

UNIVERSITI TEKNOLOGI MARA

**THE EFFECT OF PROJECT MANAGEMENT
COMMUNICATION TOWARDS SUCCESSFUL
INFORMATION TECHNOLOGY PROJECT**

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IT Project submitted in partial fulfillment of the requirements
for the degree of

Masters of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

July 2012

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. Researcher is working with leading software development especially on telecommunication industry named DigitalRoute AB with product called 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 its 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;

ACKNOWLEDGEMENT

All praise is to Allah, Who is alone and His blessings and peace be upon His slave and His Messenger, Muhammad Ibn Abdillah s.a.w. his family and his companions. I would like to thank my dissertation/thesis supervisor, Dr. Nor Hapiza Mohd Ariffin for her patience, her guide in order to make an excellent research writing even though she needs to spend an extra time after working hours.

Next, I am expressing high appreciation towards DigitalRoute AB the project management team of Salesforce implementation. They are Kari Miettinen, Ake Ericsson, Frida Koistinen and Daniel Wretman. Their involvement for findings the input helps me to accomplish this study

Last but not least, towards my beloved family, father Mhod Shubari Bin Lebai Mat and mother Dayang Mas Bt Awang Morni for their support for me to continue my study until end. Especially, my wife Noor Hazzulfa, kids Huzaifah and Humaira for being very tolerance to forget for a while about vacations, for not paying as much attention to you`all. I did this for the sake of Allah and at the same time it assists me to develop my way of thinking eventually it might change our life. Thanks to you guys for give confidence and faith in me.

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