

Explain why  
information systems  
project management  
requires careful  
attention to ...

[Technology](#), [Information Technology](#)



Answer Part a: Quality is of primary importance in information systems project management because of some key reasons. The first reason is that quality increases the efficiency of processes. Cases where information systems projects have been driven without properly focusing on the essentials of quality management pose potential risks not only for the organizational output but also for the users of the systems. An inefficient and improperly organized information system can result in delayed access to information instead of making it easier and quick for the users of the system. Second reason is that lack of focus on quality management within information systems project management can result in rework and high number of project changes. Such issues can cause delay in the completion of business processes which can consequently decrease the level of organizational efficiency. This is the reason why experts suggest adhering to the standards of quality while managing any information system project. "It certainly is a better and safer practice to plan quality in advance than hope that no quality gaps occur" (Mladinov 2012, p. 1). Therefore, we can say that quality management and IT systems project management go side by side in order to reap desired benefits from the projects.

Answer Part b:

Quality planning process refers to the set of tasks that ensure quality of the project during all phases of the project. Some of those tasks include designing and checking the quality standards, using most appropriate resources for the project, and continuously monitoring the efficiency and quality of each of the completed tasks.

Quality planning is a systematic process that interprets the policy regarding

project quality into a set of measurable targets. The planning includes identification of all objectives and laying down a sequence of steps to meet those objectives.

The inputs to quality planning process include scope baseline, risk register, cost baseline, schedule baseline, stakeholder register, and environmental factors.

The techniques of quality planning include use of control charts, statistical sampling, flowcharting, designing of experiments, cost benefit analysis, benchmarking, cost benefit analysis, and use of quality management methodologies.

The outputs of the quality planning process include quality management plan, quality checklists, quality metrics, process improvement plan, and updated project documents.

The quality assurance process focuses on improving the processes that deal with the end result of the project by checking whether everything is being done correctly or not (Kietzman 2013).

Quality assurance refers to a process-oriented approach to ensure deliverance of the highest standard of product and service quality from any company (Kietzman 2013).

The inputs to quality assurance process include quality metrics, project management plan, quality control measurements, and information regarding work performance.

The techniques of quality assurance include quality audits, use of quality control tools and techniques, and process analysis.

The outputs of the quality assurance process include updated project

management plan, updated organizational process assets, updated project document, and change requests in accordance with the results of analysis of processes.

#### References

Kietzman, S 2013, What is Quality Assurance?, viewed 16 December 2013,  
Mladinov, L 2012, Importance of Quality Management on IT Projects Within the Pharmaceutical Industry, viewed 16 December 2013,