ITT Technical Institute

PM3220

Project Communication and Documentation

Onsite and Online Course

SYLLABUS

Credit hours: 4.5

Contact/Instructional hours: 56 (34 Theory Hours, 22 Lab Hours)

Prerequisite(s) and/or Corequisite(s):

Prerequisite: PM3110 Introduction to Project Management or equivalent

Course Description:

This course explores a variety of project documents, project communications and the management of multiple projects within the same time period. Students will prepare and analyze primary project documents, such as project management plans, requirements documents and baselines, and will study different forms of project communications.

COURSE SUMMARY

COURSE DESCRIPTION

This course explores a variety of project documents, project communications and the management of multiple projects within the same time period. Students will prepare and analyze primary project documents, such as project management plans, requirements documents and baselines, and will study different forms of project communications.

MAJOR INSTRUCTIONAL AREAS

1. Project initiation phase
2. Project planning phase
3. Project execution phase
4. Project closing phase
5. Project communications
6. Project documentation and PMBOK standards

COURSE LEARNING OBJECTIVES

By the end of this course, you should be able to:
1. Prepare appropriate documentation including initiating forms, planning forms, executing forms, monitoring and control forms, and closing forms for successful completion of a project.
2. Demonstrate clear, concise, and appropriate communications in all phases of a project.
3. Analyze the relationship between project documentation and communication and organizational change.
4. Analyze the purpose, audience, and timing of primary documents used in project management.
5. Evaluate the effectiveness and efficiency of project documentation and communication.
6. Demonstrate the ability to organize and manage multiple projects during the same time period.

COURSE OUTLINE

MODULE 1: PROJECT MANAGEMENT AND DOCUMENTATION

COURSE LEARNING OBJECTIVES COVERED

- Prepare appropriate documentation including initiating forms, planning forms, executing forms, monitoring and control forms, and closing forms for successful completion of a project.
- Analyze the purpose, audience, and timing of primary documents used in project management.

TOPICS COVERED

- Introduction to Project Management
- Types of Project Documents
- Audience Analysis
- Project Concept Documentation

MODULE LEARNING ACTIVITIES	GRADED	OUT-OF-CLASS TIME
Reading: Rakos, J., Dhanraj, K., Kennedy, S., Fleck, L., Jackson, S. & Harris, J., Preface, Introduction, and Chapter 1.	No	1.5 hr
Reading: Microsoft Official Academic Course, *Microsoft Project 2013,* Lesson 1.	No	3.5 hr
Lesson: Study the lesson for this module.	No	1.5 hr
Discussion: Participate in the discussion titled "Need for Project Management and Documentation."	Yes	N/A
Lab: Complete the lab titled "Party Planning and Microsoft Project Basics."	Yes	N/A
Project: Read and begin the project.	No	2.5 hr

Total Out-Of-Class Activities: 9 Hours

MODULE 2: INITIATION PHASE

COURSE LEARNING OBJECTIVES COVERED

- Prepare appropriate documentation including initiating forms, planning forms, executing forms, monitoring and control forms, and closing forms for successful completion of a project.
- Demonstrate clear, concise, and appropriate communications in all phases of a project.
- Analyze the purpose, audience, and timing of primary documents used in project management.

TOPICS COVERED

- Executive Summary
- Business Case
- Project Charter
- Project Scope
- Two-Envelope System

MODULE LEARNING ACTIVITIES	GRADED	OUT-OF-CLASS TIME
Reading: Rakos, J., Dhanraj, K., Kennedy, S., Fleck, L., Jackson, S. & Harris, J., Chapters 2, 3, and 4.	No	5.5 hr
Reading: Microsoft Official Academic Course, *Microsoft Project 2013,* Lessons 2, 3, and 4.	No	5 hr
Lesson: Study the lesson for this module.	No	2 hr
Discussion: Participate in the discussion titled "Benefit of a Project Charter and Business Case."	Yes	N/A
Analysis 1: Submit the analysis titled "Project Charter."	Yes	4 hr
Analysis 2: Submit the analysis titled "Evaluation of a Proposal."	Yes	2 hr
Lab: Complete the lab titled "Assigning Resources and Tasks."	Yes	N/A
Project: Continue work on Project Part 1.	No	2 hr

Total Out-Of-Class Activities: 20.5 Hours

MODULE 3: PLANNING PHASE

COURSE LEARNING OBJECTIVES COVERED

- Prepare appropriate documentation including initiating forms, planning forms, executing forms, monitoring and control forms, and closing forms for successful completion of a project.

- Analyze the relationship between project documentation and communication and organizational change.

- Analyze the purpose, audience, and timing of primary documents used in project management.

