

# Industrial Talk 2: Commerce Dot Com Sdn Bhd (CDC)

## *The Importance and Trending of IT Project Management*

*Submitted for Dr Aryati binti Bakri (SECP1513) - Section 03*

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**Abstract**— Project management is the key element for the success of a company to recognizes possible risks in order to provide effective solutions. This study aims to understand the importance and trending of IT (Information Technology) project management by discussing the popularly used method such as Prince 2, project processes and project tailoring that organizations have to implement to align projects with business strategy, oversee the planning and execution of a project in order to ensure the project's goals and milestones is aligned. Furthermore, Commerce Dot Com Sdn Bhd also shared the 7 aspects of project management that are still developing. Generally, this industrial talk led to a better insight for student's future projects management for their future IT career.

### I. INTRODUCTION

On the first day of December 2020, Technology of Information Systems (SECP1513), Universiti Teknologi Malaysia (UTM) School of Computing organized an industrial talk titled "The Importance and Trending of IT Project Management". Embracing the Education 4.0, this talk was conducted virtually via Cisco Webex application and was moderated by Dr Goh Eg Su, a senior lecturer from UTM's School of Computing. The invited speaker, currently the Head of Project Management Office Commerce Dot Com Sdn Bhd, Mr. Mohd Khairul Reeza bin Ruslan is a 22 years-experienced IT project manager and obtained his professional certificate in Management of Portfolio and Projects in Control Environment. Moreover, he achieved professional experiences in Capability Maturity Model Integration (CMMI) Level 5 and Project Management Professional. Previously, he was employed by Euronet Worldwide, Bank Muamalat, The Malaysian Insurance Institute and Gates IT Solution Sdn Bhd. His largest single project was RM52 million worth for Permodalan Nasional Berhad (PNB) as the Project Director making him undoubtedly very successful in his field and career line.

### II. IMPORTANCE OF IT PROJECT MANAGEMENT

#### A. Project management

Project management is an application of procedures, techniques, expertise, information and experience to meet particular project goals in compliance with project approval requirements under accepted parameters. The final

deliverables in project management are limited to a limited timeline and budget.

Prince 2 is a famous project management methodology which commonly used in numerous countries. It is a process-based methodology that emphasizes on coordination and control across the whole project from start to finish. Prince means projects in control environments while 2 indicates latest version.

There are a total of 7 principles in Prince 2 which is learn from experience, manage by stages, manage by exception, focus on product, defined roles and responsibilities, continued business justification and tailoring to suit the project environment.

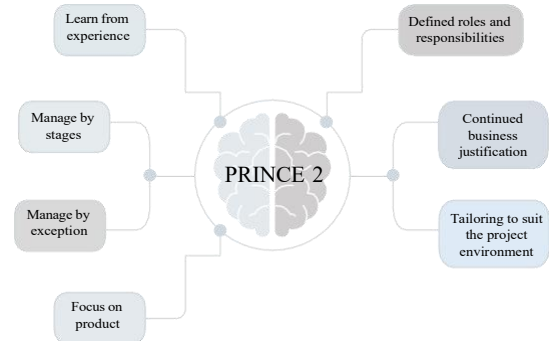


Fig. 1. Prince 2 Project Management Methodology

TABLE I. PRINCE 2 METHODOLOGY EXPLANATION

Learn from experience	Lessons are sought and collected at any stage of the prince 2 process and later used to enhance future work.
Manage by stages	Projects are split into individual stages of work, with frequent evaluations to document lessons learned and ensure that the project is already on track to fulfill the specifications.
Manage by exception	The project leader has the right to get the project back on schedule whether it's running late or over budget. But where problems emerge that would have an effect on the specifications laid out, that is an "exception" and the project board agrees on the best way forward.
Focus on product	Deliverables are continuously tested towards specifications by the use of a quality ledger.
Defined roles and responsibilities	All should know what they're really responsible for and what their partners are required to do.
Continued business justification	Each plan must have a clear need a specified client, a practical benefit and a comprehensive cost assessment.
Tailoring to suit the project environment	The prince2 system itself should be tailored to fulfill the needs of each project, adjusting the amount of supervision and preparation to suit the scale of the project, the number of individuals included and the delegation of job packets.

