

**Faculty of Informatics & Design**

**National Diploma: Information Technology**

**Information Systems 3: Module A**

**(Project Management)**

**SUBJECT GUIDE**

**2015**

**COURSE CODE: ISY300A**

**NQF LEVEL: 6**

**PREREQUISITE SUBJECTS**

**Information Systems II (or equivalent)**

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# Subject Overview

## Introduction and word of welcome

The aim of this subject is to provide you with sufficient skills to be able understand and apply the issues of project management within an organization. You should be able to work in both teams and individually considering the latest trends in project management and administration to make the organization more competitive.

Project Management is the application of knowledge, skills, tools and techniques to project activities to produce a product that meets or satisfies the requirements and the needs of the client. Project Management continues to be one of the fastest growing career fields in business today.

It also deals with the communication, between stakeholders, of the planning, execution and controlling of project activities. The practical application of project management skills, knowledge, tools and techniques is through the use of a student project, which should be completed and presented within the semester.

At the end of this year of study, you must be able to:

1. Describe the requirements and roles of the following positions:
   * + project manager,
     + programme manager,
     + team leader,
     + team member and client/user.
2. Prepare and deliver the main project deliverables.
3. Use appropriate project management tools to prepare project documents.
4. Differentiate between business processes & project activities.
5. Differentiate between functional manager and project manager requirements
6. Define information technology/systems project features.
7. List and define the nine project management knowledge areas.
8. Identify the issues that lead to both project success and failure.
9. Investigate, identify and explain project issues like project costs, time, scope, risks etc.
10. Make recommendations regarding the appropriate actions to be taken after a feasibility study.
11. Identify features and problems encountered and associated with IT/IS project teams

The coverage of this subject extends to all issues of project management and administration, project communication, staff acquisition, procurement management, scope management, risk management, time and cost management, quality management, and integration management.

Prior systems analysis & design knowledge to analyse, document and model business requirements (including data requirements); and develop and implement a business solution that meets the client’s needs.

## General

### Contact information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Name** | **Building and room number** | **Telephone number** | **E-mail address** | **Consulting hours** |
| **Subject**  **Co-ordinator** | Leon Small | Engineering Building, Room 2.23(15) | 021 460 3602 | [smalll@cput.ac.za](mailto:smalll@cput.ac.za) | Tuesday (1 :00 2 :30pm) Thursday (1 :30-2 :30pm) or by appointment |
| **Lecturers :** | | | | | |
| **Leon Small** | | Engineering Building, Room 2.23(15) | 021 460 3602 | [smalll@cput.ac.za](mailto:smalll@cput.ac.za) | Tuesday (1 :00 2 :30pm) Thursday (1 :30-2 :30pm) or by appointment |

### Academic schedule

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **TERM:** | **1st Term** | **2nd Term** | **3rd Term** | **4th Term** | |
| **CPUT STUDENT**  **TERM DATES** | 02 Feb - 27 Mar | 07 Apr – 22 May | 20 Jul – 04 Sep | 14 Sep – 30 Oct | |
| **CPUT STUDENT CLASS SCHEDULE** | 02 Feb - 27 Mar (40 days) | 07 Apr - 22 May  (32 days) | 20 Jul – 04 Sep  (34 days) | 14 Sep – 30 Oct  (34 days) | |
| **CPUT STUDENT**  **ASSESSMENT SCHEDULE** | tba | 25 May – 12 Jun  (15 days) | tba | 9 Nov – 27 Nov  (15 days incl 1 project week)  Sick Test: tba | |
| **TERM ASSESSMENT** | 15% | 25% | 15% | 25% | 20% |
| **MODERATION:** | Internal | External | Internal | Yes | Internal |
| **TYPE OF ASSESSMENT:** | Research Paper and Poster  (Group Project) | First Summative Test | Research Paper and Poster  (Group Project) | Final Summative | Integrated Project |

### Time-table

The timetable will be communicated to you through the administration of the department, as amended from time to time.

