



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section	Course	Code	Date
		Thursday	
		Master	18 / 03 / 2021.

(PMG506)

Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-~~820~~ 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..

Introduction:

Since the middle of the last century, many organizations are using project management approach to bring about the change needed to meet organizational goals and objectives. Around the world, it is difficult to find two project management situations that are the same. This is partly because every project, be it internal or external, offshore or onshore, carried out by an organization is unique, with its own unique set of challenges. Organizations initiate projects with the best of intentions to succeed, but due to complex nature of project activities, and the challenges associated with managing a project restriction or constraints of budget, quality and time are also unique and ever changing. The management of project constraints explains, if not fully, why many projects fail.

Like any other organizational endeavors, projects are part of a wider super-system of an organization and are influenced by both internal and external forces in a super system. Some external forces like government regulations, environmental forces, society, pressure groups, financial markets, labor markets, technology, customer influence, shareholder etc. are very dynamic and much erratic. Internal forces also like changes in operating processes, management style, resources allocation, skills, internal conflicts etc. are becoming more adaptive to the external environment. Hence, managing projects in this mix of dynamic factors requires a lot from project managers and show how easy it is for a project to fail.

In this paper, we will go over the success factors in telecommunication network companies and its equipment procurement, and prioritization of orders. Many projects around the world keep failing, resulting in loss of millions of dollars for organizations. This persisting challenge has led many project management professionals to attempt to identify the critical factors that need to be tackle head-on to produce a successful project management outcome. There exist literatures on critical success factors for specific industry sectors, or specific country situation, and very little empirical research on critical success factors for specific organizational operational unit, like procurement department, network roll – out department etc. In some instances, a few literatures exist on the critical

success factors of a project management on a particular part of the project life cycle, like risk management, planning, etc., but rarely on procurement management.

Literature Review:

This section will review literatures that will provide the understanding and explanation of critical success factors in project management. The literature review will include Project success factors, Critical success factors and Procurement management.

The previous studies have led to assumptions by many project management professionals in many industry sectors that if project and line managers can identify what constitute a project success and the factors that determine a successful outcome of a project, they can improve their performance Erling *et al* (2006). However, identifying those factors that can make a project succeed is difficult and cumbersome. Erling *et al* (2006) stated that there are no clear proof linking a project success factor and actual project success. Again, different industry sectors have their own perception of success, failure, and what factors can be contributed to either.

New technologies are coming up and competing among themselves. The telecommunication industry, which constitutes a big part of the IT industry, is always at the center of these technological changes, however, have to deal with repeated processes of procuring new equipment and materials for their operations. Zhu *et al* (2009) pointed that equipment procurements are frequent and how to optimize procurement decisions to reduce relative costs are critical for their cost strategy and development. Therefore, procurement projects have become a centerpiece of telecommunications projects management.

The dynamic nature of the global business environment, uncertainties in political environments, rapid technological advancements, financial markets instability, budgets and development struggle creates a very difficult scenario for project management professionals to achieve desired outcome when they execute projects. Project management is now more difficult than previously anticipated in all industry sectors, which makes it much difficult and complex to define the term "SUCCESS". According to Salleh (2009), the study of project success or failure and critical success factors is a means of understanding and improving the project management process.

Methodology:

This paper is aimed at identifying the critical success factors for a telecommunication network equipment procurement project management using quantitative statistical method and, a qualitative case study of ZAIN Saudi Arabia. The main resources consist of information gathered from ZAIN website. Other telecommunications company's professionals especially from direct competitors of ZAIN were investigated through their database in the internet for more information.

The study focuses only in network equipment procurement, involving staff of project management, network roll-out, and procurement departments at ZAIN, as well as other key staffs, from transmission, and contract management involved in the network equipment procurement projects. A standard questionnaire was administered/recorded to other respondents via review page.

Results/conclusion:

The objective of this work from the beginning was to identify the factors that are so critical for a project manager know in ZAIN Saudi Arabia while executing a network equipment procurement project. This objective was achieved. Procurement management is an important aspect of project management and ZAIN treats it as such. It is pertinent to mention here that procurement management in ZAIN as well as other telecommunication organizations is treated with top secrecy and used as a tool for competitive advantage. Although, most of the information collected are being posted in their database website and those respondents / reviews were not the most easy part of this work.

Nevertheless, ZAIN Procurement process follows the PMBOK recommendation, of plan, conduct, administer and close procurement. Most of the respondents / reviews are holders of Project management professional qualification (PMP), making it easy for them to understand project management inside out.

Most important of all is the successful identification of some of the most important critical success factors as stated above, which will serve as a guide to project managers in most of telecommunication companies undertaking telecommunication network equipment procurement project and provide a basis for further guidance setup.

Citations:

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- Beldi, A., Cheffi, W., & Dey, P. K. (2010). Managing customer relationship management projects: The case of a large French telecommunications company. *International Journal of Project Management*, 28(4), 339–351.
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