

IT Project Management

Length: 2 Days

Class Overview: In this course, you will learn about the main issues that differentiate the project management of IT initiatives from other kinds of projects, including hardware, software, vendor relationships, communication mechanisms for different audiences, and working with local and remote teams. You will build practical skills in starting an IT project with a clearly defined scope, setting and managing stakeholder expectations, managing changing client requirements, and meeting quality standards. You will also learn how to identify and deal with the typical pitfalls of IT projects and how to overcome them.

COURSE CONTENT

IT PROJECT FAILURE AND SUCCESS

Learn which pitfalls to watch out for and the most common problems that cause IT projects to fall behind schedule, go over budget, and not meet specifications. Learn what you can do to plan for and manage IT project success.

A Study of IT Project Success and Failure

Reasons for IT Project Failure

Reasons for IT Project Success

IT Projects: What Makes Them Different?

PROJECT MANAGEMENT FOUNDATION

Explore the Project Management Institute's (PMI) framework for project management, including life cycle processes and knowledge areas. Identify core and facilitating processes and build familiarity with project management vocabulary.

Project Management Basics

Project Management Life Cycle

Project Management Knowledge Areas

Triple Constraints of Project Management

Types of Project Organizations

PROJECT INITIATION

Learn how to build a business case to support the start of a new IT project, establish the project scope, identify stakeholders, analyze stakeholder needs, identify constraints and assumptions, build a communication plan, and create a project charter.

Project Selection and Prioritization

Business Case Development

Stakeholder Analysis

Project Charter

Project Objectives

Constraints and Assumptions

PROJECT SCOPE DEFINITION

Learn how requirements, specifications, and use cases help IT project managers articulate customer needs. Learn best practices for gathering requirements and how interviews and workshops can be critical components of finalizing the scope of any IT effort.

Scope Statement

Requirements: Defining and Gathering

Work Breakdown Structure

TIME MANAGEMENT AND SCHEDULING

Learn how to plan successfully and practice developing a work breakdown structure. Create effective estimates, diagram a project, and identify the critical path.

Activity Definition

Activity Sequencing

Estimating Activity Duration

Network Diagramming

Critical Path

RESOURCE PLANNING

Learn the types of resources typically found on IT projects and how best to plan for your staffing.

Identification of Required Project Resources

Roles and Responsibilities

Resource Assignment Matrix

Staffing Management

Resource Constraints

COST MANAGEMENT AND CONTROL

Learn how to establish and monitor a budget. Learn about different kinds of typical IT expenditures.

Cost Estimating Techniques

Types of Estimates

Controlling and Managing Costs

Earned Value Analysis

COMMUNICATIONS MANAGEMENT

Learn how to communicate effectively for IT projects, especially ones that involve remote teams, cross-functional efforts, and high-dollar investments.

Management of Stakeholder Expectations

Considerations for Effective Communication

Communication Management Plan

Project Status Report

PROJECT RISK MANAGEMENT

Identify, assess, quantify, and manage risks through mitigation strategies and contingency planning.

Essentials of Project Risk Management

Risk Sources for the IT Project

Stakeholder Risk Tolerance

Risk Identification

Risk Ranking

Risk Triggers

Risk Response Strategies

PROCUREMENT AND SOURCING

Learn the basics of the procurement life cycle from vendor need through negotiations to contract management and closeout.

Procurement and Sourcing Management

Build or Buy

Procurement Documents

Contract Requirements and Legal Terms

Contract Types

PROJECT MANAGEMENT METHODOLOGIES

Learn what makes IT projects different from other projects and how the life cycle can be applied to different software development methodologies.

Stage-Gate

Organizational Project Management Maturity Model

Critical Chain

IT Project Management Methodologies

- Extreme Project Management
- Waterfall
- Rapid Application Development
- Rational Unified Process
- Capability Maturity Model Integrated

CONTROLLING AND MANAGING CHANGE

Enable project success through a change control framework. Learn the importance of formal change control processes and managing organizational change as part of the project life cycle.

Project Changes

Integrated Change Control

Change Control Process

Change Control Tools

QUALITY ASSURANCE AND CONTROL

Learn best practices for identifying quality metrics, creating a quality program, and assuring quality throughout the project life cycle.

Project Quality

Quality Management Theories

Quality Tools and Techniques

IT Project Testing

PHASE AND PROJECT CLOSURE

Learn how to end your project effectively, get stakeholder acceptance, close out vendor contracts, conduct effective lessons learned, and archive materials for future reference.

Phase and Project Closing Processes

Contract Closeout

Administrative Closure

Lessons Learned

Phase and Project Reports