### Learner Management System (LMS)

Blackboard is an online, virtual environment used by CPUT as their learner management system. Your lecturers will use Blackboard extensively to organise all your subject content and to communicate with you. It is a good idea to consult Blackboard at the start and end of each day as important information like class notes and slides, assessment briefs, various resources and all announcements from your lecturer will be made via the Blackboard system. Once the system is in place your lecturers will notify you and it will be important that you familiarise yourself with how Blackboard works and resolve any login problems you might experience.

### Study materials and purchases

Your lecturers will inform you of any prescribed textbooks that you are required to purchase. Also ensure that you have a notepad for lectures and practicals and any additional stationery.

Prescribed book: **Information Technology Project Management, 6th Ed (Revised), by Kathy Schwalbe**. The text book is available in the university library or bookshop at a price of approximately R 650. Students must rely on their own lecture notes to supplement the class notes that are posted on the LMS.

# Study Component

## Subject Specifications

### Structure of the subject

The way in which the exploration of the learning areas and their specific topics are sequenced over the academic year in presented below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Topics** | | | |
| **Term 1** | | IT PM Orientation & Introducing the PMBOK | |
| **Term 2** | | Introducing Process Groups and Processes | |
| **Term 3** | | Cost and Quality Management | |
| **Term 4** | | Human Resource and Risk Management | |
|  | | | |
| **Content Sequencing and Topic Descriptions** | | | |
| **Term** | **Topic and Content Discussion** | | **Learning Resources** |
| **Term 1** | **1. IT PM Orientation & Introducing the PMBOK**  This term covers the introduction to project management – including the organisational constraints, as well as the history of project management as a discipline.  The Project Management Institute, as the custodian of the Project Management Body of Knowledge (PMBOK) is introduced, and a critical evaluation of the state of project management certification is encouraged. | | Prescribed Textbooks, Library resources and Various Worksheets |
| **Term 2** | **2. Introducing Process Groups and Processes**  The PMBOK process groups and the definition of project management process will be introduced in this term. Some selected tools and techniques will be discussed as well as the mapping of processes to knowledge areas.  The processes and tools and techniques will be elaborated when discussing the knowledge areas – particularly integration management, cost, time and scope management, as well as communication management. | | Prescribed Textbooks, Library resources and Various Worksheets |

|  |  |  |
| --- | --- | --- |
| **Term 3** | **3. Cost and Quality Management**  As an important component of the triple constraint, cost management has some of the most important and challenging tools and techniques that a project manager must master.  This term is focussed on introducing these concepts and ensuring an understanding of the importance of these – as well as some hands-on exposure to fully understanding the concepts. | Prescribed Textbooks, Library resources and Various Worksheets |
| **Term 4** | **4. Human Resource and Risk Management**  No project can, by definition, be undertaken without introducing an element of risk. These risks must be properly managed and addressed. This chapter discusses issues related to risk management.  The most challenging aspects of prospects relate to human resources – or the people element. Managing human resources in a project management context can be a serious challenge. The PMBOK defines various processes that streamline and facilitate effective human resources management in IT projects. | Prescribed Textbooks, Library resources and Various Worksheets |

### Assessment opportunities

By the end of the year you will have completed a number of assessments that allow you to demonstrate your knowledge, competencies and abilities to communicate in different environments and settings.

* Assessment of your performance will take place by means of written and/or oral tests, individual, pair and group assignments and your participation in group and class activities.
* You must participate in all assessments and it is crucial that you work consistently throughout the year.
* The criteria used to evaluate your learning in each assessment will be made explicit – this will be discussed in class before an assessment, outline of your assignment brief and/or provide on your feedback sheet when you received your marked assignment
* Assessments will be formative and summative.
  + *Formative assessments* are ongoing and are given at specified times during the learning experience. An example would be an assignment that allows for feedback from the lecturer. These assessments provide an important ways for your lecturer to give you valuable feedback about your levels of learning and competencies before summative assessment for a particular topics is completed.
  + *Summative assessments* are given at the end of the learning experience and an example of this would be an assignment completed at the end of a Term.

|  |  |
| --- | --- |
| **Assessment Overview for the year** | |
| **ASSESSMENT 1:** | **Topic 1**: IT PM Orientation & Introducing the PMBOK |
| **ASSESSMENT 2:** | **Topic 2**: Introducing Process Groups and Processes |
| **ASSESSMENT 3:** | **Topic 3:** Cost and Quality Management |
| **ASSESSMENT 4:** | **Topics 4:** Human Resource and Risk Management |
| **INTEGRATED PROJECT** |

