

Global Knowledge Course Name: IT Project Management

Course Code: 2819

Course Overview: This course focuses on IT projects and everything they encompass - hardware, software, vendor relationships, communication mechanisms for different audiences, and how to work with local and remote teams. Understand how to start an IT project with a clearly defined scope, how to set and manage stakeholder expectations, how to identify and deal with typical IT risks, and how to meet quality standards.

Course Length: Four Days

Who should Attend:

- IT professionals
- IT Project managers
- IT managers
- IT Project team members
- Associate project managers,
- Product managers
- Project Coordinators
- Project analysts
- Project leaders
- Senior project managers
- Team leaders
- Product managers
- Program managers

You will Learn:

- Understand the IT project life cycle
- Build an IT project business case
- Define the IT project scope & expectations
- Identify project stakeholders
- Define roles and responsibilities
- Build an effective project schedule
- Develop an accurate project budget
- Create project management plans
- Procure key project resources (human and capital)
- Identify, assess, and manage risk
- Establish quality metrics
- Monitor the project progress
- Turn over to production
- Close down a project
- Introduction to different IT project management methodologies (RUP, etc.)



Suggested Prerequisites:

Do not take this course if you have taken Introduction to Project Management (course 2868)

Customizable Course: No**Course Content:**

IT Project Failure and Success

- Learn which pitfalls to watch out for and the most common problems that cause IT projects to be behind schedule, over budget, and not to specifications. Understand what you can do to plan for and manage IT project success.
- A Study of IT Project Success and Failure
- Reasons for IT Project Failure
- Reasons for IT Project Success
- IT Projects: What Makes Them Different?

Project Management Foundation

- Explore the Project Management Institute's (PMI) framework for project management including the life cycle processes and knowledge areas, and identify core and facilitating processes. Build familiarity with the project management vocabulary.
- Project Management Basics
- Project Management Life Cycle
- Project Management Knowledge Areas
- Triple Constraints of Project Management
- Types of Project Organizations

Project Initiation

- Develop an understanding of how to build a business case to support the start of a new IT project, establish the project scope, identify stakeholders, analyze stakeholder needs, identify constraints and assumptions, build a communication plan, and create a project charter.
- Project Selection and Prioritization
- Business Case Development
- Stakeholder Analysis
- Project Charter
- Project Objectives
- Constraints and Assumptions

Project Scope Definition

- Learn how requirements, specifications, and use cases help IT project managers articulate customer needs. Understand the best practice of



gathering requirements and how interviews and workshops can be critical components of finalizing the scope of any IT effort.

- Scope Statement
- Requirements: Defining and Gathering
- Work Breakdown Structure

Time Management and Scheduling

- Learn successful planning and practice developing a work breakdown structure. Discover how to create effective estimates, diagram a project, and identify the critical path.
- Activity Definition
- Activity Sequencing
- Estimating Activity Duration
- Network Diagramming
- Critical Path

Resource Planning

- Learn the types of resources typically found on IT projects and how best to plan for your staffing. Identification of Required Project Resources
- Roles and Responsibilities
- Resource Assignment Matrix
- Staffing Management
- Resource Constraints

Cost Management and Control

- Learn how to establish and monitor a budget and be aware of typical IT expenditures.
- Cost Estimating Techniques
- Types of Estimates
- Controlling and Managing Costs
- Earned Value Analysis

Communications Management

- Discover how to effectively communicate for IT projects, especially ones that involve remote teams, cross-functional efforts, and high-dollar investments.
- Management of Stakeholder Expectations
- Considerations for Effective Communication
- Communication Management Plan
- Project Status Report

Project Risk Management

- Identify, assess, quantify, and manage risks through mitigation strategies and contingency planning.



- Essentials of Project Risk Management
- Risk Sources for the IT Project
- Stakeholder Risk Tolerance
- Risk Identification
- Risk Ranking
- Risk Triggers
- Risk Response Strategies

Procurement and Sourcing

- Learn the basics of the procurement life cycle from vendor need through negotiations to contract management and closeout.
- Procurement and Sourcing Management
- Build or Buy
- Procurement Documents
- Contract Requirements and Legal Terms
- Contract Types

Project Management Methodologies

- Understand what makes IT projects different from other projects and how the life cycle can be applied to different software development methodologies.
- Stage-Gate
- Organizational Project Management Maturity Model
- Critical Chain
- IT Project Management Methodologies
 - Extreme Project Management
 - Waterfall
 - Rapid Application Development
 - Rational Unified Process
 - Capability Maturity Model Integrated

Controlling and Managing Change

- Enable project success through a change control framework. In addition, discover the importance of formal change control processes and managing organizational change as part of the project life cycle.
- Project Changes
- Integrated Change Control
- Change Control Process
- Change Control Tools

Quality Assurance and Control

- Understand best practices for identifying quality metrics, creating a quality program, and assuring quality throughout the project life cycle.
- Project Quality



- Quality Management Theories
- Quality Tools and Techniques
- IT Project Testing

Phase and Project Closure

- Effectively end your project, get stakeholder acceptance, closeout vendor contracts, conduct effective lessons learned, and archive materials for future reference.
- Phase and Project Closing Processes
- Contract Closeout
- Administrative Closure
- Lessons Learned
- Phase and Project Reports

