**Chapter 1 – The nature of Information Technology Projects**

**Key Terms**

**Assumption** - Something taken as true without proof.

**Constraint** - A condition or occurrence that might restrict, limit, or regulate the project.

**Deliverable** - Any measurable, tangible or intangible, verifiable item that that must be produced to complete a process, phase, or project.

**Portfolio** - A portfolio refers to projects, programs, sub portfolios, and operations managed as a group to achieve strategic objectives.

**Program** - A program is a group of projects managed in a coordinated fashion to obtain benefits and control not available from managing them individually.

**Project** - A project is “a temporary endeavor undertaken to create a unique product, service, or result” (PMBOK® Guide, 2012).

**Project management –** The complete set of knowledge, skills, tools, and techniques applied to project activities in order to meet project requirements.

**Program manager** - A person who provides leadership and direction for the project managers heading the projects within a program.

**Project manager** – The professional in charge of successful planning, executing and closing a project and leading a project team.

**Project Management Institute (PMI**) - An international professional society for project managers.

**Project management knowledge areas** - Project integration management, scope, time, cost, quality, human resource, communications, risk, procurement management and stakeholder management.

**Project Management Office (PMO**) - An organizational group responsible for coordinating the project management functions throughout an organization

**Project Management Professional (PMP)** - Certification provided by PMI that requires documenting project experience and education, agreeing to follow the PMI code of ethics, and passing a comprehensive exam

**Project Management Body of Knowledge (PMBOK)** - Overseen by the Project Management Institute, this book is a collection of standard terminology and guidelines for project management.

**Project portfolio management or portfolio management** - When organizations group and manage projects as a portfolio of investments that contribute to the entire enterprise’s success

**Project sponsor -** The person who provides the direction, resources, and support for a projectand is accountable for enabling success.

**Stakeholders** - An individual, group, or organization who may positively or negatively affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project

**Triple constraint** - Balancing scope, time, and cost goals