### Assessment rules and regulations

Assessment in the department takes place on a continuous basis – you will have to work continuously throughout the year to perform well in your subjects. Different type and methods of assessment are also used as a way of getting you to demonstrate your knowledge, competencies and abilities to your lecturer. You may be asked to complete assessment individually, in pairs or in small groups. All assessments are compulsory and it is very important that you make adequate arrangements with your lecturer in the event that you miss an assessment date (more details of how you need to do this are explained below).

A comprehensive description of CPUT’s institutional rules and regulations regarding assessment can be found in the Black Book. It is crucial that you have a copy of this book (given to you at registration) and that you become familiar with the policies especially as they related to assessment. Below is a short summary of the main rules and guidelines used in the IT Department.

* In order to pass an assessment you need to attain 50%.
* If you are able to complete an assessment irrespective what type of assessment (for example a test or assignment (individual or group), you HAVE to notify your lecturer and provide valid reasons why you are unable to complete the assessment.
* In the case of assignments or project – you need to apply for an extension BEFORE the due date. In the case of exams you need to notify your lecturer on the day of the exam or immediately afterwards. In all cases a valid reason and the necessary supporting documentation – like a medical certificate or death certificate must accompany your application. If you have missed an assessment no requests for resubmissions or reassessment will be entertained after 10 days of the original assessment date.
* Penalties for the late submission of tasks will be strictly enforced. 10 % will be deducted for each day that an assignment is submitted late. Under normal circumstances assignments that are more than one week late will not be accepted.
* Cheating during exams or forms of plagiarism identified in written and practical assignments are regarded in a serious light and will be dealt with severely. If you allow your classmates to copy your work you will be regarded as an accomplice to the act of plagiarism.
* If you have any queries about a mark for any assessment this must be dealt with BEFORE the next assessment in your subject takes place – preferably within TWO WEEKS of having received your marks for the disputed assessment. Queries raised after this period of time cannot be entertained.

## SAQA Information

This subject forms part of a course, which will be pitched at level 6 on the NQF. The subject has a credit value of 30 (This means that the average student will take 300 hours per annum, to master the outcomes of the subject). (this means about 2-3 hours a week personal study during the academic term and attending lectures).

**SPECIFIC OUTCOMES TO BE ATTAINED**

After completion of this course, students should be able to:

* Describe the role and responsibilities of a project manager for a specific project
* Explain all aspects of a project, its life cycle, processes, stakeholders, and activities
* Identify problems associated with poor project management
* Propose solutions for integrating tools and techniques from different sources providing for different environments
* Propose and implement a solution to a business problem/situation-of-concern
* Use good project tools and techniques to define project activities
* Integrate and apply the above concepts
* Assess the quality of project deliverables, develop project quality criteria and identify and discuss the issues of project quality
* Integrate project management tools and techniques, and concepts to apply to a given case, scenario or to solve a problem
* Integrate and apply all the concepts of the subject.

**CRITICAL CROSS-FIELD OUTCOMES**

After completion of this course, students should be able to:

* Communicate effectively with project role-players and have a basic understanding of their expectations and contributions.
* Organize and manage themselves, especially their self-learning and timeous completion of assignments.
* Identify the needs of a business in relation to IT activity.
* Collect, analyse organize and critically evaluate information gathered throughout the learning process.
* Use technology where possible to enhance the learning experience.

## Learner Acknowledgement

Acknowledgement that you have read the learner guide and understand its contents

Please read the following statement and complete the spaces that follow. Make a copy of this page for your own reference. Hand in this original page during the next class session.

I have read the learner guide and programme guide of Information Systems: Module 3A and understand the information and my responsibilities as a learner for this subject.

Name & Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(print)

Student Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***NB: Please remember that the dates in this document are estimates. Changes may be made and it is your responsibility to confirm these dates throughout the semester.***

***This document is subject to revision.***

***It is the responsibility of the student to ensure that the latest version of this document used.***