Government CAMPUS

Getting 'it' right: scope and change

Anyone who has ever worked on a project knows that, as it develops, change is inevitable. Changes occurring in the scope of a project – the timelines, the deliverables, the budget – are perfectly natural, not a sign of something going wrong. As long as these changes are proactively managed, the project should still be a success. It's when changes aren't managed appropriately that 'scope creep' becomes a factor. Even seemingly harmless changes can have a significant impact on the direction of a project. Scope creep is therefore something which requires careful management at all times.

Description

This topic is designed to introduce you to the processes for managing the scope and quality of a project. You'll learn how and why things can change within a project, considering factors such as political developments or changing customer requirements. You'll find out how change can be accommodated, managed and communicated through a change control process.

Thinking of project scope as a triangle, with the three corners representing time, cost and quality, you'll discover how changes to any of the three can quickly distort the balance of that triangle. You'll learn that distortion, if left unchecked, can make the project no longer fit for purpose.

What does it involve?

This is an online topic, featuring over an hour of online tutorials, a video and a quiz. These activities cover how to define scope and quality, the value of upfront planning and the impact that optimism bias can have on this process. Different change control processes will also be examined as well as the concept of tolerance; just how much change can be accommodated within a project's contingency plan? You'll finish with a quiz to test what you have learned and will be provided with top tips for implementing what you have learned back in the workplace.

What's the outcome?

By completing this topic, you'll understand the relationship between time, cost and quality and the project trade-offs which may be required in order to accommodate change. You'll be aware of the principles for controlling change within a project and your responsibilities for recognising and reporting change. By doing this, you'll ensure that both scope and quality are effectively managed, resulting in more efficient project delivery and a reduced likelihood of scope creep.