# Diploma in Information Technology
# IT Project Management
# Instructions for CA3 Group Assignment

## July 2023 Semester

**Continuous Assessment 3 Group Assignment (40%)**

The written report constitutes **30%** while the oral presentation constitutes another **10%** for this assessment.

**Rationale of Group Project**

The rationale of the group project is to enable collaborative learning with your peers and learning to work as a team, which is commonplace in workplace environment. Students learn to apply theories taught in class and textbooks to real world situations. In line with this objective, students are not allowed to reuse old assignments, or submit projects from previous semesters or copy largely from sources, particularly from the internet.

**Forming Group**

Students are to form groups of **4-5 students per group**. As this a group project, each member is expected to put in his/her fair share of the effort into the project. It is essential that groups manage their group effectively to complete this project.
Students should resolve group dynamics issue and may seek the mediation through the lecturer as early as possible. Last minute mediation will not be entertained. Students may request for peer evaluation as a final resort if all mediation fails.
Finally, the lecturer reserves the right to assign a mark to an individual student different from the rest of the group if that student is deemed not to have put in his/her fair share of effort into the project.

**Theme:**
**Early SMEs users across sectors leveraged CTO-as-a-Service for their digital transformation.**

The Infocomm Media Development Authority (IMDA)'s Chief Technology Officer-as-a-Service (**CTO-as-a-Service**) has achieved positive early results. Since December 2021, selected early SME users across various sectors from construction, food services, food manufacturing, logistics, marine & offshore engineering to professional services, retail, security, and wholesale trade have been using CTO-as-a-Service to support their digitalisation journeys. The service is now open to all SMEs. CTO-as-a-Service gives SMEs the confidence and convenience to go digital as SMEs can readily self-assess their digital readiness and needs at any time and

from anywhere as well as have quick access to market-proven, cost-effective solutions supported by reliable vendors.

You may read more on the following link:

https://www.imda.gov.sg/news-and-events/Media-Room/Media-Releases/2022/Early-SMEs-users-across-sectors-leveraged-CTO-as-a-Service-for-their-digital-transformation

**Case study information:**

Assume you are working as a senior IT system analyst at Flying Bat (FB), a firm which specialises in various digital solutions for SMEs in Singapore. Your firm is an officially appointed **CTO-as-a-service** vendor by IMDA and has completed numerous projects successfully in the past 3 years.

On 26th Jun 2023, the managing director of FB appointed you as the project manager to lead a team of six (6) IT specialists **"CTO-as-a-service"** project for a stationery supplier, Mong Lee Stationery Supplies (MLSS). MLSS is planning to create an online presence by selling their products through various platforms. It aims to begin online sales by October 2023 with a project budget of $200,000.

**Part A: Written Report (30%)**

You are required to submit a written report by answering the following **FIVE (5)** questions and adhering to the requirements stated in item 6. Indicate the word counts at the end of each answer.

| Item | Task | Marks allocation |
|---|---|---|
| 1 | Question 1: (Topic 1)<br><br>To be a successful "**CTO-as-a-service**" project manager, what are the essential skills that you need to possess? In your opinion, which skill is the most important one?<br><br>*(Note: Write from your personal perspective instead of general perspective)*<br>[150 – 200 words] | 20 marks |
| 2 | Question 2: (Topic 3)<br><br>As a project manager, write an email to the project team and stakeholders and invite them for a "project kickoff meeting".<br>*[Use professional email format]*<br><br>[120 – 150 words] | 15 marks |
| 3 | Question 3: (Topics 8 & 9)<br><br>Delays and disruptions are common during project execution. Identify and discuss **TWO (2)** possible scenarios that could adversely affect the project schedule. For each scenario, provide your proactive action plan(s) to avoid it or to mitigate its impact.<br><br>[150 – 200 words] | 20 marks |

| 4 | Question 4: (Topic 12)<br><br>Your project team consists of **SIX (6)** IT specialists from various cultural backgrounds. Discuss **THREE (3)** salient pointers from the motivation theories that you can apply to manage the project team effectively.<br><br>[150 – 200 words] | 15 marks |
|---|---|---|
| 5 | Question 5: (Topic 15)<br><br>Discuss **TWO (2)** Quality Assurance (QA) programmes and **TWO (2)** Quality Control (QC) measures that the project team should/can implement to ensure the project meet the customer's specifications and requirements.<br><br>[150 – 200 words] | 20 marks |
| 6 | Requirements:<br><br>The remaining **10 marks** will be awarded for the following considerations: | |
| | *a)* A proper cover page *(indicate Institution, Programme, Subject, Student Name, Student Number, Instructor Name, Date of submission).* | 2 marks |
| | b) How well the answers of the report are organised and presented. | 3 marks |
| | c) The amount of Similarity & Artificial Intelligence (AI) Index %. | 5 marks |

For all questions, you are required to relate to the case study. It is recommended that your explanation/illustration are as concise as possible.

