

ITSUP-177 Intro to IT Projects, Teamwork and Self-Management

# Course Design

### Course Information

|  |  |  |
| --- | --- | --- |
|  | Description | This course prepares students for teamwork and working on IT Project. Students learn about a variety of project concepts, learn about how to work with colleagues, team members and stakeholders. Concept of self-management will be introduced to help students organize their work and improve their soft skills. Students will learn the concept of "return on investment" and "value delivery" for the organization. Students participate in group exercises, create and execute project plans and work together on team activities. |
|  | Career Cluster | Information Technology |
|  | Instructional Level | Associate Degree |
|  | Total Credits | 3.00 |
|  | Total Hours | 48.00 |

Pre/Corequisites

|  |  |
| --- | --- |
|  | None |

### Course Competencies

|  |  |
| --- | --- |
| 1. | Examine the project management lifecycle |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner identifies all phases of project management lifecycle |
|  | 1.2. | Learner identifies key tasks needed to complete each phase with 75% accuracy |
|  | Learning Objectives |
|  | 1.a. | Create list of tasks for each phase of the project |
|  | 1.b. | Assign each task to correct phase of the project lifecycle |
|  | 1.c. | Estimate time and resources required to complete each task on the project |
| 2. | Initiate a project |
|  | Assessment Strategies |
|  | 2.1. | Project |
|  | 2.2. | Quiz |
|  | Criteria |
|  | 2.1. | Learner identifies all tasks required to start up the project |
|  | 2.2. | Learner defines objective for the project |
|  | 2.3. | Learner defines scope of the project with 75% accuracy |
|  | Learning Objectives |
|  | 2.a. | Create business case for the project |
|  | 2.b. | Identify resources needed for the project |
|  | 2.c. | Perform review of project initiation phase |
| 3. | Complete key deliverables of the project planning phase |
|  | Assessment Strategies |
|  | 3.1. | Quiz |
|  | 3.2. | Project |
|  | Criteria |
|  | 3.1. | Learner creates required project documents for planning phase of the project |
|  | 3.2. | Learner refines scope and cost estimates based on the inputs from project team members |
|  | 3.3. | Learner completes all required documents for the planning phase with 75% accuracy |
|  | Learning Objectives |
|  | 3.a. | Create project plan |
|  | 3.b. | Create resource plan for the project |
|  | 3.c. | Estimate budget for the project |
| 4. | Manage project risk |
|  | Assessment Strategies |
|  | 4.1. | Project |
|  | 4.2. | Quiz |
|  | Criteria |
|  | 4.1. | Learner creates required project documents for planning phase of the project |
|  | 4.2. | Learner identifies current and future possible issues with 75% accuracy |
|  | 4.3. | Learner completes all required documents for risk identification with 75% accuracy |
|  | Learning Objectives |
|  | 4.a. | Contact suppliers to get project estimate |
|  | 4.b. | Create procurement plan and document assumptions |
|  | 4.c. | Create risk plan for the project |
| 5. | Create a project change request |
|  | Assessment Strategies |
|  | 5.1. | Project |
|  | 5.2. | Quiz |
|  | Criteria |
|  | 5.1. | Learner identifies changed scope with 75% accuracy |
|  | 5.2. | Learner performs change management |
|  | 5.3. | Learner completes change management review |
|  | Learning Objectives |
|  | 5.a. | Document change management process on the project |
|  | 5.b. | Create decision log for the project changes |
|  | 5.c. | Create project change request |
| 6. | Examine characteristics of successful project execution |
|  | Assessment Strategies |
|  | 6.1. | Project |
|  | 6.2. | Quiz |
|  | Criteria |
|  | 6.1. | Learner completes user acceptance testing on the project with 75% accuracy |
|  | 6.2. | Learner delivers completed solution to the customers |
|  | 6.3. | Learner documents the list of scope tasks that have been delivered |
|  | Learning Objectives |
|  | 6.a. | Identify characteristics of high performing teams |
|  | 6.b. | Compare high performing teams with ineffective project teams |
|  | 6.c. | Identify critical success factors to project success |
| 7. | Work effectively with colleagues, team members and project stakeholders |
|  | Assessment Strategies |
|  | 7.1. | Project |
|  | 7.2. | Quiz |
|  | Criteria |
|  | 7.1. | Learner demonstrates effective listening skills |
|  | 7.2. | Learner documents meeting minutes with 75% accuracy |
|  | 7.3. | Learner demonstrates effective communication skills |
|  | Learning Objectives |
|  | 7.a. | Communicate effectively with others |
|  | 7.b. | Collaborate with others |
|  | 7.c. | Handle disagreements with others |
| 8. | Demonstrate self-management to prioritize work activities |
|  | Assessment Strategies |
|  | 8.1. | Project |
|  | 8.2. | Quiz |
|  | Criteria |
|  | 8.1. | Learner creates the master list of tasks |
|  | 8.2. | Learner identifies top priority tasks with 100% accuracy  |
|  | 8.3. | Learner classifies tasks based on priority |
|  | Learning Objectives |
|  | 8.a. | Develop task master list |
|  | 8.b. | Determine priority of A-level tasks |
|  | 8.c. | Categorize the rest of tasks |
| 9. | Evaluate "return on investment" for the project |
|  | Assessment Strategies |
|  | 9.1. | Project |
|  | 9.2. | Quiz |
|  | Criteria |
|  | 9.1. | Learner determines full scope of the project |
|  | 9.2. | Learner estimates resource cost for the project with 100% accuracy |
|  | 9.3. | Learner calculates return on investment for the project |
|  | Learning Objectives |
|  | 9.a. | Identify the full project scope |
|  | 9.b. | Calculate the project resource cost |
|  | 9.c. | Determine the project return on investment |

