



How To Get Accountability from your Software Providers

```
select b).ToList();  
  
// Write all blogs out to console  
Console.WriteLine();  
Console.WriteLine("All blogs:");  
foreach (var blog in blogs)  
{  
    Console.WriteLine(" " + blog.Name);  
}
```

How To Get Accountability from your Software Providers

Because software development and technology projects are complex, it's easy for technology providers to be more wrapped up in the technical details than their clients' goals. It's also common for technology providers to avoid taking on any of the risk of their projects' outcomes.

There are things you can do to address these issues and call your provider to more accountability so they are as invested in your project's success as you are. You can speak honestly about your expectations and frame the conversation in a way that will help you reach your technology goals. Here's a list of categorized questions to help you do exactly that.



The background of the slide features a silhouette of three people climbing a mountain peak. The sun is low on the horizon, creating a bright glow and long shadows. The scene is set against a dark, blue-tinted sky with a grid pattern.

Communication And Goals

- 1 Do your providers understand your goals?
- 2 Do your providers respond in a timely manner to your service requests?
- 3 Do you see your project progressing towards your goals?
- 4 Do you have regular, structured discussions with your providers to review your goals and exchange ideas?
- 5 Do your providers supply key metrics that allow you to check the soundness of your investments?



Commitment And Success

- 1 Do you receive proper post sales support and service?
- 2 Do your providers offer insight and expertise on technology trends and directions?
- 3 Do your decision makers have everything they need to be successful? Do you know what that is?
- 4 Are your tech efforts aligned to your business goals?
- 5 Do you have awareness of your system effectiveness across platforms and compared to other systems?



Operations And Performance

- 1 Are you measuring your system's speed, and is it getting faster or slower?
- 2 How much time was your system down last month?
- 3 What backups were run last month, and are they complete?
- 4 When was the last time your system was checked for known security problems?
- 5 Do you have a recovery plan if your systems fail right now?



Development And Delivery

- 1 Do you know how much your requests will cost? Can you approve them?
- 2 Is the deadline well-defined? Are they delivered on-time?
- 3 Is the budget well-defined? Are they delivered on-budget?
- 4 Are your features delivered quickly?
- 5 Is your system tested?

Have you identified room for improvement with your software providers?

[Check out](#) our guide to see how to have success in your software projects with any vendor!

