

MNG2602 STUDY GUIDE SOLUTION

LEARNING UNIT 8: PROJECT MANAGEMENT

MULTIPLE-CHOICE QUESTIONS

1. 2
2. 1
3. 4
4. 2
5. 1
6. 4

CASE STUDY QUESTIONS

1. **What questions did Jack have to answer to determine whether the original project was failing? Did he use these questions?**

He had to answer the following questions.

- Were the predetermined objectives attained?
- Was the project completed within the planned period of time?
- Was the project completed within the planned budget?
- Was the quality of the final product or service the quality that was planned for?
- Were all sources of risk addressed?
- Is the client happy with the final product or service?

One can see that Jack did indeed use these questions to determine if the original project was failing as he answers them in his second conversation with Brandon in the case study.

2. Identify the key role players and the roles they play in the case study.

Brandon – strategic manager / program director

Jack – operational/project manager

Customer Master File – the client

3. In the case study Jake conducted a stakeholder analysis. During what step of the project management process would this normally be done and what other analysis should Jack have done during this step?

Step 6: Develop the stakeholder plan

Other analyses that Jack should have done when developing the stakeholder plan is a stakeholder identification and requirement analysis and a stakeholder matrix.