### Course Learning Plans and Performance Assessment Tasks

|  |  |
| --- | --- |
| Type | Title |
| LP | LP 1. Examine information technology project lifecycle |
| PAT | PAT 1. Project 1: Plan project execution |
| LP | LP 2. List common steps of project initiation process |
| LP | LP 3. Explain key deliverables of the project planning phase |
| PAT | PAT 2. Project 2: Prepare for IT Certification Exam |
| LP | LP 4. Document major tasks of project risk management process |
| LP | LP 5. List commonly used change request procedures |
| PAT | PAT 3. Project 3: Submit a change request for the project |
| LP | LP 6. Describe characteristics of successful project execution |
| LP | LP 7. List soft skills to effectively manage disagreement when working with others  |
| PAT | PAT 4. Project 4: Identify and purchase the equipment and configure network and backups for the small business |
| LP | LP 8. Document self management techniques to prioritize work activities |
| LP | LP 9. Evaluate return on investment for the project |

LP 1. Examine information technology project lifecycle

Overview/Purpose

In this learning plan you will examine the project management lifecycle.

Target Competencies

|  |  |
| --- | --- |
| 1. | Examine the project management lifecycle |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner identifies all phases of project management lifecycle |
|  | 1.2. | Learner identifies key tasks needed to complete each phase with 75% accuracy |
|  | Learning Objectives |
|  | 1.a. | Create list of tasks for each phase of the project |
|  | 1.b. | Assign each task to correct phase of the project lifecycle |
|  | 1.c. | Estimate time and resources required to complete each task on the project |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review project planning phases activities and templates based on the reading assigned by instructor |
|  | Learning Materials |
|  | Project Planning Phase activities and templates | <http://www.method123.com/project-planning-phase.php>  |
| 2. | Review the reading assigned by instructor and participate in the group discussion |
|  | Learning Materials |
|  | Best Practices for Your Project Management Initiation Phase | <https://www.wrike.com/blog/best-practices-project-management-initiation-phase/>  |
| 3. | Review Project Charter for Wisconsin Early Childhood Longitudinal Data System project. * Participate in the group discussion
* List project lifecycle activities, based on the documents reviewed
* Answer questions asked by instruction
 |
|  | Learning Materials |
|  | Project charter for Wisconsin Early Childhood Longitudinal Data System Project | <http://dcf.wisconsin.gov/ecac/pdf/10411_eclds_charter.pdf>  |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Start Project 1:Plan project execution. |
|  | Teaching Notes |
|  | See PAT (Performance Assessment Task). |
| 2. | Complete Quiz: Information Technology project Lifecycle. |
|  | Teaching Notes |
|  | Publisher content. |