A **marking rubric** for this case study written report can be found in the **Appendix I** of this assignment. Do note that the marking rubric is a general guideline on how your case study report will be evaluated.

**Assessment Topics**
Topics 1 to 16

**Instructions**
Submitting Assignment
Submit your written report in **MS Word** format with your full name, student number, the module name and CA3.
Example "**Full_Name_Student_No_ITPM_CA3**".

Students should keep a copy of the report submitted.

Penalty Marks for **Late Submission** of Assignment

Within one day: **20%** to be deducted from the total marks.

**More than one day: Your submission will NOT be graded**.

Important date of CA3 assignment

**CA3 Group Assignment Deadline: 14 August 2023 (Monday), 11.59 am**

Submit your **MS Word** written report via **Canvas** in order to be graded.

## Part B: Oral Presentation (10%)

You are required to perform a **10-15 minutes** group oral presentation (either physical or on-line) on the date and time provided by your instructor. (It is expected to be held during lesson 19 or 20).

Ensure you are familiar with the content for the above five questions.

Marks will be awarded for the following considerations:

1. How well versed you are in the report content.    (50 marks)
2. How well articulated you are in oral English.    (20 marks)
3. How responsive you are in answering questions.    (10 marks)
4. How well dressed and groomed you are.    (10 marks)
5. How punctual you turn up for the oral presentation.    (10 marks)

                              **Total**    **(100 marks)**

**~ End ~**

# Appendix I: Marking Rubrics

| S/N | Criteria | Excellent | Very good | Good | Acceptable | Weak |
|---|---|---|---|---|---|---|
| | | **Case Study Report (100 marks)** | | | | |
| 1 | To be a successful "**CTO-as-a-service**" project manager, what are the essential skills that you need to possess? In your opinion, which skill is the most important one? | 4 or more skills discussed practically and succinctly. The most important skill is convincingly addressed. | 3-4 skills discussed succinctly. The most important skill is addressed. | 3-4 skills discussed sufficiently. | 1-3 skills discussed briefly. | No discussion. |
| 2 | As a project manager, write an **email** to the project team and stakeholders and invite them for a "**project kickoff meeting**". | A professional formatted email with the meeting details clearly communicated. | The details of the meeting are clearly stated. | Sufficient meeting details provided. | Incomplete meeting details and poor email format. | No answer. |
| 3 | Delays and disruptions are common during project execution. Identify and discuss **TWO (2)** possible scenarios that could adversely affect the project schedule. For each scenario, provide your proactive action plan(s) to avoid it or to mitigate its impact. | 2 scenarios well discussed realistically and in-depth. Sound proactive action plans are provided. | 2 scenarios discussed succinctly with reasonable proactive action plans. | 2 scenarios discussed sufficiently. Some discussion on the proactive action plan. | 1-2 scenarios discussed briefly, no discussion on the proactive action plans. | No discussion. |
| 4 | Your project team consists of **SIX (6)** IT specialists from various cultural backgrounds. Discuss **THREE (3)** salient pointers from the motivation theories that you can apply to manage the project team effectively. | All 3 pointers discussed practically and in-depth. | All 3 pointers discussed succinctly. | 2-3 pointers discussed sufficiently. | 1-2 pointers discussed briefly. | No discussion. |
| 5 | Discuss **TWO (2)** Quality Assurance (QA) programmes and **TWO (2)** Quality Control (QC) measures that the project team should/can implement to ensure the project meet the customer's specifications and requirements. | The QA & QC actions are practically addressed. realistically and comprehensively. | The QA & QC actions are practically addressed. | Both QA & QC actions are discussed sufficiently. | The QA & QC actions are discussed partially or briefly. | No discussion. |