

FREE CHECKLIST FOR IT SERVICES BUSINESSES

The Project Delivery Health Check

7 Questions Every IT Services Business Owner Should Ask

“If your team is busy but client projects aren’t moving as expected, the problem may not be effort. It may be how work is prioritised, coordinated and completed.”

How to use it. Pick one client project, or think about the business as a whole. Mark Yes, Partly or No for each question and jot down what you actually see. It takes about ten minutes. There is no score: the point is to find what is worth a closer look.

1 Do we have a reliable view of which client projects are on track and which are not?

Why it matters: Without one, problems surface when a client raises them rather than while you can still act.

☐ Yes ☐ Partly ☐ No

Observation

2 Can we identify the one issue currently causing the greatest delivery delay?

Why it matters: Delays usually trace back to a few blockers, and naming the biggest one shows where effort will count most.

☐ Yes ☐ Partly ☐ No

Observation

3 Are team members working on too many competing priorities?

Why it matters: Constant switching between jobs slows everything down and makes finish dates hard to predict.

☐ Yes ☐ Partly ☐ No

Observation

4 Does every important project decision have a clear owner?

Why it matters: Decisions without an owner tend to wait, and the work that depends on them waits too.

☐ Yes ☐ Partly ☐ No

Observation

5 Are our delivery commitments based on actual capacity?

Why it matters: Promises made without checking who is free to do the work are a common cause of missed dates and overtime.

☐ Yes ☐ Partly ☐ No

Observation

6 Are the same problems repeatedly being discussed without being resolved?

Why it matters: Recurring issues usually lack an owner or an agreed fix, and they quietly use up time every week.

☐ Yes ☐ Partly ☐ No

Observation

7 Do we have a practical process for addressing delivery problems before customers escalate them?

Why it matters: A simple routine for raising and resolving problems lets you deal with them while they are small.

☐ Yes ☐ Partly ☐ No

Observation

Reading your answers

Areas marked **No** or **Partly** are topics worth investigating further, not proof of a particular root cause. Start with the one that affects the most client work or the most important deadline, and ask what evidence would confirm it. A Yes is worth checking too: can you point to the evidence behind it?

FREE PROJECT DELIVERY HEALTH CHECK

Not sure what's slowing your delivery? Let's find out.

Book a free 20 to 30 minute conversation about one project delivery problem in your business. We'll look at what is blocked, where ownership may be unclear and a practical next step. Afterwards you'll receive a short written summary. It's a conversation, not a free audit, and there's no obligation.

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28 years in project delivery