PAT 1. Project 1: Plan project execution

Directions

Follow instructions below to review the report, complete the analysis of the questions asked and and submit project paper, answering the questions below

Review Project Charter (URL: <http://dcf.wisconsin.gov/ecac/pdf/10411_eclds_charter.pdf> )

 1. Project initiation planning (Based on the information provided in the project charter complete document analysis and answer the questions below):

1.1 Describe need for starting project

1.2 What are the benefits of the effort after project will be completed?

1.3 How effort will be funded?

1.4 What is the project's objective?

1.5 What is the scope of work for the project?

1.6 Describe project's assumptions

1.7 What are the key resources on the project. Describe their roles

1.8 What is in scope of the project and what is out of scope of the project?

2, Project planning:

2.1 Based on the information in Project charter define project planning steps, required to complete the project:

2.2 Identify key tasks of what needs to be completed?

2.3 Identify resources required to complete the project

3. Project Execution:

3.1 Describe what will most likely happend during project execution

3.2 Identify potential project's risks and issues

3.3 Describe risks and issues mitigation

4. Complete below documents and include them into the project submission:
- Resource Plan
- Master Project Management Plan
- Risk Management plan
- Cost Management Plan
- Vendor Management Plan
- Change request management plan

5. Calculate ROI (Return on investment for the project)

- Estimate project cost

- Using ROI formulate calculate projected Return on investment

|  |  |
| --- | --- |
| Environment | Classroom |

Evaluator(s)

Instructor

Target Course Competencies

|  |  |
| --- | --- |
| 1. | Examine the project management lifecycle |
| 2. | Initiate a project |
| 3. | Complete key deliverables of the project planning phase |
| 4. | Manage project risk |
| 5. | Create a project change request |
| 6. | Examine characteristics of successful project execution |
| 7. | Evaluate "return on investment" for the project |

Rating Scale

|  |  |
| --- | --- |
| Value | Description |
| 0 | Work does not meet criterion- Submission has two or more requirements missing, incorrect, or incomplete. |
| 4  | Work is missing, incorrect, or incomplete- Submission has one requirement missing, incorrect, or incomplete. |
| 6  | Work meets criterion minimally- Submission meets the bare minimum requirements of the activity. |
| 8  | Work meets criterion adequately- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, or attention to detail.  |
| 10  | Work exceeds criterion- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, and attention to detail. |

Scoring Standard

You must receive a rating of "Work meets criterion minimally" on each criterion in order to successfully meet the requirements of the learning activity.

### Scoring Guide

|  |  |
| --- | --- |
| Criteria | Ratings |
| **Examine the project management lifecycle** |  |
| Learner identifies all phases of project management lifecycle | 10 9 8 7 6 5 4 3 2 1 |
| Learner identifies key tasks needed to complete each phase with 75% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| **Initiate a project** |  |
| Learner identifies all tasks required to start up the project | 10 9 8 7 6 5 4 3 2 1 |
| Learner defines objective for the project | 10 9 8 7 6 5 4 3 2 1 |
| Learner defines scope of the project with 75% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| **Complete key deliverables of the project planning phase** |  |
| Learner creates required project documents for planning phase of the project | 10 9 8 7 6 5 4 3 2 1 |
| Learner refines scope and cost estimates based on the inputs from project team members | 10 9 8 7 6 5 4 3 2 1 |
| Learner completes all required documents for the planning phase with 75% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| **Manage project risk** |  |
| Learner creates required project documents for planning phase of the project | 10 9 8 7 6 5 4 3 2 1 |
| Learner identifies current and future possible issues with 75% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| Learner completes all required documents for risk identification with 75% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| **Create a project change request** |  |
| Learner identifies changed scope with 75% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| Learner performs change management | 10 9 8 7 6 5 4 3 2 1 |
| Learner completes change management review | 10 9 8 7 6 5 4 3 2 1 |
| **Examine characteristics of successful project execution** |  |
| Learner completes user acceptance testing on the project with 75% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| Learner delivers completed solution to the customers | 10 9 8 7 6 5 4 3 2 1 |
| Learner documents the list of scope tasks that have been delivered | 10 9 8 7 6 5 4 3 2 1 |
| **Evaluate "return on investment" for the project** |  |
| Learner determines full scope of the project | 10 9 8 7 6 5 4 3 2 1 |
| Learner estimates resource cost for the project with 100% accuracy | 10 9 8 7 6 5 4 3 2 1 |
| Learner calculates return on investment for the project | 10 9 8 7 6 5 4 3 2 1 |

