



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section	Course	Code	Date
Master		(PMG506)	17/05/2021

Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-20 في تمام الساعة ٩ مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- يتم تسليم المشروع في صيغة ملف . pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion ، وأخيراً المراجع References . وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر 1.5 line spacing
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: ~~Eng. Amaal Aburumman~~ **Eng. Dr. Akram M. S. Ali**

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant size and scale. If you do not have an actual project to write about you may complete the project hypothetically.

This report will be between three to six pages in length. This is a significant research project.

Your report must address ~~each~~ **ONE** of the following issues:

1. Identify and describe the purpose, scope, and objectives of the project. **Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
5. Identify project milestones and activities. **Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team. **Display this information using an appropriate tool.**
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. ستكون هذا التقرير من ثلاث إلى ست صفحات.

يجب أن يعالج تقريرك ~~كل~~ **احد** القضايا التالية:

1. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
2. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
3. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
4. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
5. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
6. إنشاء موازنة وربط التكاليف بالمعالم الرئيسية للمشروع.
7. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
8. صف بإيجاز كيف سيتم رصد التقدم.
9. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
10. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
11. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

Managing a sales team in “I.T Distribution Company” in Riyadh. Real case

Introduction

Before I have joined our decent university, I was thinking that the word “Project” is related to construction and electromechanical works only. During the first few lectures I came to know that a project is a temporary endeavor undertake to get unique result, product or service. Since that time, I have decided to implement my newly gained knowledge into my work in Information Technology Business. Where I considered my role as team manager as my first real Project.

In this letter I will:

- Identify and describe the purpose, Scope and objectives of the project.
- Describe how the team is given an outline of the project.
- Briefly describe how the progress is monitored.

Project Purpose, Scope and objectives:

My role as team manager is to lead a team of five techno-commercial people (Abdulrahman, Mirza, Mustafa, John, Shaheed). The members have different technical backgrounds and work experiences. Our company has business relations with six IT vendors to distribute their products and services in Saudi Arabia Market. Those vendors are: Legrand, Unitrends, QNAP, 2CRSI, Seceon and Sophos.

the objective was to manage the team members to achieve the company commercial target that was SAR11,000,000. In the first six months of 2021.

The challenge was to manage the team with different technical background in order to achieve combined target based on different technologies.

Team Structure and responsibilities:

Based on my solid knowledge of technologies we provide and my full understanding of the team members background and capabilities, I have decided to divide the product/responsibility as below:

Team member	Level of experience	Products to handle	Region to act
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AbdulRahman	Expert	Legrand, QNAP	Central region
Mirza	Senior	Sophos	Central region
Mustafa	Junior	2CRSI	Central. Western regions
John	Expert	Sophos	Eastern region
Shaheed	Senior	Sophos	Western region

Once the above structure got approved by the General Manager, I started enablement sessions to the team where I conducted one-to-one physical training to each member to ensure he knows the product/service/solution he is handling very well and ready to present it to any technical client effectively and efficiently, as well as, he knows his commercial target and the needs to achieve.

Team Target:

The team target is set by the company's top management based on different considerations like Vendor request, Product familiarity, service demand and many more. The GM shared the overall target with me and gave me the freedom to divide it among the team members. So, I divided the sales target as below:

Team Member	Target in Saudi Riyal
AbdulRahman	4,000,000
John	4,000,000
Mirza	2,000,000
Shaheed	2,000,000
Mustafa	1,000,000

The target was shared with each team member in February 2021.

Progress Monitoring:

After the target has been shared with and confirmed by each team member, I started to monitor the achievement by:

- I asked every member to provide his plan of activities to achieve the set target.
- Arrange marketing activities with the marketing team to enhance product awareness and help the team to sell easily.

- Conduct weekly one-to-one call with each member to discuss his performance Vs. Target.
- Record the members' achievements by using MS Excel files on weekly bases and share it with the top management weekly.
- Conduct bi-weekly training session to the client to enhance their knowledge of our products and clarify any doubts they have.
- Conduct on demand presentation based on any team member request to help gain new business/project.
- Keep in touch with out clients to makes sure they are satisfied with the level of service provided and solve any dissatisfaction issues.

Result:

Team Achievement reached to 85% in four months only(till med of Ramadan). I expect the team to overachieve the target by 135% by end of the target period (first Half of 2021).

Conclusion:

Sorry for my bad writing skills, however, I am very grateful to our beloved University for the knowledge I gain so far. Personally, I am so happy, my company as well. I am expecting promotion by end of June because of my managerial skills I showed so far. Which was not possible without "Everyone's Smart University".

Reference:

Advanced Project Management course, MPM Program, Everyone's Smart University

Thank you,

Bassem Majbour