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DEPARTMENT OF COMPUTER SCIENCE

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CSC 408 ASSIGNMENT 1

1 (i). **The Project Management Processes include:**

Project Initiation

Project initiation is the starting point of any project. In this process, all the activities related to winning a project takes place. Usually, the main activity of this phase is the pre-sale.

During the pre-sale period, the service provider proves the eligibility and ability of completing the project to the client and eventually wins the business. Then, it is the detailed requirements gathering which comes next.

During the requirements gathering activity, all the client requirements are gathered and analysed for implementation. In this activity, negotiations may take place to change certain requirements or remove certain requirements altogether.

Usually, project initiation process ends with requirements sign-off.

Project Planning

Project planning is one of the main project management processes. If the project management team gets this step wrong, there could be heavy negative consequences during the next phases of the project.

Therefore, the project management team will have to pay detailed attention to this process of the project.

In this process, the project plan is derived in order to address the project requirements such as, requirements scope, budget and timelines. Once the project plan is derived, then the project schedule is developed.

Depending on the budget and the schedule, the resources are then allocated to the project. This phase is the most important phase when it comes to project cost and effort.

1 (ii). An IT project management methodology that can be adopted for the project is [Agile project management](https://zenkit.com/en/blog/agile-project-management-a-beginners-guide/) and Scrum

One of the more recognizable project management methodologies, [Agile](https://zenkit.com/en/blog/agile-methodology-an-overview/) is best suited for projects that are iterative and incremental. It’s a type of process where demands and solutions evolve through the collaborative effort of self-organizing and [cross-functional teams](https://zenkit.com/en/blog/6-tips-to-supercharge-cross-team-collaboration/) and their customers. Originally created for software development, it was established as a response to the inadequacies of the Waterfall method (info on it later below), the processes of which did not meet the demands of the highly competitive and constant movement of the software industry.

[Agile project management](https://zenkit.com/en/blog/agile-project-management-a-beginners-guide/) stems from the values and principles of the [Agile Manifesto](https://zenkit.com/en/blog/uncovering-the-agile-manifesto/). A declaration cemented in 2001 by 13 industry leaders, its purpose is to uncover better ways of developing software by providing a clear and measurable structure that fosters iterative development, [team collaboration](https://zenkit.com/en/blog/10-must-haves-for-successful-team-collaboration/), and change recognition.

[Scrum](https://zenkit.com/en/blog/scrum-101-an-introduction-to-scrum-project-management/) is comprised of five values: commitment, courage, focus, openness, and respect. It’s goal is to develop, deliver, and sustain complex products through collaboration, accountability, and iterative progress. What distinguishes Scrum from the other Agile project management methodologies is how it operates by using certain roles, events, and artifacts.

2 (a).

Application to translate words from English to French

1.0

2.0

3.0

4.0

5.0

6.0

7.0

8.0

9.0

9.1

Identify outcome and impact

9.2

Choose evaluation method such as Implementation Surveys, Questionnaires or Interviews

9.3

Report on the evaluation

8.1

Communicate the success of the project to stakeholders and executives

8.2

Organize all project documents in a centralized location

8.3

Hand the project off to the client.

7.1

Using the app to translate piece of text from English to French

7.2

The app is fully functioning

6.1

Test the App to make sure it is fully functioning

6.2

Update some codes to make it easier and more user friendly

6.3

Debug any errors

5.1

Developing the app

5.2

Putting Information in the database

5.3

Linking the App to the database

4.1

**Use Proper Project Design Documents**

4.2

**Prepare a Visual Aid**

4.3

**Determine Approval and Monitoring Processes**

3.1

Review of your process for starting and completing projects

3.2

Analysis of organizational capability and capacity

3.3

Methodology assessment

2.1

[Create a project plan](https://www.wrike.com/project-management-guide/faq/what-is-a-project-management-plan/) for the app

2.2

[Define goals and performance measures](https://www.wrike.com/project-management-guide/faq/what-are-project-objectives-in-project-management/)

2.3

[Anticipate risks and create contingency plans](https://www.wrike.com/project-management-guide/faq/what-is-contingency-plan-in-project-management/)

1.1

[Perform a feasibility study](https://www.wrike.com/project-management-guide/faq/what-is-a-feasibility-study-in-project-management/)

1.2

[Create a project charter](https://www.wrike.com/project-management-guide/faq/what-is-a-project-charter-in-project-management/)

1.3

[Identify key stakeholders](https://www.wrike.com/project-management-guide/faq/what-is-a-stakeholder-in-project-management/)

1.4

[Select management tools](https://www.wrike.com/project-management-guide/project-management-tools/)