LP 2. List common steps of project initiation process

Overview/Purpose

In this learning plan students will learn typical steps and deliverables completed as part of the project initiation phase

Target Competencies

|  |  |
| --- | --- |
| 1. | Initiate a project |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner identifies all tasks required to start up the project |
|  | 1.2. | Learner defines objective for the project |
|  | 1.3. | Learner defines scope of the project with 75% accuracy |
|  | Learning Objectives |
|  | 1.a. | Create business case for the project |
|  | 1.b. | Identify resources needed for the project |
|  | 1.c. | Perform review of project initiation phase |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review project charter and identify the list of steps for project inititation |
|  | Learning Materials |
|  | Project Charter for "The Wisconsin Early Childhood Longitudinal Data System Project" | <http://dcf.wisconsin.gov/ecac/pdf/10411_eclds_charter.pdf> |
| 2. | Review project initiation checklist |
|  | Learning Materials |
|  | Project initiation checklist | <http://www.slideshare.net/anandsubramaniam/project-initiation-checklist> |
| 3. | Review checklist of activities for business analysts to consider as part of project inititation |
|  | Learning Materials |
|  | Project initiation checklist for business analysts | <http://aoteastudios.com/2011/07/project-initiation-checklist-for-business-analysts/> |
|  | Best Practices for Your Project Management Initiation Phase | https://www.wrike.com/blog/best-practices-project-management-initiation-phase/ |
| 4. | Participate in the group discussion |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | See PAT (Performance Assessment Task). |
|  | Teaching Notes |
|  | See PAT. |
| 2. | Complete Quiz: Typical steps as part of project initiation phase. |
|  | Teaching Notes |
|  | Publisher content. |

LP 3. Explain key deliverables of the project planning phase

Overview/Purpose

Each project phase has deliverables.  In this learning plan you will complete the key deliverables for the project planning phase.

Target Competencies

|  |  |
| --- | --- |
| 1. | Complete key deliverables of the project planning phase |
|  | Assessment Strategies |
|  | 1.1. | Quiz |
|  | 1.2. | Project |
|  | Criteria |
|  | 1.1. | Learner creates required project documents for planning phase of the project |
|  | 1.2. | Learner refines scope and cost estimates based on the inputs from project team members |
|  | 1.3. | Learner completes all required documents for the planning phase with 75% accuracy |
|  | Learning Objectives |
|  | 1.a. | Create project plan |
|  | 1.b. | Create resource plan for the project |
|  | 1.c. | Estimate budget for the project |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review project planning phases activities and templates based on the reading assigned by instructor |
|  | Learning Materials |
|  | Project Planning Phase activities and templates | <http://www.method123.com/project-planning-phase.php> |
| 2. | Review the reading assigned by instructor and participate in the group discussion |
|  | Learning Materials |
|  | Best practices for project planning | http://www.techrepublic.com/blog/10-things/10-best-practices-for-successful-project-management/ |
| 3. | Participate in the group discussion. |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Complete Project 2: Prepare for IT Certification Exam |
|  | Teaching Notes |
|  | See PAT (Performance Assessment Task). |
| 2. | Complete Quiz: Key deliverables of the project planning phase. |
|  | Teaching Notes |
|  | Publisher content. |

PAT 2. Project 2: Prepare for IT Certification Exam

Directions

Objective:

As part of this assignment students indentify tasks and resources involved to study and get certified for COMPTIA A+ certification.

Create and submit project paper considering activities and resources listed below:

**Project Initiation:**

- Identify benefits of getting certified

- Identify return on investment for the certification

- List main reasons why you personally would like to get certified

**Project Planning:**

- Identify books required to learn theoretical material to get certified

- Identify hands on exercises that needs to be completed to get certified

- Identify certification preparation exams

- Identify authorized exam providers in Milwaukee.

- Identify costs involved and time commitment required

- Develop personalized approach on how to get certified

**Project Execution**

- Allocate time to complete all planned activities

- Identify risks and issues (time availability, lack of motivation, lack of rationalizing for a need for the exam etc.)

