



ASSIGNMENT

SEPTEMBER 2022 SEMESTER

SUBJECT CODE	:	CPM399
SUBJECT TITLE	:	ICT PROJECT MANAGEMENT
LEVEL	:	BACHELOR

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INSTRUCTIONS TO STUDENTS

- 1) This assignment consists of **FOUR (4)** questions. Answer **ALL** questions.
- 2) Plagiarism in all forms is forbidden. Students who submit plagiarised assignment will be penalised.
- 3) Your assignment will be examined based on the followings
 - a complete working solution.
 - ability of using methods available in the learning materials.
- 4) This assignment carries a **60%** weightage toward final grade.

THERE ARE FOUR [4] OF , INCLUDING THIS PAGE.

INSTRUCTION. Answer ALL questions. [Total : 60 Marks]

Question 1

List and describe any **FIVE (5)** examples of Information Technology (IT) Projects.

[15 Marks]

Question 2

Due to the Covid-19 pandemic worldwide, your organization has adopted to manage the teams using the online platform by creating virtual teams. This virtual team work together in an assigned project using communication technologies despite time and space boundaries at that time. Discuss the pros and cons of having virtual teams to manage the projects.

[15 Marks]

Question 3

There are so many varieties of IT projects. IT projects can range from kitting out new buildings with computers and telephones to designing bespoke apps. Although all projects in all sectors have their challenges, there are some unique considerations for IT projects. Discuss **FIVE (5)** areas that make IT projects different from other projects.

[15 Marks]

Question 4

You have been appointed as a Project Manager to manage in-house IT project. The project is to develop an online system for employees to apply leave, apply time-off and upload their medical certificates (MC).

Prepare a Project Scope Statement that includes the following. You may add any relevant assumptions based on the project.

- i. Description of the scope
- ii. Product acceptance criteria
- iii. Project deliverables
- iv. Project exclusions
- v. Project constraints
- vi. Project assumptions

[15 Marks]

END OF ASSIGNMENT QUESTIONS

ANSWER SHEET

1. Example of IT projects:

- **Software Development:** The scope of a term of the software development project in an agency can be broad and varied. Such as developing new applications for internal organizational needs, adding new implementations to existing applications, and teaching employees how to use the software properly.
- **Network Configuration:** The process of network configuration is assigning network configurations, policies, flows, and controls. Additionally, network configuration can be automated and controlled using a centralized configuration manager to make it simpler with maintaining a network, altering the configuration of the network, restarting devices, and publishing data.
- **Mobile Apps Development:** The task of mobile app development is similar to software development. Only the thing that distinguishes it is the platform where the software will run.
- **Database Management:** It means handling data collected or created by a company to make informed business decisions. The core idea behind the entire process is to treat data as a valuable asset. The goals of database management are creating productivity improvement, improving cost efficiency, rapidly responding to change, and enhancing the accuracy of decisions.
- **Technology Installation:** This project's objective is to assist and instruct staff members in using new implied technology within the business. Hardware, software, networks, and other components make up the new technology. The product will be chosen by IT teams, who will also guarantee that everything is connected and available to use without error.

2. The pros and cons of having virtual teams to manage the projects:

Pros	Cons
Improve productivity Teams are spending more time at home, so	Untracked security risk The project security system gives more

they can refresh their mind and find new ideas from different perspective.	vulnerabilities for storing the project in a public database (cloud), not on a local server.
<p style="text-align: center;">Cost-friendly</p> <p>Teams don't need to meet or present in the office. That means they don't need to spend money on transportation.</p>	<p style="text-align: center;">Lack of trust between peers</p> <p>Having virtual teams means prioritizing productivity over getting to know each other and building a foundation of trust between team members.</p>
<p style="text-align: center;">Provide more clients</p> <p>Because all activities are managed online, they can also connected with clients easily through online channels.</p>	<p style="text-align: center;">Difficult to track progress</p> <p>Because working on projects online makes people forget to set deadline and everyone works independently, it is challenging to monitor their development at work.</p>
<p style="text-align: center;">Scale business faster</p> <p>Because all activities are managed online, they can also connected with clients easily through online channels.</p>	<p style="text-align: center;">Social Isolation</p> <p>Too focused on working on the project also makes people spend their time in front of the screen, unconsciously isolating them from the real world.</p>

3. Five areas that make IT projects different from other projects:

- a) **Complexity:** The complexity of an IT project is different from other types of projects since it is based on logic and not on physical work. This complexity leads to the necessity of higher communication and collaboration between the team members. And this problem cannot be solved by simply adding more human resources to the project because there is a possibility of getting worse.
- b) **High level of uncertainty:** It is tough to accurately define the detailed requirements for software products before the start of the project. With the availability of many IT tools, the defining process will take a long time to choose the right tools. It is also rigorous to estimate the complexity of a software development project because technology nowadays is developing and changing rapidly.
- c) **Intangible outcome:** Software is one of the most obvious differences between traditional engineering projects and IT projects because it is a digital product rather than a physical one. Furthermore, much labor is done behind the scenes when

creating a software product. For this reason, the customer may feel dissatisfied with the result because they can't see any visible progress until the launch of the project.

- d) **Project cost's structure:** Software development projects have essentially no material expenditures, in contrast to traditional engineering projects. That is why the majority of expenditures go toward the expense of intellectual labor. Although the integration of third-party libraries into the finished product may incur some fees, but usually these expenses take a really small share comparing to the labour costs.
- e) **Various stakeholders:** A software development project manager often has a diversified structure of stakeholders such as the business community, technical team, client reps, suppliers, support organizations, etc. And it is incredibly challenging to please everyone because they all have different viewpoints and interests. Therefore, project managers need to have strong bargaining skills and innovative ideas.

4. Project Scope Statement for developing an online system for employees to apply leave, apply time-off and upload their medical certificates (MC):

PROJECT SCOPE STATEMENT	
Description of the Scope	Developing a work permit submission system for employees to apply leave, apply time-off and upload their medical certificates (MC).
Product Acceptance Criteria	The product is considered a success if the system is run properly by connected to cloud database, able to post new data to company's cloud database.
Project Deliverables	An online-based application for employees to apply leave, time-off and upload their MC and follow up the permission to the company.
Project Exclusions	Mobile version of the application, payment system, retrieving employee's schedule and personal data.
Project Constraints	Time: The expected time to complete the project is before new year since new changes must start to run at the beginning of the year. Scope: Only employees at the company can access it with authentication as a marker of the employee's medical history.

	Cost: around \$1,500 for hiring a professional web developer.
Project Assumptions	An online web system for employees that uses authentication such as email and password. To apply for leave or time off, they need to fill out the available template forms in the system that already register under their name. The upload button for MC is at the bottom right of the page. The index page shows any leaves and time-off history.