Unit 2 discussion

**Brief Description and Project Goals**

Not long ago, I was part of a team that was contracted by a local park, “Springs Amusement Park” to transform and enhance the capability of their information system infrastructure increasing informational needs which included customer relations management. With respect to this, the main goal of the project was to meet the company’s increasing informational needs with regard to operations and customer relations management (Schwalbe, 2014). Besides this, we were also tasked to teach a team from Springs Amusement Park on how to manage and undertake regular updates on the information system.

As an assistant consultant, I was tasked by my team the role of coaching the team from the client. Role deliverables included; ensuring that they were adequately briefed on emerging information systems issues.

**Defining of the Project Scope**

To ensure that the project was completed in time and within the budget allocated, the implementation process was broken down into several activities (Saladis, & Kerzne, 2011). The first activity involved familiarization with the team from our client, the second activity involved checking on the information system in place with view of coming up with recommendations, the third activity involved briefing the team from the client as we were to work together as way of impacting them with necessary knowledge and skills. Last but not least, delivering the project to the client after a period of three months.

**Listing of Deliverable from the Project**

**Activity** **Duration**

Familiarization with Client Team 1 Week

Checking State of System in Place 1 Week

Briefing and Coaching Client Team 2 Weeks

Project Implementation 6 Weeks

Handing of Project to Client 1 Week

**Total Duration 3 Months**

Some of the critical activities that our team carried included system testing, installation of required system updates, documentation, and training and support activities.

**Relations among Members**

For effective project delivery, members in a team must have a shared purpose. With respect to this, our core purpose was to deliver and hand the project to the client within three months. As way of preparing to work with a client team, whose organizational culture was different from ours, we trained beforehand on how to exhibit emotional intelligence. This was important as the team were going to work with was largely inexperienced. Apart from this, everyone in our team was required to exhibit leadership qualities and sense of maturity. All cases of conflict were to be solved amicably and those serious cases referred to the group leader for settlement (Saladis, & Kerzne, 2011). Last but not least, communication was identified as an important tool for effective delivery of the project goals.

As indicated earlier, the first activity that was undertaken at the start of the project was familiarization with the client team members. This was important to so as to create rapport within the team. To this effect, I was to attest the fact that the bonding process proved extremely useful during the project implementation as team members were able to identify challenges and address them in a peaceful manner. All cases of disputes were referred to team leaders and those serious one to the client for disciplinary action.

References

Saladis, F. P., & Kerzne, H. (2011). Bringing the PMBOK Guide to Life: A Companion for the Practicing Project Manager. New Jersey: John Wiley & Sons Publishers.

Schwalbe, K. (2014). Information Technology Project Management, Revised. Boston: Cengage Publishers.