TOPICS COVERED

- Project Plan
- Communication Plan
- Risk and Quality Management Plan
- Procurement Plan
- Acceptance Test Plan

MODULE LEARNING ACTIVITIES	GRADED	OUT-OF-CLASS TIME
Reading: Rakos, J., Dhanraj, K., Kennedy, S., Fleck, L., Jackson, S. & Harris, J., Chapters 5, 6, 7, 8, 9, and 10.	No	7 hr
Reading: Microsoft Official Academic Course, *Microsoft Project 2013,* Lesson 7.	No	1.5 hr
Lesson: Study the lesson for this module.	No	2 hr
Discussion: Participate in the discussion titled "Procurement Plan."	Yes	N/A
Analysis: Submit the analysis titled "Taking a Trip."	Yes	2.5 hr
Lab: Complete the lab titled "Sorting and Printing."	Yes	N/A
Project: Submit Project Part 1.	Yes	4 hr

Total Out-Of-Class Activities: 17 Hours

MODULE 4: EXECUTION AND CONTROL (PART 1)

COURSE LEARNING OBJECTIVES COVERED

- Prepare appropriate documentation including initiating forms, planning forms, executing forms, monitoring and control forms, and closing forms for successful completion of a project.
- Evaluate the effectiveness and efficiency of project documentation and communication.
- Demonstrate the ability to organize and manage multiple projects during the same time period.

TOPICS COVERED

- Project Meetings
- Project Status Reports
- Risk and Quality Management Reports
- Problem Report and Change Request
- Acceptance Report

MODULE LEARNING ACTIVITIES	GRADED	OUT-OF-CLASS TIME
Reading: Rakos, J., Dhanraj, K., Kennedy, S., Fleck, L., Jackson, S. & Harris, J., Chapters 11, 12, 13, 14, and 15.	No	4 hr
Reading: Microsoft Official Academic Course, *Microsoft Project 2013,* Lessons 5, 6, 9, 11, and 15.	No	4.5 hr
Reading: ITT Tech Virtual Library> Basic Search> Ilincuta, A., & Jergeas, G. F. (2003). A Practical Approach to Managing Multiple Small Projects. *AACE International Transactions*, 1.	No	0.5 hr
Lesson: Study the lesson for this module.	No	2 hr
Discussion: Participate in the discussion titled "Communication Climate."	Yes	N/A
Analysis 1: Submit the analysis titled "Project Status Reports."	Yes	2 hr
Analysis 2: Submit the analysis titled "Quality Assurance and Quality Control Reports."	Yes	2 hr
Lab: Complete the lab titled "Managing Consolidated Projects."	Yes	N/A
Project: Begin work on Project Part 2.	No	3 hr

Total Out-Of-Class Activities: 18 Hours

MODULE 5: EXECUTION AND CONTROL (PART 2) AND CLOSING PHASE

COURSE LEARNING OBJECTIVES COVERED

- Prepare appropriate documentation including initiating forms, planning forms, executing forms, monitoring and control forms, and closing forms for successful completion of a project.

- Evaluate the effectiveness and efficiency of project documentation and communication.

- Demonstrate the ability to organize and manage multiple projects during the same time period.

TOPICS COVERED

- Post Project Report

- Working with Resource Tools

- Customizing Microsoft Project

MODULE LEARNING ACTIVITIES	GRADED	OUT-OF-CLASS TIME
Reading: Rakos, J., Dhanraj, K., Kennedy, S., Fleck, L., Jackson, S. & Harris, J., Chapters 16 and 17.	No	1 hr
Reading: Microsoft Official Academic Course, *Microsoft Project 2013*, Lessons 13 and 14.	No	2.5 hr
Lesson: Study the lesson for this module.	No	2 hr
Discussion: Participate in the discussion titled "Managing Multiple Projects."	Yes	N/A
Analysis: Submit the analysis titled "Project Closing Documents."	Yes	2.5 hr
Lab: Complete the lab titled "Project Plan Optimization and Printing Custom Reports."	Yes	N/A
Final Exam: Prepare for the final exam.	No	5 hr
Project: Continue work on Project Part 2.	No	4 hr

Total Out-Of-Class Activities: 17 Hours

MODULE 6: PROJECT SUBMISSION AND FINAL EXAM

COURSE LEARNING OBJECTIVES COVERED

- Prepare appropriate documentation including initiating forms, planning forms, executing forms, monitoring and control forms, and closing forms for successful completion of a project.

- Demonstrate clear, concise, and appropriate communications in all phases of a project.

- Analyze the relationship between project documentation and communication and organizational change.

- Analyze the purpose, audience, and timing of primary documents used in project management.

- Evaluate the effectiveness and efficiency of project documentation and communication.

- Demonstrate the ability to organize and manage multiple projects during the same time period.

