



COM5011

IT Project Management

Project and Reflection

Date for Submission: Please refer to the timetable on ilearn

**(The submission portal on ilearn will close at 14:00 UK time
on the date of submission)**

Page 1 of 14
[2621]

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Template V5



Assignment Brief

As part of the formal assessment for the programme you are required to submit a **IT Project Management** assignment. Please refer to your Student Handbook for full details of the programme assessment scheme and general information on preparing and submitting assignments.

Learning Outcomes:

After completing the module, you should be able to:

1. Understand the philosophies and principles underlying different IT project management approaches,
2. Critically evaluate the approaches with respect to planning, people management, risk management and project delivery
3. Select and apply resource scheduling and allocation techniques, such as Critical Path Method, Work Breakdown Structure and IT project management techniques to deliver a project plan.
4. Reflect on their employability skills such as team-work, people management and time management in the context of project management.

Graduate Attributes

Responsible Global Citizenship: Understand global issues and their place in a globalised economy, ethical decision-making and accountability. Adopt self-awareness, openness and sensitivity to diversity in culture.

All learning outcomes must be met to pass the module.



Guidance

Your assignment should include: a title page containing your student number, the module name, the submission deadline and the exact word count of your submitted document; the appendices if relevant; and a reference list in AU Harvard system(s). You should address all the elements of the assignment task listed below. Please note that tutors will use the assessment criteria set out below in assessing your work.

You must not include your name in your submission because Arden University operates anonymous marking, which means that markers should not be aware of the identity of the student. However, please do not forget to include your STU number.

Maximum word count: 4000 words

Please refer to the full word count policy which can be found in the Student Policies section here: [Arden University | Regulatory Framework](#)

Please note the following:

Students are required to indicate the exact word count on the title page of the assessment.

The word count includes everything in the main body of the assessment (including in text citations and references). The word count excludes **numerical data in tables, figures, diagrams, footnotes, reference list and appendices. ALL other printed words ARE included in the word count.**

Please note that exceeding the word count by over 10% will result in a 10-percentage point deduction.



Assignment Task

BUSINESS CHALLENGE – Jack Ventures Ltd LTD and ITnetics Consultancy Group

Jack Ventures Ltd LTD is a world-leading travel agency that offers discount rates on airline tickets, hotel reservations, car rentals, and overseas wedding packages. Their packages are also sold by the high street travel agents. In order to meet the expectations of travel price-hunters, the Jack Ventures Ltd site currently features the following components:

- A functional web interface to search, book, and advertise trips based on a particular trip requirement
- Back-end systems to manage deals and other business-related data
- An interface for travel agents to fill in their offers

Rapid growth and market expansion strained the company's in-house IT resources, while the need for technology upgrades and new architecture solutions continued increasing. Outsourcing the professional services and allowing the core staff to stay focused on critical projects was the obvious solution. Jack Ventures Ltd wants the below functionality:

- A web application that eliminates the extra cost of developing two separate systems, designed for use by both travel agents and travel price-hunters.
- Support for travel agents who bring in multiple bookings.
- Alternative interfaces for travel agent data management
- Email notifications to travel agents when deal status changes
- Excel report generation, distribution, and filtering, in order to increase data visibility
- Integration with the existing MIS system.
- ◆ **Project Timeline:** The project should be completed in 8 months' duration.
- ◆ **Budget:** £75,000 (Seventy Five Thousand Pounds)

ITnetics Consultancy Group has been chosen for their strong record of successful project delivery using PRINCE2 methodology and working seamlessly with offshore and onshore teams. ITnetics often outsource parts of financial aspects of projects to Dosh Sage Ltd, a firm specialises in integration payment portals.

Below are the stakeholders:

ITnetics Consultancy Group will be providing the below resources:

- Project Manager (Letitia Moon)
- Team Manager (Perry Dot)
- Project Analyst (Eleanor Rudd)
- Analysts (Henry Hawk and Portia Bella)
- Web developer (Marc Antony and Patricia Mari)

Jack Ventures Ltd will provide the below resources;

- Team Manager (Jim Ben)
- Analyst/programmer (Zain Pedro)
- Access to other staff, data, documentations, training and testing



Project Board

- Jack Ventures Ltd Customer Service Manager – Raymond Weils
- Jack Ventures Ltd Executive Director – Ben Opalo
- Jack Ventures Ltd Senior User – Mallam Isa
- ITnetics Ltd Senior Supplier – Yakubu Alfa
- ITnetics Ltd Project Assurance – Pascal Gerrald

Assignment Tasks

NOTE: The assignment MUST be submitted with the headings and sections provided at the end of this document.

