NAME: ADEDAYO SAMUEL AROGUNMATI

MATRIC NO: 16/SCI01/007

COURSE: CSC 408

QUESTIONS

     Question 1:

Suppose a company is interested in purchasing a call centre software package to improve its customer service.

(i) Describe the project management processes that would be needed to support the first two phases of the IT project methodology.

(ii) Decsribe an IT project management methodology that can be adopted for the project.

Question 2:

(a)  Using the following phases as a guide, develop a WBS for an IT project of your choice to achieve a goal. For each phase, define a deliverable,some activities or tasks,and a milestone.

            1.0       Conceptualize and initialize project   5.0       Construction                 9.0   Evaluate

            2.0       Develop project plan                           6.0       Testing

            3.0       Analysis                                              7.0       Implementation

            4.0       Design                                                 8.0       Close project

(b)  Suppose a bank's goal is to gain competitive advantage by developing tighter relationships with its Customers. Its strategy is to create focused differentiation through a customer relationship management (CRM) system**.**Assuming you are saddled with the responsibility of coming up with an accurate and not too expensive estimates. How will you handle the situation?

Question 3:

Why is the study of Project management important for computing and Information Technology Students?

## ANSWERS

## 1i)

## A - 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.

## B- 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.

### 1ii)

### A-  Agile

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.

Made up of four fundamental values and 12 key principles, here’s what they are:

#### Values

1. Individuals and interactions over processes and tools
2. Working software over comprehensive documentation
3. Customer collaboration over contract negotiation
4. Responding to change over following a plan

#### Principles

1. Customer satisfaction through early and continuous software delivery
2. Accommodate changing requirements throughout the development process
3. Frequent delivery of working software
4. Collaboration between the business stakeholders and developers throughout the project
5. Support, trust, and motivate the people involved
6. Enable face-to-face interactions
7. Working software is the primary measure of progress
8. Agile processes to support a consistent development pace
9. Attention to technical detail and design enhances agility
10. Simplicity
11. Self-organizing teams encourage great architectures, requirements, and designs
12. Regular reflections on how to become more effective

Because of its adaptiveness, Agile methodology is commonly used to deliver more complex projects. It uses six main deliverables to track progress and create the product which are the product vision statement, product roadmap, product backlog, release plan, Sprint backlog, and increment. With these features, it establishes itself as a methodology that places an emphasis on collaboration, flexibility, continuous improvement, and high quality results.

1. Project management for information systems provides practitioners who have current information technology skills with an understanding of the theory and practice of project management through an integrated view of the concepts, skills, tools, and techniques involved in the management of information technology projects. Much of the knowledge needed to manage projects is unique to the discipline of project management. Project managers must also have knowledge and experience in general management and must understand the applicability of the project in order to work effectively with specific industry groups and technologies.

Project management for information systems focuses on information technology projects. While IT project managers are generally selected because of their expertise in information technology, they generally spend more time becoming better project managers, and less time being information technology experts.