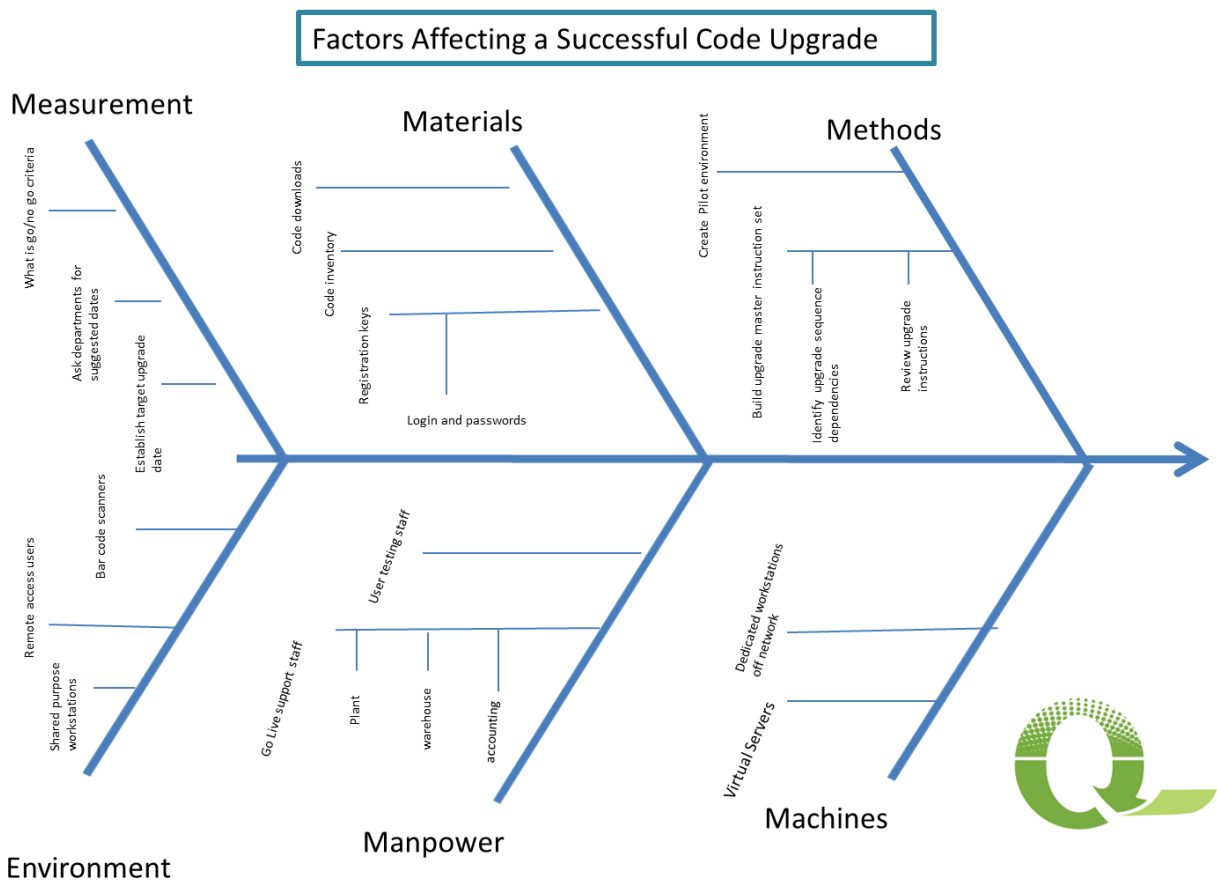




Ishikawa Fishbone Diagram Targeting Software Upgrade Projects

Software upgrades can be challenging projects especially if this is the first time a team is handling the project. Use the Ishikawa Fishbone diagram to help your team brainstorm the ideas and factors that will affect your success. Below we started the project for you in figure 1.



