



## Who's on Project Management?

**W**riting on the eve of the World Series, what better way to spur thought on communication than to have Abbott and Costello throw out the first pitch?

**Costello:** Abbott, if we are going to develop quality software, we need to know the development team.

**Abbott:** We certainly do. Who is the project manager, What is the designer, I Don't Know is the programmer...

**Costello:** That is what I want to find out.

**Abbott:** Yes, Who is the project manager, What is the designer, I Don't Know is the programmer...

**Costello:** They are our development team and you don't know their names?

**Abbott:** Well I should.

**Costello:** Well then, who is the project manager?

**Abbott:** Yes.

**Costello:** The project manager's name?

**Abbott:** Who.

**Costello:** The woman managing...

**Abbott:** Who is managing the project!

**Costello:** I'm asking you, who is managing the project?

**Abbott:** That's the woman's name.

**Costello:** That's whose name?

**Abbott:** Yes.

**Costello:** All I'm trying to find out is what the woman's name is managing the project.

**Abbott:** No, What is the designer.

**Costello:** I'm not asking about design.

**Abbott:** Well, don't change the team.

**Costello:** I'm not changing anybody! I am only asking you, who is the woman managing the project?

**Abbott:** That's right.

**Costello:** What's the woman's name managing the project?

**Abbott:** No, What is the designer.

**Costello:** I'm not asking you who is designing the software.

**Abbott:** Who is managing the project.

**Costello:** I don't know.

**Abbott:** He's the programmer.

**Costello:** Now how did we get on the programmer?

**Abbott:** You mentioned his name.

**Costello:** If I mentioned his name, who did I say is programming?

**Abbott:** No, Who's managing the project.

**Costello:** What's managing the project?

**Abbott:** What's designing software.

**Costello:** I don't know.

**Abbott:** He's programming.

**Costello:** Look, do you have an SEPG?

**Abbott:** Sure.

**Costello:** The SEPG Leader's name?

**Abbott:** Why.

**Costello:** I just thought I'd ask.

**Abbott:** Well, I just thought I'd tell.

**Costello:** Then tell me who leads the SEPG.

**Abbott:** Who's managing the project; she can't do both.

**Costello:** Stay out of management! I want to know what's the person's name leading the SEPG?

**Abbott:** No, What is designing software.

**Costello:** I'm not asking you who's designing the software.

**Abbott:** Who's managing the project!

**Costello:** I don't know.

**Together:** Programming!

**Costello:** Look, do you have a configuration manager on this team?

**Abbott:** Sure.

**Costello:** The configuration manager's name?

**Abbott:** Tomorrow.

**Costello:** You won't tell me today?

**Abbott:** I'm telling you now.

**Costello:** Then go ahead.

**Abbott:** Tomorrow!

**Costello:** What time tomorrow are you telling me who's managing the software configuration?

**Abbott:** Who is not managing the software configuration. She is managing the project.

**Costello:** I'll break your arm if you say who's managing the project one more time! I want to know what's the configuration manager's name?

**Abbott:** What's designing software.

**Costello:** I don't know.

**Together:** Programming!

**Costello:** Do you have a customer rep?

**Abbott:** Certainly.

**Costello:** The rep's name?

**Abbott:** Today.

**Costello:** So an ornery customer throws a curveball requirement at me. I pick up the requirement and take it to who?

**Abbott:** Now that's the first thing you've said right.

**Costello:** I don't even know what I said!

**Costello:** I take the requirement to Who. Who picks up the requirement and gives it to What. What gives design requirements to I Don't Know. I Don't Know notifies Tomorrow of the change. Another customer gets up and gives Today a requirement. Why? I don't know! He's programming and I don't give a darn!

**Abbott:** Oh, that's our test engineer.

Developing software can be complicated but you can't get to first base without good communication.

Who's your Project Manager? I hope it's not I Don't Know or I Don't Give a Darn.

— Gary A. Petersen

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