

Final Project 1

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Project Template

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The Impact of Change Management on IT Projects Success

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1. Chapter 1: Introduction

1.1. Research Background

This research focuses on the challenges within the Information technology sector and the acceptance of implementing IT projects within the recipients of this change. The resistance to this change, especially in the IT industry is massive, therefore implementing a successful change management approach can increase the success ratio of the implemented change to reach up to 88% as per this [PROSCI](#) article and research which highlights the correlation of Change Management and Project Success.

Mostly IT projects are faced with resistance to the change, whether the Project is not defined enough, Lack of leadership, Lack of Accountability, Inefficient communication , or any other reason as mentioned in this [PROSCI](#) article. Recipients of the change who usually resist this change are usually within their comfort zone and aren't comfortable with leaving it. In this research we will shed some light on this topic and try to explore the best practices in IT change management that are being implemented and their benefits in increasing the success of IT projects.

IT projects are complex; they introduce changes that require deep technical knowledge and prediction of what might happen on a technical perspective or the human perspective. Therefore, there is a need to have a change management approach that is suitable for such projects. An approach that focuses on the technical perspective and the delivery of this perspective to the recipients and gaining their acceptance in a scientific way that can be unified with minimal customization and to be used within the IT project management industry. At this [PROSCI](#) article, there is a discussion on PPT (People, Process & Technology) framework and its Pros and Cons which is of an added value to the research on this topic, but we are still in need of an approach that can cover most of the IT projects

change management as the PPT cannot be used as the only tool in IT projects change management and will require more tools and methodologies.

1.2. Research Problem

The Impact of Change Management on IT Projects Success: A study on the Change management Methodologies and its correlation to IT Project Management.

1.2.1. Theoretical Gaps

While much research has been conducted on Change Management in IT Projects highlighting its importance and role in increasing the success rate of these projects, there is still low implementation and attention to the importance of Change Management in IT Project Management within many organizations.

1.2.2. Practical Gaps

Most well-known Change Management Methodologies such as (ADKAR) aren't tailored to IT Projects which created a gap or the need to tailor a proper IT Projects Change Management approach.

Can we have a change management methodology that is tailored for IT project management?

1.3. Research Significance

1.3.1. At the theoretical level

Regardless of the use of PROSCI's ADKAR model, there are still many gaps in linking it with the complexity of IT Projects within many industries. This study aims to highlight this gap and shed light on the IT Projects challenges and try to bridge these gaps to come up with a deep view of the IT Projects to have an integrated change management methodology that can be beneficial to the IT Projects industry.

1.3.2. At the practical level

This research will provide an insight to the decision makers, IT Project Managers and Change management professionals to help them with implementing the best practices in change management and to tailor these practices based on their needs by:

1. Highlighting the major challenges within IT Projects change acceptance.
2. Providing best practices based on multiple change management methodologies/schools to help in tailoring the most suitable methodology.

1.4. Research Questions

1.5. Research Objectives

1.6. Research Hypotheses

1.7. Research Model

1.8. Research Methodology

1.9. Scope of The Study

1.10. The Suggested Project Structure

2.Chapter 2: Literature Review

2.1. Introduction

Brief introduction for the chapter

2.2. The independent variable

2.3. The dependent variable

2.4. The relationship between the independent and the dependent variables

2.5. Conclusion

References

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