

## Context

Learn in two days how to successfully complete your IT projects through balanced project management! You will learn the crucial steps of any IT project. You will learn how to involve all stakeholders in the success of your IT project. You will learn how to successfully complete business-critical IT projects.

## Our approach

- This training consists of 2 (consecutive or non-consecutive) training days.
- The course offers a mix of theoretical underpinnings and practical exercises.
- Each participant should preferably have a project as a project leader or project team member.
- The training provides the opportunity for experience exchange with other participants.
- The learning experience is supported and enhanced by the use of an online learning platform.
- A training certificate can be provided.

## Why this programme ?

- Crucial role of information technology and your assignment within it?
  - Few IT projects have a successful end within the predefined deadlines and budgets. The initially planned resources (human and financial) are rarely sufficient to successfully complete the IT project. The IT project lifecycle is often underestimated, the cost under budgeted, the staff inadequate. But IT projects are becoming more and more business-critical. More and more, your company's future and competitiveness depend on the success or failure of your IT projects. Implementing a new IT solution on time can give your company the competitive edge it needs. Wrong project management, with incorrect risk management or needs analysis, can completely paralyse your operations. All the more reason to think about managing IT projects professionally.
- The IT project manager's new challenges
  - In addition to the business-critical role IT plays, the phenomenal speed at which technology changes is creating new challenges. Projects follow each other ever faster and their complexity keeps increasing. This leads to a strong need for competent people with the latest technological as well as operational knowledge and skills. This puts additional pressure on the IT project manager, who must be able to understand and manage this risk. In addition, there is currently great pressure for better project management of new technology projects (ERP, e-commerce, APS, supply chain planning, business intelligence, data warehousing, CRM, etc.) and projects where old technology concepts and architecture are giving way to new ones. Moreover, many companies are growing towards a service concept, within which IT plays an increasingly crucial role. Many organisations face the problem that they need their (experienced) staff to run their daily business and cannot have them constantly involved in projects ... Hence the need for a structured and efficient approach to IT project management.



## Why this programme (continued)

- Required (non-)technical competences of the project manager  
This programme provides you - as an IT project manager - with a proven roadmap to help you successfully set up, manage and close your projects. The programme emphasises the practical side of project management but also covers techniques on estimation, leadership and risk management. Moreover, our trainer pays specific attention to the non-technical competences necessary for successful project management, such as conflict handling, team building and motivating people. During the course, constant reference is made to actual cases and examples, drawn from the trainer's extensive IT project management experience. If, as an IT manager, you are tasked with bringing complex projects to a successful conclusion, you cannot afford to miss this programme.

## Programme

- Introduction to project management
  - What is a project
  - What is project management
  - Roles & responsibilities of a project manager
- Project management environment and processes
  - A systematic view of project management
  - Project phases, management reviews and the project life cycle
  - Project management versus program & portfolio management
- Principles and objectives of IT projects  
What is meant by management of project scope?  
Success factors of software and system integration projects.
  - Initialising a project
  - Strategic planning and project selection
  - Identification of initial needs of users and clients
  - Identification of potential projects
  - Definition and analysis of a business case. Selection of projects
  - Project charter
- IT-project management in 5 steps:
  - Step 1: defining an IT project. Why should an IT project be fully and correctly defined?
    - Three basic documents:
      - Statement of work
      - Work Breakdown Structure (WBS)
      - System test plans



## Programme

- Work description contents:
  - Project background and justification
  - Size (scope) of the project
  - Technical approach to the project
  - Management and control of the project
  - Products or services to be delivered
  - Responsibilities in the project
  - Project schedule with associated estimates
  - Change & Acceptance procedures
- Definition of scope and structure of work breakdown:
  - The work breakdown (WBS)
  - Advice on preparing a WBS
- Management of the final process:
  - Detailed planning of each phase
  - Overcoming resistance to planning activities
  - Selecting IT development approach:
    - Waterfall method
    - Agile, scrum
  - Tool selection
- Step 2: setting up the project governance of an IT project
  - The team:
    - Team composition
    - Objectives for the team
    - Organisation of the team
    - Creating engagement with the team
  - The client:
    - Client/customer/user relationships
    - Role and responsibilities of the client/customer
    - Involvement of senior management
    - Setting up a project steering committee
  - The project manager:
    - Roles & responsibilities
    - Characteristics and skills of a project manager
    - Leadership of the project manager
- Step 3: estimating time and costs
  - Estimating: need for estimates
    - Estimation techniques
    - Work distribution models
    - Risk approach

## Programme (continued)

- Time: importance of project schedules.
  - Project planning techniques
  - Planning levels
  - Schedule development: Gantt Charts, Critical Path Methodology (CPM), Programme Evaluation, ...
  - Control of changes to timetables
  - Software helpful in following timetables
- Costs: management of project costs
  - Basics
  - Resource planning
  - Estimating costs
- Step 4: monitoring the progress and quality of the IT project
  - Work towards project deliverables (products or services to be delivered)
  - Set up a solid productivity measurement scheme
  - Manage project dependencies (interdependencies) and the critical path
  - Place resources in the right place, at the right time
  - Planning under special circumstances:
    - Fixed end date of the project
    - Fast-tracking & crashing
  - Tracking progress:
    - Continuous control over the project
    - Progress report
- Step 5: setting up a change & acceptance procedure
  - What are design changes
  - Implementing changes
  - How to deal with project delays
  - Rules of the acceptance event
  - The Acceptance procedure: system test plan, system testing, acceptance of the technical products within the development team, acceptance by the client/user
- Management of project communication
  - Managing communication in and around the project
  - Communicating about the project: what is critical
  - Introduction to stakeholder analysis and stakeholder management
- Management of project risks
  - Identification of risks
  - Qualitative & quantitative risk analysis
  - Preventive and reactive risk management
  - Risk monitoring and control
- Successful termination of an IT project
  - Completion of the IT project
  - Transfer of the project result
  - Success factors in installation, commissioning, testing and acceptance of IT projects
  - Dissolution of the project team
- Evaluation of the IT project

## testimonials

"Interesting content brought in an interactive way.  
Good exercises."

"Very interactive course, with also interaction between the different participants of the training. Challenging us with the exercises gave me an extra incentive to do well."

"I have learned a lot to work with effectively."

"Good energy, well explained, trainer really fun and professional. Really good balance between seriousness and fun. The way the training went was perfect. Really good way to respect our "flow". She was very flexible and adapted the training to the audience, which is not easy."

"Thanks to the training, I can now use tools to make my workload/time more efficient."