TOPICS COVERED

- Project Submission
- Final Exam

MODULE LEARNING ACTIVITIES	GRADED	OUT-OF-CLASS TIME
Reading: ITT Tech Virtual Library> Basic Seach> • Project Management, I. (2013). *A Guide to the Project Management Body of Knowledge (PMBOK Guide), Chapter 10, pp. 296–308.* • *Project Manager Street Smarts: A Real World Guide to PMP Skills, Chapter 5, pp. 272–298.*	No	2.5 hr
Lesson: Study the lesson for this module.	No	2 hr
Project: Submit Project Part 2.	Yes	4 hr
Final Exam: Take the final exam.	Yes	N/A

Total Out-Of-Class Activities: 8.5 Hours

EVALUATION AND GRADING

EVALUATION CRITERIA

The graded assignments will be evaluated using the following weighted categories:

CATEGORY	WEIGHT
Analysis	25%
Discussion	15%
Project	25%
Lab	15%
Final Exam	20%
TOTAL	100%

GRADE CONVERSION

The final grades will be calculated from the percentages earned in the course, as follows:

GRADE	PERCENTAGE
A (4.0)	90–100%
B+ (3.5)	85–89%
B (3.0)	80–84%
C+ (2.5)	75–79%
C (2.0)	70–74%
D+ (1.5)	65–69%
D (1.0)	60–64%

	)	
F	(0.0	<60%
	)	

LEARNING MATERIALS AND   REFERENCES

REQUIRED RESOURCES

COMPLETE TEXTBOOK PACKAGE

- Rakos, J., Dhanraj, K., Kennedy, S., Fleck, L., Jackson, S., & Harris, J. (2012). *The practical guide to project management documentation (Custom Update ed.). Hoboken, NJ: Wiley.*

- Student CD Files to accompany the textbook, *The Practical Guide to Project Management Documentation.*

- Microsoft Official Academic Course (2014). *Microsoft project 2013. Hoboken, NJ: Wiley.*

OTHER ITEMS

- Microsoft Project 2013 software

    This software title is available for download from ITT Technical Institute's DreamSpark software download site. For more information, please review the Microsoft DreamSpark Premium Program Implementation Guide, available at the ITT Technical Institute Student Portal> Resources> Download Center

- Student Data Files

- PMBOK® Guide

    To access *A Guide to the Project Management Body of Knowledge (PMBOK® Guide) (5th ed.),* log on to ITT Tech Virtual Library and search with the keywords "PMBOK fifth edition."

RECOMMENDED RESOURCES

- ITT Tech Virtual Library (accessed via Student Portal | https://studentportal.itt-tech.edu)
    - Basic Search>
        - Dvir, D., & Shenhar, A. (2011). *What great projects have in common. MIT Sloan Management. Volume 52. No. 3.*
        - Reynolds, J. (2011). *Manage Projects Efficiently. The Observer. Section p. 16.*
- Other References
    - Breakeven Analysis
        http://www.dinkytown.net/java/BreakEven.html
    - International Organization for Standardization

            http://www.iso.org/iso/home.html

- o Mind Tools

  http://www.mindtools.com/

- o Project Management

  http://projectmanagement.com/

- o Software Engineering Institute of Carnegie Mellon University

  http://www.sei.cmu.edu/risk/

- o SME Toolkit

  http://www.smetoolkit.org/smetoolkit/en/content/en/81/Post-Project-Review-Report-Outline

Note: All links are subject to change without prior notice.

INSTRUCTIONAL METHODS AND TEACHING STRATEGIES

The curriculum employs a variety of instructional methods that support the course objectives while fostering higher cognitive skills. These methods are designed to encourage and engage you in the learning process in order to maximize learning opportunities. The instructional methods include but are not limited to lectures, collaborative learning options, use of technology, and hands-on activities.

To implement the above-mentioned instructional methods, this course uses several teaching strategies, such as critical thinking, online research, scenario-based analysis, and discussions. Your progress will be regularly assessed through a variety of assessment tools including discussions, labs, analysis, a project, and a final exam.

OUT-OF-CLASS WORK

For purposes of defining an academic credit hour for Title IV funding purposes, ITT Technical Institute considers a quarter credit hour to be the equivalent of: (a) at least 10 clock hours of classroom activities and at least 20 clock hours of outside preparation; (b) at least 20 clock hours of laboratory activities; or (c) at least 30 clock hours of externship, practicum or clinical activities. ITT Technical Institute utilizes a "time-based option" for establishing out-of-class activities which would equate to two hours of out-of-class activities for every one hour of classroom time. The procedure for determining credit hours for Title IV funding purposes is to divide the total number of classroom, laboratory, externship, practicum and clinical hours by the conversion ratios specified above. A clock hour is 50 minutes.

A credit hour is an artificial measurement of the amount of learning that can occur in a program course based on a specified amount of time spent on class activities and student preparation during the program course. In conformity with commonly accepted practice in higher education, ITT Technical Institute has institutionally established and determined that credit hours awarded for coursework in this program course (including out-of-class assignments and learning activities described in the "Course Outline" section of this syllabus) are in accordance with the time-based option for awarding academic credit described in the immediately preceding paragraph.

ACADEMIC INTEGRITY

All students must comply with the policies that regulate all forms of academic dishonesty or academic misconduct. For more information on the academic honesty policies, refer to the Student Handbook and the School Catalog.

INSTRUCTOR DETAILS

Instructor Name	
Office Hours	
Contact Details	

(End of Syllabus)