SECTION 1: PROJECT PLAN

Task 1 – Business Case and Project Initiation Document

In the context of the case study, you are compiling a report to the Project Board. As a part of this task, you should produce a business case and a Project Initiation Document. The content guidance is provided in the assignment template at the end of this brief.

**(1400 words)
(30 marks)
(LOs: 1 & 4)**

Task 2 – Project Plan

Select and apply IT project management techniques to deliver a project plan for the given case study. Select and apply resource scheduling and allocation techniques, such as Critical Path Analysis and Work Breakdown Structures.

As a part of this task, you will produce:

1. Produce a detailed project plan appropriate phases and detailed activities and clear sequence to the activities with meaningful timelines
2. Demonstrate the application of milestones, checkpoints and relevant constraint and contingencies applied in the plan.
3. Produce Work-Based Structures for each of the deliverables
4. Conduct Critical Path Analysis of the final project plan demonstrating lead and lag times

**(1000 words)
(30 marks)
(LOs: 3 & 4)**



Task 3: Approaches to Project Planning

In the context of the case study, critically evaluate YOUR approaches to planning, people management, risk management and project delivery. Where appropriate, underpin your writing with relevant and valid literature to support your arguments and reflection.

(800 words)
(20 marks)
(LOs: 2 & 4)

SECTION 2: REFLECTION

In the context of the above Case study, reflect on the employability skills and competencies required for IT project management such as teamwork, people management and time management and the extent to which you either have or need to develop these skills. Where appropriate, underpin your writing with relevant and valid literature to support your arguments and reflection.

(800 words)
(20 marks)
(LOs: 4)

End of questions



Formative Feedback

You have the opportunity to submit a designation section to receive formative feedback.

The feedback is designed to help you develop areas of your work and it helps you develop your skills as an independent learner.

If you are a distance learning student, you should submit your work, by email, to your tutor, no later than 2 weeks before the actual submission deadline. If you are a blended learning student, your tutor will give you a deadline for formative feedback and further details.

Formative feedback will not be given to work submitted after the above date or the date specified by your tutor - if a blended learning student.

Referencing Guidance

You **MUST** underpin your analysis and evaluation of the key issues with appropriate and wide ranging academic research and ensure this is referenced using the AU Harvard system(s).

Follow this link to find the referencing guides for your subject: [Arden Library](#)

Submission Guidance

Assignments submitted late will not be accepted and will be marked as a 0% fail.

Your assessment can be submitted as a single Word (MS Word) or PDF file, or, as multiple files.

If you chose to submit multiple files, you must name each document as the question/part you are answering along with your student number ie Q1 Section A STUXXXX. **If you wish to overwrite your submission or one of your submissions, you must ensure that your new submission is named exactly the same as the previous in order for the system to overwrite it.**

You must ensure that the submitted assignment is all your own work and that all sources used are correctly attributed. Penalties apply to assignments which show evidence of academic unfair practice. (See the Student Handbook which is available on the A-Z key information on iLearn.)



Assessment Criteria (Learning objectives covered – all.

