**IT project management**

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**1. Chander Stationary Pvt. Ltd. makes and sells notebooks in Western India. It has gotone plant in Pune and the other one in Surat. It is planning to implement CRMsolution. Since its ERP implementation project had got delayed and exceeded budget,the management wants to be more careful this time. It has appointed you to advice onthe process of identifying the project risks. Which tools and techniques would yourecommend?**

**Answer**: Risk isa part and parcel of all our everyday business activities. Managing a projectinvolves planning a unique set of tasks performed within a set of rules tomeet the project objectives. Accomplishing the defined objectives throughsuccessful completion of these tasks helps to achieve success.However, all projects come across certain uncertainty which slows down theproject’s progress. These uncertainties are termed as risk which arises fromvarious sources and may have profound impact on the project. It acts ashindrance to the project goals. The list of risks produced during riskidentification process is usually unmanageable or difficult to understand.

Risk management process helps you to access all possible risks that projectfaces, prioritise the risks according to their impact on the

**2. Your colleague is fed up managing the conflicts within the team. She has approachedyou for guidance. What kind of guidance would you provide to her?**

**Answer**: Organisational conflict isdue to the actual or perceived differences in needs, interests, objectives andvalues of people working together. Conflicts in organisations occur betweenthe following members:

* Individuals within the organisation.
* Individual and group(s) in the organisation.
* The staff and the organisation.

**Conflicts in organisations arise due to the following factors:**

* **Ideology**: The perceptions and beliefs of individuals in the conflict are different.
* **Objectives**: The objectives of those involved in the conflict can be very different. Even if the people involved in the conflict have the same objectives, they may want to use different methods to achieve the objectives.
* **Territorial perceptions**: People

**3. "Today is the day that we have been waiting for so long. The system has finally gonelive successfully.” Mr. Tabrez was so happy making this announcement to his projectmanagement team. After all the team had worked so hard for last several months toreach this milestone. “Let me apply for a leave now! I need to go to my native place tosee my wife and my new-born baby” The first reaction came from Sameer, who hadbeen working on this project for last several weeks without a single day off. “Oh, weare not done yet!” Mr Tabrez quickly said. “Yes, you should go to your native placenow. But others please note that we have yet to have an administrative closure! Wehave not yet received the project sponsor acceptance and the final presentation is stillpending!” These statements from Mr. Tabrez surprise almost everyone present in theconference room.**

**a. How will Mr. Tabrez explain about the project sponsor acceptance?**

**b. How will Mr. Tabrez explain about importance of final presentation?**

**Answer**: a) In the project lifecycle the final phase of projects is the project closure.Closure of a project is a systematic process where we need to identify arelease plan for the project deliverables, documentation, supplier contractsand resources.The project manager is responsible for ensuring the changing projectenvironmental conditions. The emphasis for success is on pre-planning.Risk management will be both undemanding and successful when there areprevious projects from where the knowledge of the experience can beuseful. So; when a project closes, it is a standard practice to debrief, recordand analyse the instances of improvement, especially the risk aspect.This debriefing procedure of project closure provides a basis for the projectsuccess and the lesson learnt from it.

**Project sponsor acceptance**

Project sponsors are people who define the objectives of a project, analysesthe feasibility of the project and approve the allocation of resources for it.Project sponsors are basically from the senior management of Its sample only

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