UNIVERSITI TEKNOLOGI MARA

THE EFFECT OF PROJECT MANAGEMENT COMMUNICATION TOWARDS SUCCESSFUL INFORMATION TECHNOLOGY PROJECT

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ABSTRACT

Project communication is significant upon successful implementation of information technology project. Thus, researcher has been compelled to study on the cause and effect of communication tools towards the successful information technology project. working with leading software development especially Researcher is industry named DigitalRoute product telecommunication AB MediationZone® and dealing with many projects implementation at customers' environment. There are some projects faced problems during execution and mostly were due to the project communication failure. At the same time, DigitalRoute AB has implementing new electronic Customer Relationship Management system called Salesforce in order to managed the growing number of customers, managing customers' trouble ticket and listing all the prospect. The application has been managed by internal project management team selected from various departments such as sales, support and finance. This project has been considered as successful project due to implementation time line, functionality scope covered and also the satisfaction of users through the usability. Researcher seen an opportunity to study on the communication tools used during project based on previous study that show there is an important to have good communication in order to help successful project. In the literature review researcher breakdown the details of project management and the correlation with project communication then show the usage communication tools and the cause and effect of it. The study is been limited with data gathering only acquired to the internal project management team and the business environment of DigitalRoute. Findings of the study will show the most preferred communication tools used and how the usage can be widened throughout other project implementation.

Keywords: Project communication; communication tools;

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