<p>Level 5 reflects the continuing development in knowledge, understanding and skills from Level 4. At Level 5, students are not expected to be fully autonomous but are able to take responsibility for their own learning with appropriate guidance and direction. Students are expected to further develop their theoretical knowledge within a more intellectual context and to demonstrate this through more complex forms of expression which move beyond the descriptive or imitative domain. Students are expected to demonstrate skills of analysis in both problem-solving and resolution.</p>		
Grade	Mark Bands	Generic Assessment Criteria
First (1)	80%+	An outstanding information base exploring and analysing the discipline, its theory and any associated ethical considerations. There is sophisticated use and management of learning resources, and a high degree of autonomy is demonstrated. Writing is outstandingly well structured and accurately referenced throughout. Where appropriate, outstanding professional skills are demonstrated. The work is original and with some additional effort could be considered for internal publication.
	70-79%	An excellent knowledge base within which the discipline is explored and analysed. There is a degree of originality in the approach. The work demonstrates confidence and autonomy and extends to consider ethical issues. Learning resources have been managed confidently. Writing is exceptionally well structured and accurately referenced throughout. Where appropriate, an excellent level of professional skills is demonstrated, and the work demonstrates a high level of intellectual and academic skills.
Upper second (2:1)	60-69%	A very good knowledge base which explores and analyses the discipline, its theory, and any associated ethical issues. There is evidence of some originality and independence of thought. A very good range of learning resources underpin the work and there is evidence of growing confidence and self-direction. The work demonstrates the ability to analyse the subject and apply theory with good academic and intellectual skills. Academic writing skills are very good, expression is accurate overall, and the work is consistently referenced throughout.
Lower second (2:2)	50-59%	A good understanding of the discipline which begins to analyse the subject and apply some underpinning theory. There may be reference to some of the ethical considerations. The work shows a sound level of competence in managing basic sources and materials. Academic writing skills are good and accurate overall, and the work is planned and structured with some thought. Professional skills are good (where appropriate). The work lacks original thought, but academic and intellectual skills are moving into the critical domain. The work is referenced throughout.
Third (3)	40-49%	Satisfactory level of performance in which there are some omissions in understanding the subject, its underpinning theory, and ethical considerations. There is little evidence of independent thought, and the work shows a basic use of sources and materials.



		Academic and intellectual skills are limited. The work may lack structure overall. There are some difficulties in developing professional skills (where appropriate). There is an attempt to reference the work.
Marginal Fail	30-39%	A limited piece of work in which there are clear gaps in understanding the subject, its underpinning theory, and ethical considerations. The work shows a limited use of sources and materials. Academic and professional skills are weak and there are errors in expression and the work may lack structure overall. There are difficulties in developing professional skills (where appropriate). The work lacks original thought and is largely imitative.
Clear fail	29% and Below	A poor performance in which there are substantial gaps in knowledge and understanding, underpinning theory and ethical considerations. The work shows little evidence in the use of appropriate sources and materials. Academic writing skills are very weak and there are numerous errors in expression. The work lacks structure overall. Professional skills (where appropriate) are not developed. The work is imitative.



Assessment Task	Upper first (80%+)	Lower First (70-79%)	Upper Second (60-69%)	Lower Second (50-59%)	Third (40-49%)	Marginal Fail (30-39%)	Fail (29% and below)
<p>Task 1 – Business case & PID (30 marks /15 marks each)</p>	<p>An outstanding and professionally compelling Business Case and Project Initiation Document (PID) are presented within the context of the business case, showcasing a profound understanding of the issue, along with a comprehensive exploration of its depth and breadth. The document not only outlines realistic alternatives but also provides well-justified recommendations. The PID is remarkably thorough, surpassing expectations by offering in-depth considerations across all sections.</p> <p>The presentation is exceptional, with no proofreading errors. It adopts a fluent, logical, and engaging style that employs a highly sophisticated use of pertinent Project Management (PM) terminology. The document features exemplary referencing and leverages a knowledge base that is not only highly</p>	<p>The Business Case and Project Initiation Document (PID) within the context of the case study exemplify an excellent level of understanding of the problem, delving into realistic options and providing recommendations supported by valid justifications. The contents of the PID showcase a professional and logically applied use of project management techniques and terminology.</p> <p>The presentation is proficient, featuring a highly sophisticated utilization of Project Management (PM) terminology and is executed with precision, devoid of proofreading errors. Additionally, an excellent command of referencing is evident, coupled with a judicious use of a knowledge base that is both appropriate and pertinent to the subject matter.</p>	<p>The business case and Project Initiation Document (PID) are presented very well, utilizing appropriate Project Management (PM) terminology and showcasing a thorough insight into the business problem. The documentation explores realistic options and provides well-justified recommendations. Within the PID contents, a professional and logical application of project management techniques is evident.</p> <p>Minor proofreading errors are noted. However, the understanding of referencing is very well demonstrated, incorporating a knowledge base that is both appropriate and relevant. Some minor errors are observed in the application of</p>	<p>The presentation of the business case and Project Initiation Document (PID) is good, employing appropriate Project Management (PM) terminology, albeit with some areas lacking clarity, depth, or relevance.</p> <p>Notably, there are some proofreading errors identified. Additionally, minor discrepancies are noted in the application of Harvard referencing. Overall content is not covered in-depth with most aspects providing just enough information to demonstrate basic knowledge of principles and concepts of PM</p>	<p>The business case and Project Initiation Document (PID) exhibit a level of comprehension and certain elements of independent thought, incorporating the application of relevant Project Management (PM) terminology. However, it is noteworthy that there is a significant deficiency in terms of clarity, depth, and relevance in certain aspects.</p> <p>Major proofreading errors are evident, and there is a limited application of Harvard referencing observed in the documentation. Overall, it is evident that content lacks dept.</p>	<p>A limited effort in presenting the business case and PID that shows limited understanding, independent thought or application of knowledge regards to PM. Few omissions and errors lacking in clarity, depth and relevance and major proofreading errors and limited application of Harvard referencing that is below a pass standard.</p>	<p>The business case and PID that has many errors and omissions, and lacking understanding, independent thought and application of knowledge regards to PM. Has major proofreading errors and no application of Harvard referencing that is below a pass standard.</p>