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| 2 (b). **How I would handle building a CRM would be to:**  Set a destination.  More than anything else, your CRM should help your company achieve its goals. As such, your first step in implementing a CRM strategy is to identify those goals. Once you know what you are trying to accomplish, your next step is to determine how you plan on reaching your objectives. Break your goals down into smaller, achievable objectives, and then map out how and when you plan to complete these steps. This map should be flexible, allowing for revision along the way.  Prioritize your Customers.  It is common for businesses to want to treat all of their customers equally. The problem is that the business world is not a democracy; for a company to be successful, it must be willing to prioritize customers based upon how profitable (or how likely to become profitable) they are. For example, [returning customers are often much more valuable, spending on average nearly double what new customers spend](http://www.go-gulf.com/blog/online-customer-retention/). Your organization may have its own definition of what makes a customer valuable, so it is up to you to identify the traits that you most look for in a buyer, so that can segment your accounts to increase metric-effectiveness.  Communicate with your employees.  Your CRM may be designed to handle large amounts of data, and to facilitate communication between various groups, but it is your staff that will determine whether or not your goals are met. Involve your employee in every step of the strategic process. This will help them not only internalize the objectives, but will also give them personal ownership over the direction that the company takes. Invested employees will be better able to integrate new policies and technologies in a way that will benefit everyone involved.  Stagger your changes.  If some aspect of your business isn’t working the way it should, you might feel pressured to implement new policies and technologies as quickly as possible in an effort to minimize any damage. The problem with this mentality is that too many changes all at once can have a negative impact on your employee’s productivity. Keep your workforce in mind, and whenever possible, introduce your new CRM policies gradually.  Start tracking your customers before first contact.  The CRM framework makes it possible for businesses to capture data at every stage of the customer journey. Despite this, many businesses fail to put their CRM to work until after the first few steps have been made. Instead, prepare for initial contact with your lead by using your CRM to catalogue what kind of information your prospective customer shares across social media channels. This will give you an edge in understanding what your customer wants, how they expect you to deliver on those wants, and what they are likely to want in the future.  Sync everything to your CRM.  Many CRMs have their own built-in programs that mimic the functionality of other, often-used applications. When this is the case, then it is a simple matter for your system to sync together, so that any notes or appointments made throughout the system are automatically tracked through the rest of the CRM. However, for times when outside applications are necessary, be sure sync your CRM with whatever other programs are being utilized. The best CRMs will do this automatically, importing client-related appointments from your calendar, updating cancellations and other changes, and sending reminders when appropriate. Syncing everything together will help guarantee that you’re utilizing your CRM to its full ability.  Evaluate and improve.  Every business has its own unique challenges, and no CRM strategy — no matter how in-depth — will be able to accurately account for every possible contingency. Accept this fact, and be willing to reevaluate your approach should it become apparent that something isn’t working as well as it could be. Remember: Knowing what is ineffective can often be nearly as valuable as knowing what is effective, so be grateful for every chance you have to identify weaknesses in your system.  When all is said and done, CRM is nothing more than a highly-advanced tool. By itself, it is incapable of helping your business reach its goals. But when combined with a detailed-yet-flexible business strategy, CRM can help you place your customer in the forefront of your business focus. It may take time, effort, and a few trips back to the drawing board, but if you make it a point to develop the right strategy, you’ll find that CRM has the potential to perfect your relationships with those who keep you in business.  3. **Importance of Project management for computing and Information Technology Students**  Clearly defines the plan of the project before it begins: The importance of planning in project management cannot be ignored. The more complex project, the more scope there is for chaos. One of project management’s primary functions is to tame the chaos by mapping out a clear plan of the project from beginning to end.  Establishes an agreed schedule and plan: Schedules help to eliminate delays or overruns and provide a plan to be followed for all those involved with the project  Creates a base for teamwork: People are required to work in a team on a project, This is due to team synergy benefits through the sharing and support of knowledge and skills. Bringing people together in this way inspires team members to collaborate on a successful project.  Resources are maximized: Both human and financial resources tend to be expensive. Project tracking and project risk management ensure that all resources are used efficiently and are accounted for economically.  Helps to manage integration: Projects that are completed within an organisation are generally integrated with wider business processes and systems, Integration forms the value aspect of projects and their management.  Helps to keep control of costs: Depending on the scope of the project, some projects can incur organisations significant costs. It is important therefore to keep on budget and to control spending. Project management greatly reduces the risk of budget overruns.  Helps to manage change: Today, more than ever, change is something which all organisations face. Projects, during their running, also face changes and must be prepared to face such deviations from the original plan. Project management allows for effective change management and makes it less of a complex task.  Quality is continuously managed: More so than ever, it is important to produce quality results. Project management helps to identify, manage and control quality. Quality results make clients happy, which is a win-win situation for all involved.  Knowledge: The more projects a business undertakes, the more knowledge it will acquire over time. This will serve as an asset to any business and project management helps to capture and retain knowledge.  Creates an opportunity for learning: Sometimes, projects work out perfectly and other times, project fail miserably. Either way, much can be learned from previous experience and past mistakes can be avoided in the future. Project management ensures that these lessons are learned and applied in the future. |