- Plan execution and describe realistic outcomes from your personal execution of this project

**Project Closure**

- If you have completed certification review each step based on

|  |  |
| --- | --- |
|  Environment | Classroom |

Evaluator(s)

Instructor

Target Course Competencies

|  |  |
| --- | --- |
| 1. | Examine the project management lifecycle |
| 2. | Initiate a project |
| 3. | Complete key deliverables of the project planning phase |
| 4. | Examine characteristics of successful project execution |

### Scoring

Rating Scale

| Value | Description |
| --- | --- |
| 0 | Work does not meet criterion- Submission has two or more requirements missing, incorrect, or incomplete. |
| 4 | Work is missing, incorrect, or incomplete- Submission has one requirement missing, incorrect, or incomplete. |
| 6 | Work meets criterion adequately- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, or attention to detail. |
| 8 | Work meets criterion minimally- Submission meets the bare minimum requirements of the activity. |
| 10 | Work exceeds criterion- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, and attention to detail. |

Scoring Standard

You must achieve a rating of 6 or more on each criterion to demonstrate competence.

### Scoring Guide

|  | Criteria | Ratings |
| --- | --- | --- |
| 1. | Document meets assignment requirements You produce output file with all required edits, formatting and design work is complete | 10 9 8 7 6 5 4 3 2 1 |
| 2. | Professionalism: Document contains table of content, heading and page numbers. Headings and subheadings are clearly labeled and are reflected in Table of content. Document presents information in a clear way, logical, factual and stays on topic. | 10 9 8 7 6 5 4 3 2 1 |
| 3. | Multimedia: Document includes images and screen captures as required by assignment. Illustrations and pictures use appropriate text wrapping. | 10 9 8 7 6 5 4 3 2 1 |

LP 4. Document major tasks of project risk management process

Overview/Purpose

In this learning plan you explore ways to manage the risk inherent in the project.

Target Competencies

|  |  |
| --- | --- |
| 1. | Manage project risk |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner creates required project documents for planning phase of the project |
|  | 1.2. | Learner identifies current and future possible issues with 75% accuracy |
|  | 1.3. | Learner completes all required documents for risk identification with 75% accuracy |
|  | Learning Objectives |
|  | 1.a. | Contact suppliers to get project estimate |
|  | 1.b. | Create procurement plan and document assumptions |
|  | 1.c. | Create risk plan for the project |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review project Charter for "The Wisconsin Early Childhood Longitudinal Data System Project"* Document risks associated with the project execution
* Participate in the group discussion
* Answer questions asked by instruction
 |
|  | Learning Materials |
|  | Project Charter for "The Wisconsin Early Childhood Longitudinal Data System Project" | <http://dcf.wisconsin.gov/ecac/pdf/10411_eclds_charter.pdf> |
| 2. | Review article on how to identify project risks |
|  | Learning Materials |
|  | Project risk identification for new project managers | <http://www.projecttimes.com/articles/project-risk-identification-for-new-project-manager.html> |
| 3. | Participate in the group discussion. |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Continue Project 1: Plan project execution. |
|  | Teaching Notes |
|  | See PAT (Performance Assessment Task). |
| 2. | Complete Quiz: Project risk management process. |
|  | Teaching Notes |
|  | Publisher content. |

LP 5. List commonly used change request procedures

Overview/Purpose

Even a well-designed project may need project changes.  In this learning plan you will create a project change request.

Target Competencies

|  |  |
| --- | --- |
| 1. | Create a project change request |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner identifies changed scope with 75% accuracy |
|  | 1.2. | Learner performs change management |
|  | 1.3. | Learner completes change management review |
|  | Learning Objectives |
|  | 1.a. | Document change management process on the project |
|  | 1.b. | Create decision log for the project changes |
|  | 1.c. | Create project change request |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Read article as assigned by instructor |
|  | Learning Materials |
|  | Five tips for managing project change requests | <http://www.computerweekly.com/opinion/Five-tips-for-managing-project-change-requests> |
| 2. | Review project change management process |
|  | Learning Materials |
|  | Managing Project Changes | <http://www.projectinsight.net/project-management-basics/managing-changes> |
| 3. | Participate in the group discussion. |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Complete Project 3: "Submit change request for the project." |
|  | Teaching Notes |
|  | See PAT (Performance Assessment Task). |
| 2. | Complete Quiz: Change requests as part of the project. |
|  | Teaching Notes |
|  | Publisher content. |

PAT 3. Project 3: Submit a change request for the project

Directions

**Objective:**

Write a project paper describing project change management process, create a change request template and complete a change request for Project 1.