	appropriate but also exceptionally relevant.		Harvard referencing.					
Task 2 – Project plan (30 marks)	An outstanding and professionally presented project plan within a project management software, incorporating resources and thorough critical path analysis, sets realistic targets with comprehensive justification. Meticulous planning is evident in addressing checkpoints, constraints, and contingencies, alongside the accurate production of a comprehensive Work Breakdown Structure (WBS) for all deliverables	Proficiently presented in a suitable software, the project plan demonstrates independent thought with excellent critical path analysis, showcasing meaningful chronological milestones and resource application. The planning exhibits excellence in considering checkpoints, constraints, and contingencies, and the WBS is proficiently produced for all deliverables without errors.	A very good project plan is presented using suitable software, featuring a detailed critical plan analysis that reflects a particularly strong understanding of chronology through the application of relevant milestones with meaningful durations. The planning considerations exhibit a very good approach to checkpoints, constraints, and contingencies, with error-free presentation and accurate WBS for all deliverables.	A good project plan is showcased using suitable software, incorporating a critical plan analysis that demonstrates a commendable understanding of chronology through the application of relevant milestones and meaningful durations. The planning considerations show a good approach to checkpoints, constraints, and contingencies, with some minor errors or areas requiring improvement.	The produced project plan meets project requirements appropriately, featuring a limited critical plan analysis demonstrating some understanding of chronology through the application of limited milestones and durations. Planning considerations are evident regarding checkpoints, constraints, and contingencies, but many elements have major errors or require significant improvement.	An insufficient project plan is provided with significant omissions of activities/phases, time, resources, and constraints. Less than 50% of meaningful project management activities are identified, and the WBS for only a few deliverables is provided with some major errors in content. The work falls below a pass standard.	None or an insufficient schedule of project activities/tasks is provided with little consideration for timescale and resource allocation. Limited or no evidence of planning is presented, and the WBS is either missing or lacks significant deliverables. The work produced falls below a pass standard.	
Task 3 – Critical evaluation (20 marks)	Comprehensive evaluation of planning, people management, risk management and project delivery, with clear justification	Excellent evaluation of planning, people management, risk management and project delivery, with clear justification	A very good evaluation of planning, people management, risk management and project delivery,	A good evaluation of planning, people management, risk management and project	A basic evaluation for planning, people management, including risk management and project delivery with	Some aspects of evaluation are not covered fully or are missing for planning, project delivery and/or	Comparison has been provided rather than evaluation for planning, project delivery and people management without	

