

CHAPTER 16 MANAGING SERVICE PROJECTS

TEACHING NOTE

With the emphasis on teamwork in organizations, project management skills will be expected of future leaders. Once a project manager has been selected and a team formed, management activities involve planning, scheduling, and controlling. Computer software such as Microsoft Project make these activities easier. Using this software, visual displays such as Gantt charts and PERT charts can be produced and revised with ease. Performing critical path analysis no longer is a tedious process. Project managers are freed to focus on completing the project on time and within budget.

SUPPLEMENTARY MATERIALS

Case: Paymor Shopping Center (Stanford University case)

The owner of a shopping center is preparing for the construction of a tire store on his property. He is interested in learning how long the project will take and what activities could be expedited to complete the construction in 58 days at minimum additional cost.

Software: Microsoft Project

This commercial software program automatically constructs Gantt charts and project network diagrams (both using color to highlight the critical path) based on inputs of project activity times and precedence requirements. Other features include managing resources, workloads, and calendars. Controlling the project cost, scheduling task constraints, and tracking project progress are made easy.

LECTURE OUTLINE

1. The Nature of Project Management

Characteristics of Projects

Project Management Process (Figure 16.1)

Selecting the Project Manager

Building the Project Team

Principles of Effective Project Management

2. Techniques for Project Management

Gantt Project Charts (Figure 16.2)

A Critique of Gantt Charts

Constructing a Project Network (Table 16.1)

Critical Path Method (Figures 16.3, 16.4, 16.5, 16.6, 16.7, and Table 16.2)

Microsoft Project Analysis (Figures 16.8 and 16.9)

3. Resource Constraints (Figures 16.10 and 16.11)

Instructors Manual Im Corp Info Systems

L. Flynn (comp)



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Instructor's Manual Laurette Simmons, Jane Price Laudon, 1998 **Instructors Manual** Barbara McNurlin, 2001-09-25 *InfoWorld*, 1981-11-16 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects *Integrated Safe Driving Information System Development: Catalog of available materials* A. James McKnight, 1979 **Instructors Manual** Laudon, 1999-02-01 **Resources in Education**, 1993-07 *Management Information Systems* James A. O'Brien, George M. Marakas, 2008 The benchmark text for the syllabus organized by technology a week on databases a week on networks a week on systems development etc taught from a managerial perspective O'Brien defines technology and then explains how companies use the technology to improve performance Real world cases finalize the explanation **Advances in Information Systems Development** Gabor Maygar, Gabor Knapp, Wita Wojtkowski, Gregory Wojtkowski, Jože Zupancic, 2007-08-28 Information Systems Development ISD progresses rapidly continually creating new challenges for the professionals involved New concepts approaches and techniques of systems development emerge constantly in this field Progress in ISD comes from research as well as from practice The aim of the Conference is to provide an international forum for the exchange of ideas and experiences between academia and industry and to stimulate exploration of new solutions

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