The successful delivery of large projects depends on many critical success factors. In this course, three of these factors are considered: stakeholder management, risk and issue management and project governance. Software projects are fundamentally creative human endeavours conceived to achieve certain organizational objectives. Thus, discerning the perceptions, expectations and motivations of two important human stakeholders in a software project – the users and the team – will enable the project manager to govern. Project governance focuses on mechanisms such as proper definition of roles, responsibilities and accountabilities, and aligning business strategy to the understanding the three factors of stakeholder management, risk and issue management and project governance and their relationship to each other will better position the project software projects deliver value to its organization.

NICF – Risks and Governance in Software Projects

For Whom
Analysts, Developers, Project Leaders, Researchers and all who aspire to be Project/Programme Managers, newly appointed Project Managers.

Prerequisites
Knowledge of basic information system concepts, basic project management concepts is beneficial.

Duration
3 days

Venue
STMI@NUS
ICube, Level 3
21 Heng Mui Keng Terrace
Singapore 119613
stmi@nus.edu.sg

Programme Benefits
- Participants will learn a holistic approach to managing large software projects
- Participants will develop insights on managing complex software projects by identifying and focusing on a few key drivers of project success
- Participants will become proficient in making effective and efficient decisions which ensure that today’s ever more complex software projects deliver value to its organization
Dr. Irene Woon graduated with a BBA from the University of Singapore and a MSc and PhD in Computer Science from Aston University, England.

She is currently a Senior Lecturer in the Department of Information Systems, National University of Singapore where she teaches courses in Information Technology Audit and Software Project Management.

Prior to joining NUS, Dr. Woon has worked for many years in various capacities in the software industry, both locally and in Europe.

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**THE CONTEXT OF SOFTWARE PROJECTS**
- Understand the nature of software and its implications on the project manager
- Appreciate the project manager’s function and responsibilities
- The project manager’s role and relationship to other stakeholders

**STAKEHOLDER MANAGEMENT**
- Realize the importance of the human factor in managing projects
- Managing the users, their perceptions and expectations
- Addressing the project team’s perceptions and aspirations

**RISKS AND ISSUES MANAGEMENT**
- Explain the objectives of risk and issue management
- Recognize the relationship between risk and issues management
- Analyze risk management’s life-cycle
- Analyze issues management’s life-cycle

**PROJECT GOVERNANCE**
- Demonstrate the link between Corporate, IT and project governance
- Explain the objectives and importance of project governance
- Appreciate the impact of governance to the project manager
- Examine the roles and elements of project governance
- Scale project governance model to fit the project’s risk profile

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**Learning Outcomes**
At the end of the course, participants will be able to:
- Understand the major causes of project risks
- Appreciate the necessity of the project manager’s function
- Understand users’ behaviors better
- Better motivate the project team
- Recognize the impact of user and team management on project outcome
- Understand how poorly managed risks and issues can derail projects
- Implement a risk and issues management framework
- Value what is good governance
- Realize the impact of governance on projects and the project manager
- Recognize that project governance can reduce project risk
- Implement the appropriate governance model for different risk profiles of projects
- Identify the main causes of internal and external risks and propose solutions to mitigate these