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Nota di contenuto	Copyright -- Contents -- Contributors -- Figures and tables -- Introduction -- 01 Projects and project work -- Projects -- Successful projects -- Project management -- System development life cycle -- Project management and the development life cycle -- Elements of project management -- Development process models -- The project plan -- The business case -- Implementation strategies -- Post-implementation review -- Sample questions -- Answers to sample questions -- Pointers for activities -- 02 Project planning -- Introduction -- Approaches to planning -- Product flow diagram -- Activity planning -- Resource allocation -- Using software tools for planning -- Sample questions -- Answers to sample questions -- Pointers for activities -- 03 Monitoring and control -- Introduction -- The project control life cycle -- Monitoring progress -- Applying control -- Purpose and types of reporting meetings -- Taking corrective action -- Graphical representation of progress information -- Sample questions -- Answers to sample questions -- Pointers for activities -- 04 Change control and configuration management -- Introduction -- Definition of change -- Change management roles and responsibilities -- The change management process -- Configuration management -- Sample questions -- Answers to sample questions --

Pointers for activities -- 05 Quality -- Introduction -- Definitions of quality -- Quality characteristics -- Quality criteria -- Quality control versus quality assurance -- Quality plan -- Detecting defects -- Dynamic testing -- Evaluating suppliers -- ISO 9001:2000 -- Sample questions -- Answers to sample questions -- Pointers to activities -- 06 Estimating -- Introduction -- What we estimate and why it is important -- Expert judgement -- Approaches to estimating -- A parametric approach -- Estimating by analogy -- Checklist -- Sample questions.

Answers to sample questions -- Pointers to activities -- 07 Risk -- Introduction -- Risk management -- Identifying risks -- Assessing the risk -- Deciding the appropriate actions -- Planning, monitoring and control -- Summary -- Sample questions -- Answers to sample questions -- Pointers to activities -- 08 Project organization -- Introduction -- Programmes and projects -- Identifying stakeholders and their concerns -- The organizational framework -- Desirable characteristics of a project manager -- Project support office -- Project team -- Matrix management -- Team building -- Team dynamics -- Management styles -- Communication methods -- Sample questions -- Answers to sample questions -- Pointers to activities -- About ISEB -- Index -- Back Cover.

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### Sommario/riassunto

The ISEB Foundation Certificate in IS Project Management is designed for those managing the development and implementation of information systems and other IT projects. This is the only textbook tailored specifically to match the ISEB syllabus – so the user can be confident of using exactly the right materials.

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