



IST 645 Assignment Managing Information Systems Projects
Assignment 2R – Personal Project Reflections

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EDUCATION

Syracuse University (School of Information Studies)
M.Sc. in Information Studies

2023
Cumulative GPA: 3.81/4.00 (Semester 2)

NMIMS University (MPSTME)
B.Tech in Information Technology

2021
Ranked 3rd in batch

PROFESSIONAL EXPERIENCE

Data Analyst Intern
Altumcore Technologies

Sept 2020 - Jan 2021

- Collected, cleaned and analysed data set for analysis in R Studio to attain meaningful and actionable business insights to increase website traffic by 25%

POSITION OF LEADERSHIP

Soccer Team Captain
NMIMS University (MPSTME)

2020 - 2021

- Recruited and coached 6 new players, and managed team drills
- Formulated and refined pre-game plans and strategies, and resolved team conflicts
- Represented the team's interest in budget allocation meetings

PERSONAL PROJECTS

Cloud Services Consulting
IST 615 Cloud Management Project

Sep 2021 - Dec 2021


- Provided consultation and a full report to stakeholders of a video streaming company migrating to AWS for 3 types of customer brackets with up to 25TB of data each and 3 different budget segments
- Analyzed financial estimates for various 3 vendors, saving 20% of the budget in upfront and overhead costs and presented an estimated Total Cost of Ownership per year as nearly 1.6M\$
- Recommended a combination of long-term backup methodologies and 3 advanced cloud features to enhance user experience and reduce latency by over 1000x

Hotel Cancellations Analysis
IST 687 Data Science Project

Aug 2020 - Dec 2020

- Cleaned, transformed and analysed hotel dataset
- Identified the key drivers for why people cancel hotels by linear regression
- Used association rules mining algorithms to find support and confidence to reveal cancellation patterns
- Furthermore generated meaningful business insights for reducing hotel reservation cancellations by performing data analysis in R Studio.

CERTIFICATION

[AWS Certified Cloud Practitioner](#) 

AWS

[Ultimate AWS Certified Cloud Practitioner](#) 

Udemy

SKILLS

Programming Languages
Web Designing
Databases
Analytics
Others

R, Java, C++, C, Bash Scripts, C#
HTML, CSS, AJAX, PHP, Bootstrap, JavaScript
MySQL, PostgreSQL
R Studio, SAS Studio, SAS Visual Analytics Hub
Microsoft Excel, R Studio, PowerBI, Tableau

Assignment 2R

A) Managing and Monitoring Progress: -

For this question I have chosen the project where I performed a hotel cancellation analysis. Me and a team of members cleaned, transformed and analyzed a dataset to give the client company meaningful business insights. [1] The phrase "quality assurance" is frequently used to refer to the processes involved in meeting the pertinent quality requirements for a project. Managing quality encompasses all aspects of quality assurance as well as process and product design advancements. The quality management plan, project papers, and organizational process assets are significant inputs for controlling quality. I managed the teams progress by holding regular meetings and having members update the necessary documents whenever necessary and wherever amendments were made. To monitor progress, I implemented the cause-and-effect diagrams and a control chart. [1] . A control chart is a graphic display of data that illustrates the results of a process over time. You can tell whether a process is under control or out of control using control charts. Any fluctuations in a process's output when it is under control are caused by chance occurrences. Adjustments are not necessary for controlled processes. Other things I did for measuring progress is to have regular testing done by running multiple types of algorithms. In my opinion the activity did demonstrate PM best practices. In this whole process I was the project team leader. I directed the workings of the group. The thing that I learned that will help me in my future role as a project manager is that some members of a team are good at some stuff while some are good at different stuff so work needs to be divided accordingly.

B)Project Quality Management:

For this question I will once again refer to the project where I performed Hotel Cancellation Analysis. [1] Project quality management involves three main processes: - a) Planning Quality Management - The project's criteria and standards, and how to meet them, are relevant. A crucial component of quality planning is incorporating criteria for quality into project design. Quality requirements for an IT project could include planning for system expansion, determining a system's tolerable reaction time, or guaranteeing that the system generates reliable data. IT services are likewise subject to quality requirements. b) [1] Managing quality involves translating the quality management plan into executable quality activities. c) [1] Monitoring specific project outcomes to make sure they are full, accurate, and up to client standards is part of controlling quality. This procedure is frequently linked to technical quality management tools and methods including Pareto charts, quality control charts, and statistical sampling. I directed the team to provide the deliverables on time. I used Pareto charts to see which techniques were more significant than the other. I even used sampling methods to save time. The most important lesson I learned that will help me in the future is that time is the most important aspect in a project.