**Change Description:**

To complete implementation of The Wisconsin Early Childhood Longitudinal Data System Project you have determined that 2 additional software developers would need to be hired. The fastest way is to hire a consultants for the period of 12 month. Typical consulting rate for Java Developer is $110.00/hour.

**Directions:**

- Review typical change management process in the learning plan

- Download change request template form (URL:  http://www.projectmanagementdocs.com/project-documents/change-request.html#axzz3zUThwcD6) and customize it, if needed

- Complete Change request form and submit to instructor for evaluation

Target Course Competencies

|  |  |
| --- | --- |
| 1. | Create a project change request |

Rating Scale

| Value | Description |
| --- | --- |
| 0 | Work does not meet criterion- Submission has two or more requirements missing, incorrect, or incomplete. |
| 4 | Work is missing, incorrect, or incomplete- Submission has one requirement missing, incorrect, or incomplete. |
| 6 | Work meets criterion adequately- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, or attention to detail. |
| 8 | Work meets criterion minimally- Submission meets the bare minimum requirements of the activity. |
| 10 | Work exceeds criterion- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, and attention to detail. |

Scoring Standard

You must achieve a rating of 6 or more on each criterion to demonstrate competence.

### Scoring Guide

|  |  |  |
| --- | --- | --- |
|  | Criteria | Ratings |
| 1. | Document meets assignment requirements You produce output file with all required edits, formatting and design work is complete | 10 9 8 7 6 5 4 3 2 1 |
| 2. | Professionalism: Document contains table of content, heading and page numbers. Headings and subheadings are clearly labeled and are reflected in Table of content. Document presents information in a clear way, logical, factual and stays on topic. | 10 9 8 7 6 5 4 3 2 1 |
| 3. | Multimedia: Document includes images and screen captures as required by assignment. Illustrations and pictures use appropriate text wrapping. | 10 9 8 7 6 5 4 3 2 1 |

LP 6. Describe characteristics of successful project execution

Overview/Purpose

IT project must not only be planned, they must also be executed.  In this learning plan you will examine the characteristics of successful project execution.

Target Competencies

|  |  |
| --- | --- |
| 1. | Examine characteristics of successful project execution |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner completes user acceptance testing on the project with 75% accuracy |
|  | 1.2. | Learner delivers completed solution to the customers |
|  | 1.3. | Learner documents the list of scope tasks that have been delivered |
|  | Learning Objectives |
|  | 1.a. | Identify characteristics of high performing teams |
|  | 1.b. | Compare high performing teams with ineffective project teams |
|  | 1.c. | Identify critical success factors to project success |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review typical methods used for successful project execution |
|  | Learning Materials |
|  | 7 Key Ingredients to Successful Project Execution and Completion | <https://www.comindware.com/blog/tips-and-tricks/7-key-ingredients-successful-project-execution-completion/> |
| 2. | Review successful project execution guide |
|  | Learning Materials |
|  | Successful project execution. A users’ guide  | <http://www.imd.org/uupload/www01/uploads/news/PFM/PDF/pfm_112.pdf> |
| 3. | Read article as assigned by instructor |
|  | Learning Materials |
|  | 4 Keys to Successful Project Collaboration & Execution  | <http://securedocs.mangospring.com/mkt_docs/whitepapers/4KeystoSuccessfulProjectCollaborationAndExecution.pdf> |
| 4. | Participate in the group discussion. |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Continue Project 1: Plan project execution |
|  | Teaching Notes |
|  | See PAT (Performance Assessment Task). |
| 2. | Complete Quiz: Characteristics of successful teams. |
|  | Teaching Notes |
|  | Publisher materials. |

LP 7. List soft skills to effectively manage disagreement when working with others

Overview/Purpose

Employers expect that their employees will possess both the technical and the interpersonal skills necessary to get the job done.  In this learning plan you will learn how to work effectively with colleagues, team members, and project stakeholders.