## B. Project Process

TABLE II. PROJECT PROCESS EXPLANATION

Project process	Explanation
Opening	The first opportunity for leader to set tone of the project. Primarily, means the day of enrolment of the project.  This phase will set the expectation for each of the project team member, the opening project might be a bit chaotic, thus the leader and team have to create comfortable situation or emotion with clients.
Initiation/planning	For this phase, project team member will be brainstorming regarding the project to achieve goals. Team members need to find the purpose for the project.  Project leader needs to lay out the project flow to make efficient problem solving. Team members also need to identify required technical needs, develop schedule and set up goals.
Execution	This phase highlights where all the actual works begin, it has to be an efficient work flows, to ensure all the progress of teammates are on the same page since everyone had been given detailed explanations of what the project is all about. The actual project must run smoothly without any issues.
Monitoring and controlling	This phase includes the monitoring and controlling done simultaneously, ensuring the required objectives and project deliverables are met, project manager must ensure the paperwork does not deviates from original plan.
Closing	Reflection must be done in closing phase to emphasizes and highlights the weakness and the strength of each member. This is the effective way to ensure continuous improvement in the future.

## C. Project Tailoring

The process of choosing elements from project process and implement it in projects. Since every project is unique, appropriate process is needed to complete the project. Some of the project either need a few or all of the element of project process, but it depends on specification on what is the value of the project given by the client. Therefore, project teammates must find the most accurate appropriate ways to solve the problems.

## III. TRENDING IN IT PROJECT MANAGEMENT

As we are stepping into the fourth industrial revolution the trends in project management are transitioning to suite the vision of the future. Based on the Importance and Trending of IT Project Management Industrial Talk by Commerce Dot Com Sdn Bhd it is concluded that there are 7 aspects of project management that are developing.

TABLE III. TRENDING IN IT PROJECT MANAGEMENT

Gig Economy	Favouring of short-term contracts or freelance work as opposed to permanent jobs.
Big Data	Allows better understanding of a topic, from analysing data. Provides key insight for any development project.
Artificial intelligence	AI can quickly and efficiently schedule and assign resources in real time to benefit a project.
Changes in Management	Flexibility in an employee is to go for. Adapting and Adjusting a workflow in a short period of time is favoured.
Method Melding	Projects have become unpredictable. Adapting to a new strategy with a good methodology as fast as possible is key.
Tools & Solutions	Tools and solution such as time, communication, budgets, and progress tracking has become more limited but advanced.
Emotional Quotient (EQ)	EQ is preferable in a candidate. EQ shows great potential to make a project successful and has its pros when comes to team exercises.

As shown in the figure above one of the aspects that shows development is the market is shifting towards the gig economy. Employees that prefer the gig economy get into agreements with demanding companies to provide services to these companies which in turn pay a higher wage for an exceptionally good quality of work.

Next, we can see that implementation of big data is taking place. With the usage of big data which we can highlight risks and opportunities which can make a project successful. Companies such as TM is already implementing projects using big data, TM's Workforce Management Allocation Optimization (WMAO) which uses BDA (Big Data Analytics) allows for intelligent workforce management. Usage of Artificial intelligence in project management also is trending. AI is preferred by companies to run a project because it can determine where resources is most efficient when used.

As times are changing employers expect candidates to be more flexible in terms of changes of management or methodology. Because in any time workflow or methodology to a project can change and adapting and adjusting to the following changes is more preferred in a candidate. Now, tools and solutions are getting more efficient and advanced, so employers tend to supply them in low quantities. Therefore, an employee ability to accept the changes is favourable. Lastly, fresh graduates with better ability to control their emotions is preferred due to its gains in a project.