C)Project Resource Management and Teams:

For this question I have chosen the project where I have performed cloud services consulting. Here I provided consultation and a full report of stakeholders of a video streaming company migrating to AWS for 3 types of customer brackets with upto 25 TB of data each and 3 different budget segments. [1] The main processes of project resource management are:- a) Planning resource management involves deciding how to estimate, acquire, use and manage project resources. The main outputs are

a resource management plan, team charter, and project documents updates. b) [1] Estimating Resources- Resources needed, the basis for estimations, a resource breakdown structure, and project document changes are all examples of outputs. c) Acquiring Resources- Outputs include physical and project team assignments, resource calendars, change requests, and updates to several documents. d) Developing the project team-[1] "Team-building skills are often a challenge for many project managers. The main outputs of this process are team performance assessments, change requests, and updates to several documents." I was the team leader in this project and I think we followed the best practices needed. Our team personally built a resource breakdown structure and project document document. The resource breakdown structure helped us identify the distribution of resources and efficiently break them down. The thing that I learned that will help me in my future role as a project manager is that percentage of allocation of resources to important tasks is critical.

D) Project Communications Management and Meetings:

For this question I will use the Hotel Cancellation Analysis project. As stated in the textbook [1] :- Focusing on Group and Individual Communication needs are important. When a project starts falling behind schedule, many upper-level managers assume they can simply assign more workers to it. Unfortunately, the elevated communication complexity often results in additional setbacks. [1] Different people have varying communication preferences because of their unique personalities. Most introverts, for instance, would prefer to hear praise about their accomplishments on a project team in private, while most extroverts would like to share their successes with the world. A person who is more intuitive would want to know how something relates to the whole, while someone who is more sensing would want specific, procedural information. A rational person would want to know the reasoning behind something, while an emotional person would care more about how it would affect them and those around them. A person with the judging ability would be highly motivated to meet deadlines with few reminders, while a person with the perceiving ability would require more guidance in creating and adhering to plans. In my group I was the team leader, and I felt the PM best practices were implemented. I held regular one on one meetings with each and every team member and tried to alleviate their concerns. I also held regular group meetings and documented important details. The most important thing I learnt is that some members are introverts so they need to be dealt separately.

E) Project Ethics:

For this question I am going to use the hotel cancellation analysis. [2] Moral decisions are protective, productive, trust-inducing, success-determining, and reputation-building. Decisions based on ethics are crucial for leaders. Ethical behavior in the project management profession is guided by the principles of honesty, responsibility, respect, and fairness, as determined by PMI members. The best outcome is the most ethical outcome, and PMI's Code of Ethics and Professional Conduct applies those values to the real-world practice of project management. The PMI Code of Ethics must be followed by all PMI participants, including members, volunteers, certificants, and certificant candidates. Ethical decision making is a critical quality of leaders who foster high performance. Because many project managers have created thoughtful content and sought answers to common project dilemmas, we have a wealth of resources to offer. If you can't locate the information you need here, you can contribute to Ethics Resources by conducting research on the topic, writing relevant content, and submitting it for publication. I feel I implemented PM best practices by

handling distribution of client datasets. Original copies were kept on separate servers. The important thing I learnt that will help me in the future as a project manager is the strict handling of data.

F) Situational Leadership:

For this example once again I am using the hotel cancellation analysis project example. [3] For situational analysis there are different approaches for different tasks. [3] Depending on the level of development of your group members, you will employ a specific situational leadership style. Each method of leadership involves a unique blend of "task behavior" and "relationship behavior." Leadership behavior on the job is measured by how much guidance an individual gives to his or her subordinates. For instance, you can direct them by telling them what to do, how to do it, when to do it, and where to do it. Relational leadership involves an abundance of open dialogue between the leader and his or her subordinates. This entails things like listening attentively and acting in ways that are encouraging and helpful. There is the telling leadership, selling leadership, participating and delegating leadership style. I was the team leader for this project and I think I implemented the PM best practices. A few of my team members were motivated and able to do the work for them the delegation style of leadership worked. One of my team members lacked the confidence to do a certain task for him I used the participating style leadership. The most important thing I learnt that will help me in my future role as a project manager is that everyone is different and different people/ situations needs to be handled in different ways.

G) Lessons Learned Report: -

I am going to reference the Cloud consulting services project for this question. My understanding of the concept of change is that the only thing constant is change. While setting the budget according to timelines I saw that the cost for EC2 instances and S3 storages were changing regularly because the instances we chose would regularly change based on the computing power and storage required. The ethical views that were addressed were that some data was kept private to some members to prevent leakage of client data. Some members of the team felt that the data should be distributed to everyone to speeden up the project. I resolved these perspectives by stating what could go wrong if the data would have been leaked. The end result could be disastrous from which there would be no return. No, these views did not change my moral view because even though some things may blur the lines between ethics and morals the solution to the situation presented was easy as the leakage of data would lead to infamy. I think my implementation of solution will help build resilience in the organization as in the future such situations can be easily countered and resolved with minimum time wasted.

References:-

[1] Information Technology Project Management, 9th edition by Schwalbe

[2] [Ethics Resources | Project Management Institute \(pmi.org\)](https://www.pmi.org/ethics-resources)

[3] [The Situational Leadership Model and Theory for Project Managers \(project-management-skills.com\)](https://www.project-management-skills.com/the-situational-leadership-model-and-theory-for-project-managers/)