. There is much more to it, as you will see in the following readings.

The Leadership and Change Management module emphasizes two keys ingredients for project success: leadership and change management. Following that are two articles on success criteria and metrics. Measures, or metrics, should be developed at the outset of the project and they should be tracked through the project phases and after implementation. The second reading goes a step further and discusses metrics to be applied to the IT organization itself.