Target Competencies

|  |  |
| --- | --- |
| 1. | Work effectively with colleagues, team members and project stakeholders |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner demonstrates effective listening skills |
|  | 1.2. | Learner documents meeting minutes with 75% accuracy |
|  | 1.3. | Learner demonstrates effective communication skills |
|  | Learning Objectives |
|  | 1.a. | Communicate effectively with others |
|  | 1.b. | Collaborate with others |
|  | 1.c. | Handle disagreements with others |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review importance of project collaboration. Class participates in the group discussion to share samples of good group collaboration and ineffective collaboration. |
|  | Learning Materials |
|  | 4 Keys to Successful Project Collaboration & Execution  | <http://securedocs.mangospring.com/mkt_docs/whitepapers/4KeystoSuccessfulProjectCollaborationAndExecution.pdf> |
| 2. | Read online materials assigned by instructor |
|  | Learning Materials |
|  | 4 Keys to Successful Project Collaboration & Execution | <http://blog.mangoapps.com/4-keys-to-project-collaboration/> |
| 3. | Participate in the group discussion. |
| 4. | Read article provided by instructor and participate in the group discussion on how to handle disagreement |
|  | Learning Materials |
|  | 10 ways to handle disagreements effectively | http://www.techrepublic.com/blog/10-things/10-ways-to-handle-disagreements-effectively/ |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Begin Project 4: Identify and purchase the equipment and configure network and backups for the medium size business. |
|  | Teaching Notes |
|  | See PAT (Performance Assessment Task). |
| 2. | Complete Quiz: Helpful soft skills to manage disagreement. |
|  | Teaching Notes |
|  | Publisher materials. |

PAT 4. Project 4: Identify and purchase the equipment and configure network and backups for the small business

Directions

**Project Instructions:**

Working in the group identify and purchase the equipment and configure network and backup for the medium size business.

Organization has offices in 3 states and also offices in Paris and Mexico

Students will be working in the different roles on the project collaboratively trying to accomplish the goal and documenting the steps

**Project roles:**

- Business Director (responsible for decision review and approval)

- Project manager (responsible for overall success of the project)

- Business Analyst (responsible for working with stakeholders and creating requirements for the project)

- Network architect (responsible for designing the network and making sure all the components work together)

- Cabling contractor (responsible for installation of cabling)

- Equipment contractor (responsible for installation of the equipment)

- Quality assurance (responsible for validating that all original requirements for the project have been met)

**Project execution:**

- Activity 1: Face to Face Meeting in the classroom:  Project Manager, Business Analyst, Network Architect and Business director meets to discuss project goals

- Activity 2. Face to Face Meeting in the classroom:  Project Manager, Business Analyst and Business director meet to document project requirements

- Activity 3. Face to Face Meeting in the classroom:  Business Analyst meets with Network Architect to review the requirements

- Activity 4. Individual Activity: Network architect designs the implementation. Network architects emails request for proposal to contractors. Network architect gets bids from Equipment Contractor and Cabling Contractor

- Activity 5: Email communication: Cabling contractor estimates the cost of implementation

- Activity 6: Email communication: Equipment contractor estimates the cost of equipment

- Activity 7. Individual Activity: Project manager estimates the cost of the project, based on proposals received and time involvement from other team members

- Activity 8. Quality assurance person reviews all documents created and creates test cases to validate success of the project

- Activity 9: Face to Face Meeting in the classroom:  Entire team meets to discuss lessons learned from the execution.

- Activity 10: Team prepares short presentation and discussed effective communication, work prioritization and best practices from project execution

|  |  |
| --- | --- |
| Environment | Classroom |

Evaluator(s)

Instructor

Target Course Competencies

|  |  |
| --- | --- |
| 1. | Examine the project management lifecycle |
| 2. | Examine characteristics of successful project execution |
| 3. | Work effectively with colleagues, team members and project stakeholders |
| 4. | Demonstrate self-management to prioritize work activities |

### Scoring

Rating Scale

|  |  |
| --- | --- |
| Value | Description |
| 0 | Work does not meet criterion- Submission has two or more requirements missing, incorrect, or incomplete. |
| 4 | Work is missing, incorrect, or incomplete- Submission has one requirement missing, incorrect, or incomplete. |
| 6 | Work meets criterion adequately- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, or attention to detail. |
| 8 | Work meets criterion minimally- Submission meets the bare minimum requirements of the activity. |
| 10 | Work exceeds criterion- Submission meets the requirements adequately; and shows a grasp of the learning, critical thinking skills, and attention to detail. |

Scoring Standard

You must achieve a rating of 6 or more on each criterion to demonstrate competence.

