



SOFTWARE DEVELOPMENT AND TIME DELAYS

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After over 30 years in this industry, we've pretty much seen it all regarding software development. That is true not only for our company but for the many others out there who strive to improve and upgrade their systems. However, those of you on the receiving end of the product don't always realize what it takes to plan, code, coordinate, test and implement the new and improved system. As the expansion of the computer age advances however, most everyone has observed now that a newly announced "version" or "update" may or may not reach its intended release date.

There are many factors that can affect the target dates being met. The amount of operating capital to throw at it is one, then there are the number of programmers working on the project who have ONLY that to work on without splitting their time on other duties, the timely (or untimely) response of other companies you are coordinating with, or worse, having to wait for some other company to supply you with some key piece to the puzzle before you can proceed. And don't get us started on 3rd party contracts to iron out if you are integrating with someone! Then there is testing to do, both in house and out. We can test all day and think all is fine, and then put the product out for others and the bugs start flying in – where's that bug glue strip anyway? Most bugs are usually minor and can be handled quite quickly, but now and again there comes one that we can't duplicate here in our office, or it's only happening to a couple of people and everyone else seems fine, and now it is like trying to find the proverbial needle in a haystack!

And there is more! You are feverishly working away; juggling 3 or 4 major changes you are trying to put in and up pops some other system problem that must be addressed quickly, pulling key people off the project. Yikes! Now larger companies with huge staffs have the ability to now juggle personnel so there are no slows, but medium sized companies do not always have those options. And even the large companies still have the problems outlined above and cannot always pull off their release dates!

We have seen many many instances regarding software versions, upgrades, updates and the like and if you ever do any perusing on the internet support sites for various companies, you will see posting after posting of user “problems” that have occurred after a software update and the various solutions posted by their users or links to “fixes” by the main developing company itself. In fact, it is very common for us as a company or as individuals in our company to go online and check to see what issues there are with various products WE use when implementing new features into our system using the operating system and other tools and components.

So the bottom line here is patience all around both for end users AND the software developers. It usually NEVER goes from point A to point B without any hitches or glitches. So be it!

Barbara Lee