IT Project Management
Duration: 4 days

COURSE OVERVIEW

We used our years of experience training IT professionals to develop a course uniquely suited to the needs of the IT professional. Students of this project management training course report major improvements in project estimation, increased credibility with their customers, effective risk management, better control over scope creep, and an overall satisfaction with the positive impact on their company's operations.

Learn the fundamentals and best practices of project management methodology as applied to IT initiatives, and practice and master the skills you need to deliver IT projects on time, within budget, and to specification. Examine all aspects of IT projects, including hardware, software, vendor relationships, communicating with different audiences, and working with virtual teams. Learn to determine project scope through effective requirements identification, set and manage stakeholder expectations, identify and manage IT risks, and meet quality standards. Learn how to overcome the most common pitfalls of IT project success.

Students pursuing a university-recognized and/or accredited certificate in Canada or continuing education units in the US must attend at least 90% of class time, participate in class exercises and section-knowledge checks, and score at least 70% on an end-of-class, multiple-choice assessment.

TARGET AUDIENCE

IT professionals, IT project managers, IT managers, IT project team members, associate project managers, project managers, project coordinators, project analysts, project leaders, senior project managers, team leaders, product managers, and program managers.

COURSE OBJECTIVES

1. **Foundations of project management**
2. **IT project life cycle**
3. **Quality requirements**
4. **Project stakeholders, scope, and uncertainty**

5. **Project requirements**

6. **Create a work breakdown structure**

7. **Create a network diagram based on activity sequence and duration**

8. **Assign responsibility for project activities**

9. **Estimate project cost**

10. **Create a communication management plan**

11. **Assess project risk and determine risk response strategies**

12. **Manage vendors**

COURSE CONTENT

1. IT Project Foundations

IT Project Success and Failure

Practical Project Methodologies

Software Development Methodologies and Processes

Definition of a Project

Project Management as a Service Industry

Formal vs. Informal Management

Complexity and Uncertainty in Projects

Influences of Organizational Structure on Project Management

Project Management Institute (PMI®)

Project Management Life Cycle

Project Management as a Subset of Overall Management Skills

Iterative Nature of the Project Management Life Cycle

2. Quality in IT Projects

Quality Management

IT Project Testing

3. Project Initiation

ivities of Project Initiation

4. Project Scope Definition

Scope

Defining and Gathering Requirements

Tracing

Work Breakdown Structure

5. Time Management and Scheduling

Time Decomposition

Network Diagramming

6. Resource Planning

Identification of Required Project Resources

Roles and Responsibilities Chart

Staffing Management Plan

Resource Constraints

Responsibility Assignment Matrix

7. Cost Management and Control

Cost Planning and Analysis

Cost Estimating Techniques

Levels of Accuracy in Estimates

Cost Estimates at Planning Milestones

Contingency and Management Reserves

8. Communications Management

Management of Stakeholder Expectations

Considerations for Effective Communication

Lines of Communication

Forms of Communication

Communication Management Plan

Project Status Report

9. Risk Management

Essentials of Project Risk Management

Risk Sources for the IT Project

Stakeholder Risk Tolerance

Risk Identification Techniques

Risk Ranking

Risk Triggers

Risk Response Strategies

10. Vendor Management

Procurement and Sourcing Management

Overview of Vendor Management

Vendor Management Success

Measures of Vendor Management Success

11. Change Management

Project Changes

Integrated Change Control

Change Control Process

12. Phase and Project Closure

Phase and Project Closing

Lessons Learned

Phase and Project Reports