### Scoring Guide

|  |  |  |
| --- | --- | --- |
|  | Criteria | Ratings |
| 1. | Document meets assignment requirements You produce output file with all required edits, formatting and design work is complete | 10 9 8 7 6 5 4 3 2 1 |
| 2. | Professionalism: Document contains table of content, heading and page numbers. Headings and subheadings are clearly labeled and are reflected in Table of content. Document presents information in a clear way, logical, factual and stays on topic. | 10 9 8 7 6 5 4 3 2 1 |
| 3. | Multimedia: Document includes images and screen captures as required by assignment. Illustrations and pictures use appropriate text wrapping. | 10 9 8 7 6 5 4 3 2 1 |

LP 8. Document self management techniques to prioritize work activities

Overview/Purpose

As part of this learning plan students will learn the importance of self management and work prioritization as part of the project execution.

Target Competencies

|  |  |
| --- | --- |
| 1. | Demonstrate self-management to prioritize work activities |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner creates the master list of tasks |
|  | 1.2. | Learner identifies top priority tasks with 100% accuracy  |
|  | 1.3. | Learner classifies tasks based on priority |
|  | Learning Objectives |
|  | 1.a. | Develop task master list |
|  | 1.b. | Determine priority of A-level tasks |
|  | 1.c. | Categorize the rest of tasks |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review how to improve your self management skills |
|  | Learning Materials |
|  | How To Improve Your Self Management Skills | <http://www.accountingweb.com/practice/growth/how-to-improve-your-self-management-skills> |
| 2. | Review article on how to improve your Prioritization skills |
|  | Learning Materials |
|  | 4 Must Know To-Do Lists To Prioritize Tasks | <http://www.briantracy.com/blog/time-management/organizational-skills-to-do-list-prioritize-tasks/> |
| 3. | Participate in the group discussion. |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Complete Project 4: Identify and purchase equipment and configure network and backup for the small business. |
|  | Teaching Notes |
|  | See PAT. |
| 2. | Complete Quiz: Self-management techniques. |
|  | Teaching Notes |
|  | Publisher content. |

LP 9. Evaluate return on investment for the project

Overview/Purpose

A final step in the IT project life cycle is to evaluate the return on investment for the project.  Was the project "worth" it?  In this learning plan you will discover how to evaluate return on investment for an IT project.

Target Competencies

|  |  |
| --- | --- |
| 1. | Evaluate "return on investment" for the project |
|  | Assessment Strategies |
|  | 1.1. | Project |
|  | 1.2. | Quiz |
|  | Criteria |
|  | 1.1. | Learner determines full scope of the project |
|  | 1.2. | Learner estimates resource cost for the project with 100% accuracy |
|  | 1.3. | Learner calculates return on investment for the project |
|  | Learning Objectives |
|  | 1.a. | Identify the full project scope |
|  | 1.b. | Calculate the project resource cost |
|  | 1.c. | Determine the project return on investment |

### Learning Activities

|  |  |
| --- | --- |
| 1. | Review article to learn about Return on Investment for the project |
|  | Learning Materials |
|  | ROI on IT projects: A project manager's friend or foe? | <http://www.techrepublic.com/article/roi-on-it-projects-a-project-managers-friend-or-foe/> |
| 2. | Review article to learn how to calculate return on investment |
|  | Learning Materials |
|  | A review of the basic ROI calculation and its use within IT project proposals | <http://www.axia-consulting.co.uk/html/basic_roi_calculation.html> |
| 3. | Participate in the group discussion. |

### Assessment Activities

|  |  |
| --- | --- |
| 1. | Complete Project 1: Case study of the process enhancement as part of IT Project. |
|  | Teaching Notes |
|  | See PAT. |
| 2. | Complete Quiz: Return on investment for the project. |
|  | Teaching Notes |
|  | Publisher content. |



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