

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
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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 identify and manage the risks and issues that arise from the different objectives of the different stakeholders. Risk and issue management addresses the operational processes concerning how the different stakeholders' risks and issues are identified, tracked and resolved. Central to effective risk and issue management in large projects is good project governance. Project governance focuses on mechanisms such as proper definition of roles, responsibilities and accountabilities, and aligning business strategy to the project objectives, necessary to realize effective decision making in projects. Therefore, 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 manager to make effective and efficient decisions that ensure that the commissioned software projects deliver value to its organization.

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

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

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

Lead Faculty



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.