

# COMMERCE DOT COM SDN BHD (CDC): THE IMPORTANCE AND TRENDING OF IT PROJECT MANAGEMENT

Hong Pei Geok  
Faculty of Engineering  
University Technology Malaysia  
Johor, Malaysia  
honggeok@graduate.utm.my

Nurfarrahin Binti Che Alias  
Faculty of Engineering  
University Technology Malaysia  
Johor, Malaysia  
nurfarrahin@graduate.utm.my

Maizatul Afrina Safiah Binti Saiful  
Azwan  
Faculty of Engineering  
University Technology Malaysia  
Johor, Malaysia  
safiah@graduate.utm.my

Singthai Srisoi  
Faculty of Engineering  
University Technology Malaysia  
Johor, Malaysia  
singthaisrisoi010801@gmail.com

Muhammad Dinie Hazim Bin Azali  
Faculty of Engineering  
University Technology Malaysia  
Johor, Malaysia  
muhammaddiniehazim@graduate.utm.my

***Abstract - In our lives today, projects have played an important role in the industry. Therefore, project management needs to be developed and constantly undergoing changes over time. There are many studies related to project management have been conducted and are still used as a reference until now such as PRINCE2 principles. In this report, we discuss a little about importance of IT project management and trending in IT project management.***

***Keywords—important, trending, IT project management***

## I. INTRODUCTION

Technologies are considered as our daily essentials especially when it comes to business and development. They are used to make things and work easier for people to handle and complete. Therefore, IT project management has been developed in order to achieve these goals. Now what is IT project management? According to Smartsheet, IT project management (ITPM) is defined as the process of managing the organization, plan and the accountability to gain information technology aims. Since the use of IT are mostly in a business or enterprise, the scope of these projects complicated and large scales [1]. For example, the use of artificial intelligence (AI) in ITPM where it acts as a system that can perform daily management and administration of any projects without requiring human input has been interpreted lately like online customer support. Project management AI can also develop understanding of key project performance and this will benefit the company. According to Kashya, the project management landscape is changing along with the evolving tools, technologies to the latest trends and it doesn't show any signs to slow down. She added that the most important trends for 2020 are the expansion of AI and automation, inclusion of hybrid project management approaches, the impact of emotional intelligence (EQ) and focus more on data analytics and numbers [2]. Therefore, by joining this talk about the importance and trends of IT project management, students will be exposed to this knowledge and be able to apply this knowledge in the future.

## II. IMPORTANCE OF IT PROJECT MANAGEMENT

The demand of IT project management has been increasing not only in a company or organization but also

education centre such as university although a student is also involved in a project as he or she study life is counting as a project. Therefore, people require IT project management skill in order to make sure a project successful.

Why IT project management importance? First and foremost, IT project management can help people has clear focus and objectives. As everyone know their tasks in a project and can focus on their parts in order to achieve targets or objectives. When project management is ignored by a team, the scope and objectives can easily get confuse. For example, in 2017, the lack of clear objectives was the most popular cause for project failure [3].

Next, with proper IT project management, people can ensure project is done on time and do not exceed budget. Since every project has specific limit of time and also cost, so it is importance to have a precise management to avoid unnecessary expenses. Project management reduces project time and cost by enhancing efficiency and optimizing resources. For instances, according to PMI, 9.9% of every dollar invested was wasted due to poor project performance—that's \$99 million for every \$1 billion invested in 2018 [4].

In addition, control quality is also one of the importance of IT project management. This is because sometimes teams are under pressure to ensure project complete on time and on budget and this can lead to shoddy work. Thus, a project manager requires to help define their team's quality standards in order for everyone know what should they aims and avoid inequality project. If an organization produces low quality project, this will seriously infect their competitive and also trust from clients [5].

Besides, IT project management help supervises the risks of project in advance. For example, a budget overspend that means person in charge have to find investment or take money from somewhere else. When this type of case happened, teams will know what should they alert and make better decision rather than until it is too late. This is because teams can prepare many plans to solve the problems when happening unexpected accidents.

