iNGEN ENTERPRISES SOLUTIONS

5 Questions Before You Buy AI

Answer these first. If you cannot answer one, start there.

1

What problem are we really solving?

Is there a one-page charter: why we are doing this, the problem in one sentence, a goal, the scope, a plan, and who is involved? Did everyone agree before the work started?

Try this: give each person 10 sticky notes. Ask, "What do you believe the problem is?" Merge the answers into one problem everyone agrees to.

The problem, in one sentence: _____

2

What does success look like, and what do the customer and the business need?

Ask customers in their own words: features, quality, cost, how long it lasts, delivery, quantity. Ask what the business needs: money, people and process numbers. Agree on one definition of success.

Success is: _____ Target: _____ Date: _____ Agreed by: _____

3

What is in scope, and what is out?

This project will not: _____ / _____ / _____

For each step in scope, who knows it or owns it? If no one, name a person you can reach and write it down as a risk. When scope changes, the date, the money and the customer's expectations change too. Who was told?

4

What does the process look like today?

Give people 3 minutes to draw the process on sticky notes or a whiteboard. Expect a surprise. Ask the people doing the work, and the people receiving the result, how it is going.

Do we have enough data to see what is really happening? Without data, everything is an opinion.

5

Who owns it after launch?

For every critical step: Owner: _____ Phone: _____

What they check: _____ How often: _____ The number that signals trouble: _____

Want a second set of eyes?

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