	demonstrating exceptional level of understanding and insight into PM approaches and their appropriate application. Exceptional presentation with no proofreading errors, employing suitable PM terminology. Where appropriate, Exemplary application of referencing and Harvard system.	demonstrating excellent level of understanding and insight into PM approaches and their appropriate application. Excellent presentation with no proofreading errors, employing suitable PM terminology. Where appropriate, an excellent application of referencing and Harvard system.	with some justification demonstrating particularly good level of understanding and insight into PM approaches and their appropriate application. A very good presentation with minor proofreading errors, employing suitable PM terminology. Where appropriate, a particularly good application of referencing and Harvard system.	delivery, with some justification demonstrating good level of understanding and insight into PM approaches and their appropriate application, however, some scope for further improvement. A good presentation with minor proofreading errors, employing PM terminology. Where appropriate, a very good application of referencing and Harvard system.	minimal justification in the context of the case study. Some suitable evaluation measures are utilised. Major errors in presentation and proof reading and referencing shows basic understanding.	people management and/or is not in the context of the case study. Major errors in presentation and proof reading. The work produced is below a pass standard.	the context of the case study. Major omissions in work submitted and key aspects are missing. The work produced is below a pass standard.
Task 4 – Reflection (20 marks)	An exemplary critical reflection considering all dimensions of the PM in the context of case study that encompasses team-work, people management and time management skills. The account provides exceptional and independent thought and synthesis towards	A comprehensive reflection considering all dimensions of the PM in the context of case study that encompasses team-work, people management and time management skills. The account provides excellent and independent thought	A very good reflection in the context of case study for team-work, people management and time management skills. The account provides independent thought and	A good reflective account in the context of the case study taking into consideration the team-work, people management and time management skills, however,	A reflective account in the context of the case study taking into consideration the team-work, people management and time management skills, however, requiring considerable	Although some reflection is provided, it does not refer to the context of case study. Some parts of team-work, people management and/or time management skills have not	Review has been provided rather than reflection. Multiple areas of teamwork, people management and/or time management skills have been missed. No references provided. The work produced is below a pass standard.



	<p>planning and experiential learning.</p> <p>Exceptionally presented with no proofreading errors and in a fluent, logical and engaging style that employs a highly sophisticated use of the appropriate terminology for PM. Where appropriate, an exemplary referencing and use of a knowledge base that is highly appropriate and relevant.</p>	<p>and synthesis towards planning and experiential learning.</p> <p>An excellent presentation with no proofreading errors and in a fluent, logical and engaging style that employs a sophisticated use of the appropriate terminology for PM. Where appropriate, an excellent referencing and use of a knowledge base that is highly appropriate and relevant.</p>	<p>synthesis towards planning and experiential learning.</p> <p>A very good presentation with no proofreading errors and in a fluent, logical and engaging style that employs a highly sophisticated use of the appropriate terminology for PM. Where appropriate, a very good referencing and use of a knowledge base that is highly appropriate and relevant.</p>	<p>requiring further improvement in depth and clarity.</p> <p>A good presentation with minor proofreading errors or referencing errors. The reflection is logical and engaging style that employs a good use of the some appropriate terminology for PM. Where appropriate, a good referencing and use of a knowledge base that is appropriate and relevant.</p>	<p>improvement in depth and clarity.</p> <p>Major errors in presentation, proof reading or referencing.</p>	<p>been covered sufficiently. Major errors in presentation and proof reading and little or no reference. The work produced is below a pass standard.</p>	
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Assignment template

A REPORT ON PROJECT MANAGEMENT AND REFLECTION

Section1 – PROJECT PLAN

TASK 1 -A Business Case



- 1.1 A brief rationale for the project
- 1.2 Summary of benefits
- 1.3 Current Problem, Proposed solution and alternatives available
- 1.4 Cost/Benefit analysis

TASK 1B - Project Initiation Document

- B.1 Purpose of PID
- B.2 Case Study Background
- B.3 Project Objectives
- B.4 Project Management Structure and Role Descriptions
- B.5 Constraints
- B.6 Assumptions
- B.7 Interfaces
- B.8 Project approach
- B.9 Scope
- B.10 Quality Criteria
- B.11 Risk management approach
- B.12 Communication strategy
- B.13 Project Controls

TASK 2 - Project Plan

- 2.1 Project Plan
- 2.2 Work Based Structure
- 2.3 Critical Path Analysis

TASK 3 - Approaches to Project

Section 2 – REFLECTION

REFERENCES