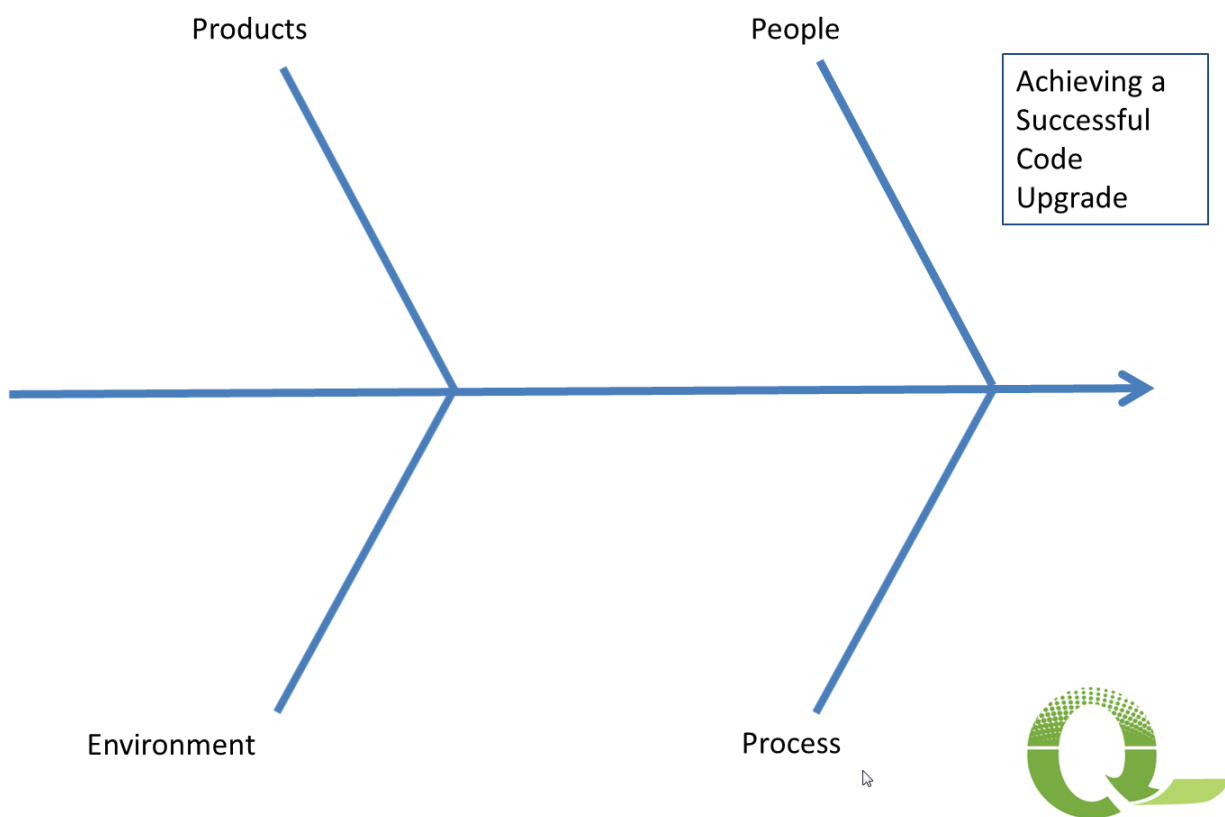
Example of an Ishikawa Fishbone diagram used to help identify potential tasks and risks that can affect the successful outcome of a code upgrade project. (Figure 1)

The layout of the diagram provides sections or categories for grouping like or related resources or constraints that in the opinion of the group should be considered to ensure a successful outcome. In

some cases the constraint has sub constraints that are sufficiently specific that they should be considered individually. For example in the Manpower category there is a need to have go live support for the upgrade and that support is further delineated by location where the personnel will be needed.

One of the best ways to develop a fishbone diagram is to use sticky notes that contributors can write their ideas on and then place in the relevant category. When all contributions have been reviewed and finalized the final diagram can be created in a formal form for record keeping purposes.

Sometimes there is not the need or benefit in having quite so many categories or the project under consideration is tied to service activities in which case the more limited categories as shown below will be helpful.



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