

Symbiosis Centre for Information Technology, Pune, INDIA

Constituent of SYMBIOSIS INTERNATIONAL UNIVERSITY - Accredited by NAAC with 'A' Grade
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Title of the project

Impact of Credentials in the successful completion of IT Projects – Study undertaken by SCIT Faculty members with PMI India.

Project Objective

The maturity of the Indian IT industry can be attributed to numerous IT projects planned, managed and executed worldwide, eventually, making Project Management domain a driving force for its growth. With this background it is imperative to assess the relationship between the project management certification achieved by the professionals and successful completion of IT projects in terms of on-time delivery, client satisfaction and project cost.

Project Duration

September 2009 to January 2010

Project Team Members

SCIT core faculty members

Project Funding Agency is PMI© - India → Impact of Credentials on Success of IT Projects

Research Methodology & Methods

Researchers in IT/IS area have been known to follow both quantitative and qualitative approaches. Our primary method of data gathering is survey, consisting mainly of interviews. It would consist of semi-structured interviews of decision makers/contributors in industry. Existing industry sources are explored to identify possible survey respondents. The data gathered through interviews is complemented by literature survey. The data collected will be analyzed by using appropriate statistical tools, where required.

Final Outcome of Project:

The project manager must balance competing stake-holder interest against the constraints of limited resources and time, ever-changing technologies, and unachievable demands from unreasonable people. Project management involves people management, technology management, business management, risk management, and expectation management.

A good combination of technical capabilities and soft skills can help a project manager to carry out projects effectively and achieve high performance. In order to develop such multi-dimensional skills, project managers require formal training in project management. Certification of managers' skill ensures credibility and quality.

Unfortunately many project managers receive little training on how to do this job. It was observed that most project managers are of the view that credentials help. New project managers said they prefer to earn credentials as it provides them with a concrete framework from where to take off. Some of the more experienced project managers said that while they could manage projects quite well without credentials, project management practices helped them to run projects more effectively. Credential-holders handle more of service projects probably because these are customer-facing. A PMP-certified project manager is much better equipped to manage such projects. This study shows that service projects have higher success rates when managed by credential-holders. In the current scenario, possessing PMI credentials is becoming mandatory from the client side as well as the organization perspective. In the event, PMP training and certification helps both less experienced as well as expert project managers to further enhance their skills in project management.