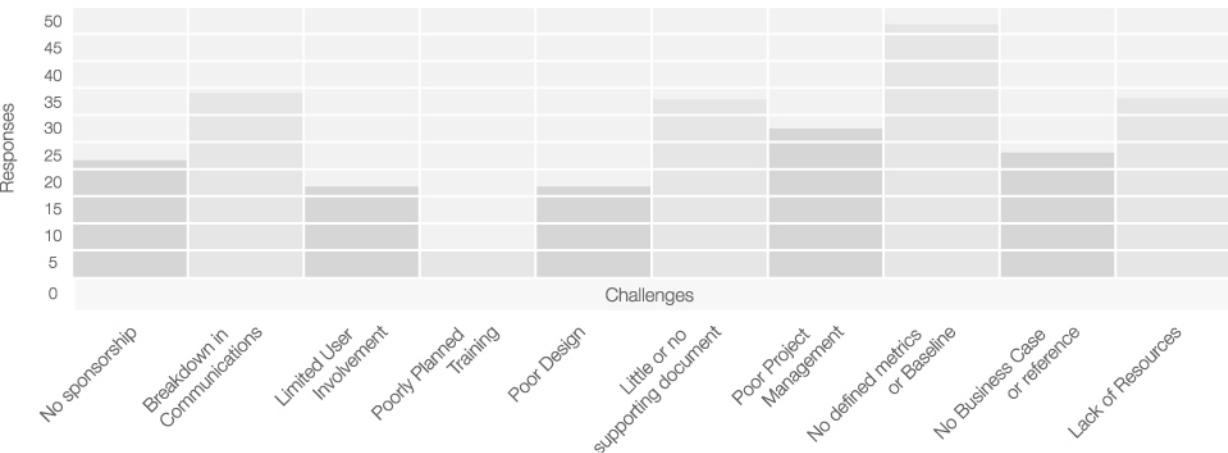


Table 5 - Best Practice Elements found to be challenging



Challenge Breakdown

No Sponsorship	22	Little or no supporting documentation	33
Breakdown in Communications	34	Poor Project Management	28
Limited User Involvement	17	No defined metrics or Baseline	47
Poorly Planned Training	5	No Business Case or reference documentation	23
Poor Design	18	Lack of Resources	33