Mark Langley, the president and CEO of PMI cautions, "If your organization is not good at project management, you're putting too much at risk in terms of ultimately

delivering on strategy.”. From this, we can clearly know that IT project management is very crucial to ensure the output of a project will be good and meet expectation. Figure 1 shows 11 points that explain the importance of IT project management that can make sure a project will success.



Figure 1: The Importance of IT Project management [6]

### III. TRENDING IN IT PROJECT MANAGEMENT

As time goes by, project management has undergone many changes. This is because project management has gone through a phase of progress in the field of technology, tools and trends. So, what are the trending in IT management nowadays? There are seven project management trending at this time.

The first is shifting, globalized gig economy. Gig economy is a job with short term contracts or freelance work as opposed to permanent jobs [7]. The markets and industries today, prefer to hire workers on a contract basis as this can help the people in the company to control the cost management. However, we do not have to worry because in freelance jobs, the pay is good in line with the risks involved in the work and its high expectations. The second is greater focus in data (BiG Data). Before a project is decided, we need to understand what the customer needs. We need to analyse the important of insight in almost all projects. This is where the importance of data in determining decisions because one mistake can result in millions of losses.

Next, automation and artificial intelligence. This will help the project manager in handling a project. Artificial intelligence will not replace your work but it will assist you in saving time and to calculate the best project to take on. The fourth is importance of change management to project success. We need to always stay flexible and adapt with company processes, workflows, and competencies. As a student, this is very important because it can allow us to get a job in the future. The fifth is method melding. This method is needed to ensure that the cost of a project can be reduced as low as possible and the project can be completed on time. Figure 2 shows the phase of industry revolution and focuses on automation and artificial intelligence.

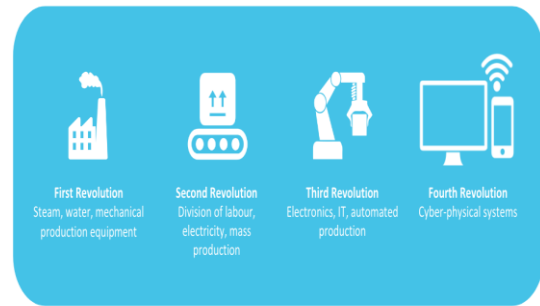


Figure 2: Automation and artificial intelligence [8]

Besides, there is advanced project management tools and solutions. This part involves several things like project planning, communication and collaboration, budgets and deadlines, and progress tracking. Last but not least, there is the impact of emotional intelligence (EQ). EQ is very important because it will determine whether you succeed or not. We can not only have a good IQ but we also need to have a good EQ.

### IV. THE RELEVANT IT CAREERS

Before the era of pandemics, information Technology (IT) is one of the most relevant careers that are in high demand. As we all know, now we are in the era of pandemics which means IT is becoming more relevant due to the limited movement. For most of the organizations and industries, information technologies become so important not only for the big industries but also to the small industries. In these past years, there is an increase in numbers of IT careers and the tools that commonly used in information technology are applied everywhere. As most companies nowadays feel the need to prepare and manage some techniques that are being compared to larger organizations and industries and growth has become very significant for most industries. The organizations can get help from various ways from IT practitioners in implementing innovative initiatives and innovations that can help the companies to grow and to expand until they succeed.

There are so many professional's certifications that can boost the careers of IT and give them a broader option. These can allow the professionals to gain more information and knowledge of different programmes and technologies and also can assist them determine which area to choose. IT experts can give the organizations or companies with strategies that include designing, identifying, project management, coordinating and supervising different task that related to organisation. In order to protect data systems from unauthorized access, usage, modification and so on, the experts may also develop successful IT careers.

In networking, they have option to choose for careers that involve engineering in terms of interaction with systems. Besides that, due to many job functions at the company and the obligation to keep track that can evaluate the end of the result of tasks that need to be done, they can choose to develop IT careers with different organizations.

They can provide assistance to communicate with their customers, clients.

