**IT Project Management**

**December 2023 Examination**

**1. You have just been appointed to the newly created position of VP of IT at Sparrow Industries – a 60-year manufacturing company in Chandigarh. In your first meeting, the CEO, Satinder Singh Sparrow, told you that he is unhappy with the present situation of disparate legacy IT systems in the company and wants them to be fully integrated. You recommended that the company move to a Standard ERP System. As a first step, the CEO has asked you to assess the Feasibility of this initiative.**

**What types of feasibility studies will you perform and what would they assess? Prepare an Executive Summary of the outcomes of the Feasibility Study to serve as a basis for a detailed discussion with the CEO and the rest of the Leadership. (10 Marks)**

**Ans 1.**

**Introduction**

Sparrow Industries, with its six decades of legacy, stands today at an inflection point in its technological journey. With a vast landscape of disparate legacy IT systems, the need to transition towards a seamless, integrated, and efficient IT infrastructure has never been more pronounced. Adopting a Standard ERP (Enterprise Resource Planning) system could be the bridge between the company's storied past and a technologically forward future. This feasibility study aims to evaluate the practicality and implications of such a migration. The intent is to present a comprehensive understanding of the various facets of

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**2. You are a consultant to Allied Insurance Ltd. You are required to prepare the RFP to be issued to System Integrators for implementing a Core Insurance Platform – Applied Epic or Guidewire and integrating it to Allied’s existing Systems - D365 ERP & D365 CRM. Present the executive summary of the RFP with all requisite sections. For additional information on the specific products, you may refer the company websites. (10 Marks)**

**Ans 2.**

**Introduction**

Allied Insurance Ltd, one of the leading insurance companies in the market, is on the brink of a transformative journey. As we navigate through the modern digital era, there is a pressing need to fortify our technological foundations to serve our customers better and to enhance our competitive edge in the market. The goal is to integrate a state-of-the-art Core Insurance Platform – either Applied Epic or Guidewire, into our existing systems, specifically the D365 ERP & D365 CRM. This integration promises not only to streamline operations but also to revolutionize our customer experience. Thus, in line with our vision to be the vanguard of

**3. Mr. Chandy, CEO of Aluva Cooperative Bank has convened a meeting for all the CxOs to discuss the bank’s IT Strategy Roadmap. At this meeting Mr. Vijay Kumar, the newly appointed CIO has announced his intention to embark on an Application Modernization Program to update all the Bank’s Legacy (Non-Core) Applications. In this regard, Mr. Vijay Kumar has stated that he intends to Outsource the Development and ongoing Maintenance & Support of these Applications to a 3rd party IT Partner. Mr. Moideen, the COO of the company, is skeptical and asks if Mr. Vijay Kumar has considered all the issues involved.**

**When Mr. Chandy, asked him if he had specific concerns, Mr. Moideen immediately said "I see two issues that need detailed discussion… (1) How will we ensure a Smooth Transition and Implementation and (2) How will we maintain Confidentiality of Information?"**

**How will Mr. Vijay Kumar respond to Mr. Moideen’s queries on…**

**a. Smooth Transition and Implementation? (5 Marks)**

**Ans 3a.**

**Introduction:**

Mr. Vijay Kumar, the new CIO, understands the intricacies of an Application Modernization Program. His proposition to outsource the development and maintenance of non-core applications is not without careful thought. Addressing Mr. Moideen’s concerns, Mr. Kumar seeks to clarify the measures he's considering for ensuring a smooth transition and the

**b. Confidentiality of Information? (5 Marks)**

**Ans 3b.**

**Introduction**

Confidentiality of information is the bedrock upon which banking institutions build trust with their customers. With the move to outsource the development and maintenance of non-core applications to a 3rd party, Mr. Moideen's concerns about maintaining data privacy and security are valid and of paramount importance. Mr. Vijay Kumar is poised to address this