

IT-coordination at a Swedish bank

The role as IT-coordinator was focused on usability issues; an issue which is quite often overlooked by many firms trying to develop a new system, or improving on existing ones. The key to a successful IT system development project (and many other types of projects for that matter) is the triangle of

1. Time
2. Money
3. Functionality

And usability has everything to do with the last corner of the triangle. The risk faced by many firms wishing to develop or procure a new system is to neglect looking at the risk of failing at one of the points above; you can never excel at all of them, but you need to be aware of what you give up in order to be better at one of them.

The project manager for this system was however quite aware of the need to incorporate usability issues in the project; the most important factors were high functionality and user satisfaction, as well as keeping a low budget.

The system development process was 'Agile', and meetings with the product owner from the stakeholder side were held on a once per week basis, which is an advised procedure when working with an internal project (and one would argue, external ones as well).

The buyer here was the IT department, the stakeholders of the final project were however the team members of the structured finance division.

Phase #1 entailed interviewing all the stakeholders from the structured finance division. Phase #2 and 3 were conducted in parallel with Phase 1, in an iterative process.

Implementation in this case, Phase #4, entailed creating user as well as technical documentation of the system as well as assisting the IT department in their communication with the structured finance division. The hand-over procedure entailed educational sessions with the stakeholders, as well as going through the user and technical documentations with them.