## V. REFLECTION

### A. Hong Pei Geok

My dream with regard to my course which is Bachelor of Computer Science (Data Engineering) is become a professional data engineer. Therefore, I require to master every skill needed in order to achieve my dream. Some of the skills are ability to analyse data, develop a project or system and use programming language.

As a computer science's student, I have the opportunity to join a talk on Importance of IT project management and trend of IT project management. By joining this talk, I have learnt what is actually a project which is include time, cost, risk and so on. I have also learnt IT project management is a need for a successful project. Thus, I know the steps require in order to make sure my project and assignment success by considering various aspects like scope, benefit and risk. Not only that, I can gain basic skill of project management though this talk which is importance when I start my job in industry.

The action I need to improve my potential in industry is learnt to be manage my time properly. As a university student, I have various tasks given by different lecturers and I need to ensure every task done on time and quality. By managing my time, I can know what should I do and focus on that. I also need to improve my communication skill because it is one of the soft skills require in industry. Thus, I will try to communication with my teammate and also lecturer to enhance my skill.

### B. Maizatul Afrina Safiah Binti Saiful Azwan

My goal from this course which is Bachelor of Computer Science (Data Engineering) is to be a great data engineer that can help other people that requires me to master all the skills. From the industrial talk, my perspective about career in IT become wider than before. Besides that, IT project management is so important in the future and it can help all the works and tasks become easier and smoother. This can really help any company or organizations to improve their business. Moreover, not only that but in this industrial talk, it also told me that in the future there are lots of career in IT that are relevant. I need to improve my soft skills and other skills so that I can achieve my dream to be a great data engineer.

### C. Muhammad Dinie Hazim Bin Azali

My goal for this course is of course I want to learn something that can help me to be a good data engineer and be able to meet the needs of the market in the future. This industrial talk has taught me about how difficult it is to put myself in the industry and the things I need to learn before entering the careers life. The improvement that I need to improve are my communication skills and my other soft skills so that I can compete in the industry.

### D. Nurfarrahin Binti Che Alias

By joining this talk, I have learnt many new things and gain lots of information regarding IT project management. All I know is technologies will be very important in the future. Therefore, I must prepare myself with sufficient knowledge about the technologies to apply them later. This talk also shows me that IT project management will become a big thing once I graduated. The improvement that I should make is prepare myself better and always be ready to serve and cooperate with technologies in order to have an efficient work.

### E. SINGTHAI SRISOI

IT project management is a very important part in any activities. With a good management, an activity can proceed smoothly and many unexpected cost can be save. This assignment increased my knowledge about project management. Before this, I was the type of people who never think before I jump and I reap what I sow by making many mistakes. After this, I will think deeply before I do anything, and make a good plan for it.

## VI. FIGURES AND TABLES

Figure 3 indicate the model of IT project success from a management perspective success dimensions and corresponding success criteria.



Figure 3: The model of IT project [9]

Figure 4 explain about the statistics of the primary causes of projects failures. It shown us what are the reasons for an organization to fail in projects that they were handling.



Figure 4: Statistics of causes of project failure [10]

## VII. ACKNOWLEDGEMENT

IT project management is very important. Its necessity cannot be overstated. A good project manager considers the big picture and sets realistic and achievable goals, budgets, and timelines. In a condition of lacking a very careful management, a project can quickly get out of plan before it starts. A good project manager should have a wide network connection with other people. This will convenient them to set a realistic goals, budget, and timelines. With the great communicates with other stakeholder, they will be having more understanding about the strategic and business objectives. The project manager should also do research to make an outline of a project plan. This process involves cost estimation, resource management, and risk assessment [11].

Other than that, project management can also clarify the objective of the project. A common mistake that a team will make when it comes to project management is a muddled project objective. The unclear focus and objective can lead to many unexpected incidents like missed deadlines, overspending, and scope creep.

A good project management should also keep align with business strategy. Mark Langley, the president and CEO of PMI cautions, "If your organization is not good at project management, you're putting too much at risk in terms of ultimately delivering on strategy." In other words, project management is a driver of organizational strategy. So, if you aren't applying it to your initiatives, you are missing a crucial opportunity to grow.

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