



American University of Armenia Extension Program

IT Project Management Training

COURSE OUTLINE

The main target of the course is establishing clear understanding of the theoretical and practical part of IT project management. The course will be based on practical examples of problem solving with full theoretical background for better understanding of strategic project management component based on PRINC2 and PMI standards. Additionally it includes full review of Project management tools such as MS Project. Course includes special week long assignment especially targeted for practical usage of MS Project. The teaching strategies of this course are based on following points:

- **eLearning:** All courses will be copied to eLearning system where all students will have full access for any kind of materials, plus all recommended literature will be provided to students in digital version on web-site. All assignments will be detailed discussed on forums for each topic.
- **PM tools:** During the course the trainer will introduce students to MS Project software with detailed overview of functionalities of that tool. This will help students to practice scheduling with MS Project and finish assignment. Additionally will be offered to research other pm tools to be much advanced in practical scheduling of IT projects.
- **Experience sharing:** The most important responsibility of the students will be the presentation of real cases and sharing own experience of problem solving and PM decision making in their organizations.
- **Documents:** Additionally all students will get templates and forms for practical management of IT projects developed by Project Management Institutes. The Trainer will customize each form and template for some general business cases presented by students.
- **Handouts in advance:** Everyone will get handouts by registration just to be able to read it in advance.

TARGET AUDIENCE

- People with little or no experience of project management
- People who are intending to start managing projects soon
- People who need to learn project management skills relatively quickly
- People who need to know how to effectively manage current projects
- People who need to improve current projects and lower risks

INTENDED LEARNING OUTCOMES:

Upon successful completion of this course, students will be able to:

- Assess the factors contributing to success and failure in IT project management;
- Critically evaluate a range of project management concepts and methodologies based on real experience and practical business cases.
- Get practical skills for Scheduling and planning for IT projects.
- Appraise the importance of managing a team of people to the effective progress of project.
- Debate the risks involved in IT project management. Be able to use the risk management tools and methods.
- Build strong controlled environment for better configuration management, quality controlling and team management.
- Use PRINCE2 and PMI project management models in large and middle size projects.

DURATION:

Total of 30 hours – conducted over Three Weeks (14 Lessons of 2 hours and One Examination Session)

MAXIMUM CLASS SIZE: 25

FEE: 120 000 AMD (including VAT)

REQUIREMENTS:

Participants should be fluent in English as all materials and lessons will be provided in English.

START DATES:

First offering of this Training in 2007 will be from **October 8, 2007** for three weeks

Second offering of this Training in 2007 will be held from **November 26, 2007** for three weeks

Lessons will be **either** from 14:00 to 16:00 **or** from 18:30 to 20:30 – depending on popularity of the time slot

REGISTRATION DEADLINES:

For the first offering – October 04, 2007

For the second offering – November 22, 2007

REGISTRATION:

Please bring your completed application form, your passport and one photograph (3x4cm) to Extension Office. You will be asked to pay the tuition at AUA Cashier's Office - 5th floor, room 59, open hours - 10:00-16:00, Monday-Friday (13:00-13:45 lunch).

CERTIFICATE

Students will receive a **Certificate of Course Completion** based on their attendance level and exam result.

SYLLABUS OUTLINE

<i>First week</i>	<i>Second week</i>	<i>Third week</i>
<ol style="list-style-type: none">1. Introduction & definition, getting started.<ol style="list-style-type: none">a. Definitionsb. Main activitiesc. Start up and feasibility studyd. Creation PID document2. Project planning, life cycles and approaches to project management<ol style="list-style-type: none">a. Project Initiation planningb. Project Quality and Communication planc. Agile development3. Scheduling (Assignment for next week)<ol style="list-style-type: none">a. Defining and identifying activitiesb. Network models and critical pathc. GANTT charts4. Estimation inc. budgeting & metrics<ol style="list-style-type: none">a. Methods and techniques, including metrics (PMBOK classification)b. Function pointsc. Constructive Cost Model (COCOMO)d. Resource allocation and setting budgets5. Risk Management<ol style="list-style-type: none">a. Risk tablesb. Risk identificationc. Risk projectiond. Risk evaluation and full control	<ol style="list-style-type: none">6. Control and change, including configuration management.<ol style="list-style-type: none">a. Detecting Changeb. Change control techniquesc. Status reportsd. Configuration management for IT7. Contractual and commercial issues<ol style="list-style-type: none">a. Contracting (SLA)b. Procurement planning (by PMBOK)c. Evaluation and Negotiationd. Outsourcing8. Quality, inc ISO 9000<ol style="list-style-type: none">a. Quality planningb. Quality assurancec. Quality controld. Quality systems (ISO 9000)9. PM Teamwork, including organisational politics<ol style="list-style-type: none">a. Team establishingb. Team building (Special trainings and techniques)c. Dealing with problemsd. Conflict solvinge. Meetings10. People management, including legal and ethical issues. (End of Assignment)<ol style="list-style-type: none">a. Motivation of staffb. Motivation killers	<ol style="list-style-type: none">11. PM Communications<ol style="list-style-type: none">a. Communication processb. Communication planc. Negotiation12. PRINCE2 full review13. PM body of knowledge by PMI Standards14. Project reviews and issues of success and failure<ol style="list-style-type: none">a. Project Closureb. Project review and process improvementc. Outcomes15. Exam

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