# Exercise 1 Purpose of an IT project

## Exercise 1.01 Reasons for investing in IT

Business Survival

* Not extremely relevant, since our project is not tied directly to the business and can easily be adapted to other businesses

Improved Efficiency

* Easier to employees to see their schedule any time any where

Competitive Advantage

* Scalable, easy to add new employees to the system, expanding business no problem
* Employees can check themselves, and won’t have to contact the central

## Exercise 1.02 how the business should be affected

Able to work more efficiently, so able to improve customer service and hence increase their value proposition.

## Exercise 1.03 KPI´s reflecting the purpose of the project

* Average tasks completed per day (should increase) – double check on profits?
* Customer satisfaction (from surveys)
* Service hours

# Exercise 2 When and how to involve stakeholders

## Exercise 2.01 Identify who will be affected by the IT system

Santa Claus

Ole, and his co-partner (50/50 ??)

All the employees

## Exercise 2.02 Describe interested parties

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Potential interested party: | Goals: | How they will be affected: | Participation in the project: | Influence on the project: |
| Ole & Co-Partner | Ability to provide better/more efficient service. | Easier to assign tasks.  Better overview over employees. | Very important.  Project Owner:   * Deciding use case priority * Feedback on working schedule | Is able to cancel project, or completely change.  Is the project owner, hence decides use cases |
| Employees | Simple access to schedule information | Needs to learn to use new system (new interface) | Providing feedback on user interface | Little to none.  P.O. have final say. |

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| --- | --- | --- | --- |
| **Participation in the Project** | *Important / Vital for the implementation* |  | Ole & Co-Partner |
| *Not/less necessary* | Employees |  |
|  |  | *Low Influence* | *High Influence* |
|  |  | **Influence on the Project** | |

# Exercise 3 plan for implementation