## IV. RELEVANT IT CAREERS

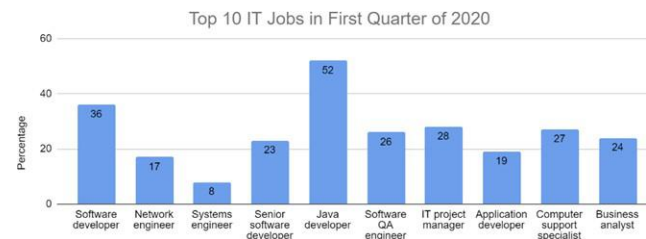


Fig. 2. Top 10 IT Jobs in First Quarter of 2020

According to the Dice jobs report for the first quarter of 2020, the top 10 most in-demand roles that has consistent increases in the number of job postings are Java developer (52%), Software developer (36%), IT project manager (28%), Computer support specialist (27%), Software QA engineer (26%), Business analyst (24%), Senior software developer (23%), Application developer (19%), Network engineer (17%) and Systems engineer (8%). These are some of the relevant IT career today but not necessarily be the same as the we move into fourth industrial revolution.

## V. REFLECTION

### 1) Terence

My goals regarding to the course is I want to be employed in a reputable company with also possess good emotional quotient with the guidance from this course. This industrial talk impacted my views on how to be employed at this time of age, I now know that I need to possess key qualities such as good communication skills, abilities to take risks which is favourable by employers. I need to start being more

involved with my communication skills by attending more programs not to mention I need to learn an extra language and finally I need to start taking more calculated risk which will favour my abilities in the newly shifting gig economy.

#### 2) *Tan Yong Sheng*

My goal and dream regarding this course are to become a professional data engineer because I'm passionate in analysis and interpreting data. In order to use my skills in my future profession, I still want to learn as much knowledge as I can. This talk brings a large impact to my dream as I have learned that how to manage and complete a project by using an alternative way. This talk also enlighten me about importance of valuable characteristics such as communication skills and organizing skills. Lastly, the action that I will do to improve my potential in industry is to my myself more creative in thinking and utilize the knowledge that learnt to skyrocket my career.

#### 3) *Nur Izzah Mardhiah*

Personally, my goal for this particular course is to become a computer literate and be able to use and understand technology advance. I realized that in order to fulfil my goal, I have to understand my syllabus completely and not just memorize them. In this way, I will be able to ace my course with flying color and at the same time, improve myself in computer literacy. This talk from Mr. Khairul has gave me some insights on how project management in resolving real issue is crucial and important. Every process and details have to be clear in order for the progress to be smooth and to avoid mistakes. This makes me realized that I need to normalize myself to manage the flow of my tasks and assignment very clear first, and not just jump into it, even though it is only a small project. When the time where I have to deal with bigger projects comes, I will not feel awkward and blank. I have to improve my management skills in order to be better in industry later. For that, I need to start to plan and allocate my time daily, set-up daily and long-term goals, enroll in programs that requires me to manage such as being a committee member of a club and much more.

#### 4) *Nurarissa Dayana*

Through this course (SECP1513), I aim to master all the structured modules in order to implement the knowledge, soft and hard skills to achieve my career goals and be an expert in the computer science field. This industrial talk allowed me to enhance my knowledge in a more professional level involving my future career. I planned to be committed and ready to accomplish new tasks equally and effectively now that I have learned the key elements and method for project management. Contributing my strength by being resourceful, above all, accepting and overcoming my weaknesses for the purpose of showcasing my potential in the industry and professional world.

#### 5) *Nur Irdina Aliah*

After I watched this industrial talk, I just found that a project also needs detailed process to make it done, all of the explained method for project managements, it blows my mind how efficient the process can be, this talk made me to think out of box on how to solve any problems, during my working and studying time, I hope all the information has been given by the speaker makes me a better employee and student, besides, enhanced my strength and could identify my weakness for improvement in the future.

#### ACKNOWLEDGMENT

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