PLANTA

Whitepaper

Project Management in IT and Organizational Projects

How can I optimize my projects and avoid mistakes?

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CHAPTER 01

IT and organizational projects in various industries

IT and organizational projects are essential in various industries that impose different requirements.

Introduction of New Accounting Software in a Financial Company

For this project, it is crucial to keep an eye on the availability of internal and external resources. **Comprehensive resource planning functionality** makes it possible to allocate capacities optimally and identify bottlenecks at an early stage. Gantt charts also help to visualize the project schedule and en sure that all phases are completed on time. An **integrated risk management** function is also useful for identifying and monitoring potential risks in the integration of the new software with existing financial systems.

Optimization of the Customer Support Process in an E-Commerce Company

When introducing **a new ticket syste**m, it is important that **all requests** from the support department are precisely recorded and prioritized. A requirements tracking function makes it possible to track changed requirements in the course of the project and ensure that all stakeholders are up to date. An agile project management tool with Kanban or Scrum functionality makes it easier to make iterative adjustments and flexibly control the development of the new system.

Introduction of a New CRM Solution

Detailed requirements management and smooth **integration with existing systems** are crucial for the implementation of new CRM software. A project management tool with functions for administrating

interfaces helps to monitor the technical requirements of integration and make sure that the new software is seamlessly integrated into the existing IT infrastructure. In addition, **milestone and progress monitoring** provide a clear overview of the project status.

Digitization of Business Processes

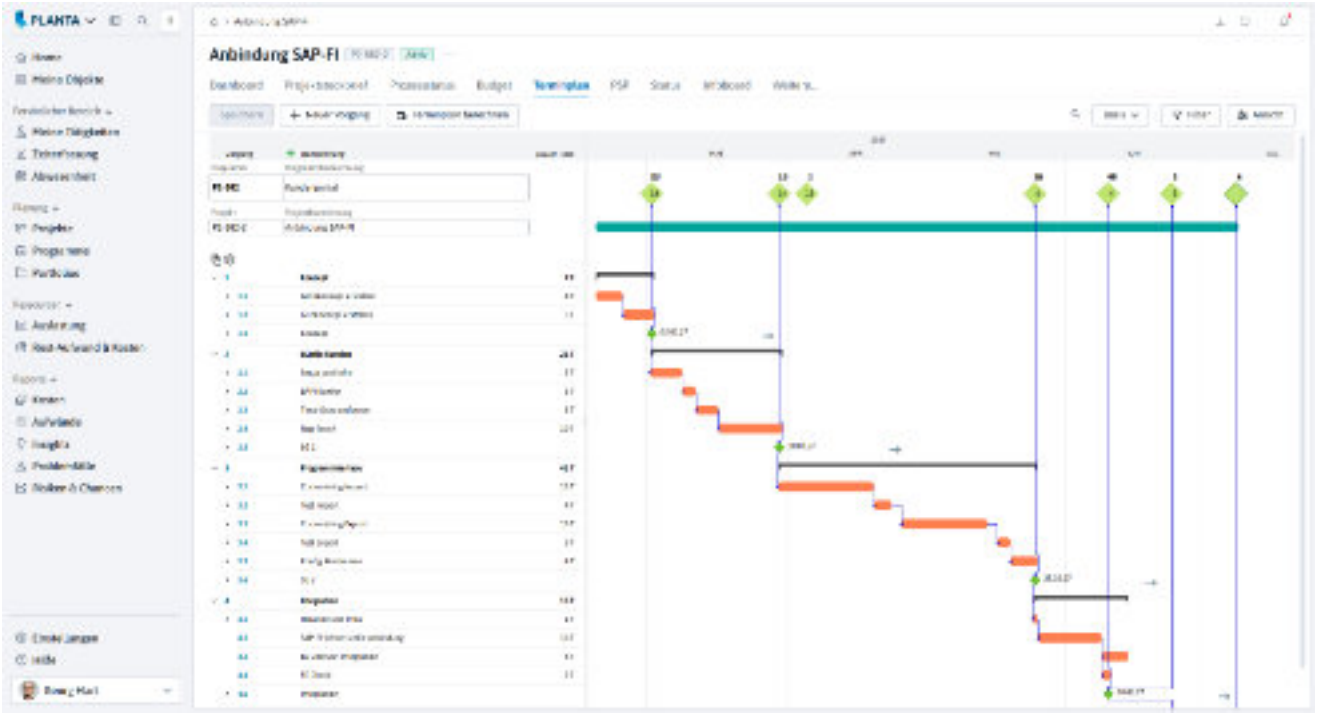
When digitalizing workflows, the requirements of the specialist departments must be harmonized with the technical possibilities of IT.
A project management tool with distinctive communication and collaboration functions is essential here to ensure that all departments **clearly formulate their requirements** and that the IT department can implement them.
An adjustment function for workflows helps to model the new digital process and swiftly implement changes where required.

Introduction of a New ERP System

The implementation of an ERP system requires **close coordination between the various departments,** as many processes are controlled centrally via the system. Extensive resource planning and **visualization functions**, such as Gantt charts, make it possible to transparently display the progress of the project and ensure that no departments are overloaded. At the same time, **time and budget monitorin**g is crucial to keep the project on track.

Migration to a Cloud-Based Solution

The migration of systems to the cloud entails technical risks such as data loss or integration problems. A tool with a distinctive risk management function helps to **identify potential risks at an early stage**and take appropriate **countermeasures**. At the same time, milestone tracking provides a clear overview of the progress of the migration, while change tracking ensures that adjustments to the plan can be documented and followed up.



Time schedule in PLANTA Project

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One Software for Everything

PLANTA Project

Project management-software

PM-Methods

Plan your projects in an agile, traditional, or hybrid manner—according to your requirements

PPM

Don't take any risks—rely on project portfolio management

Integrations

Adjust the software to your needs and extend it using our interfaces.

Single and multi-project management

Comprehensive project management software for every project

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CHAPTER 02

Typical Challenges in IT and Organizational Projects

In multi-project management there are different factors which complicate IT and organizational projects.

According to the Pulse of the Profession 2023 report on project management in IT and organizational projects, **over 45% of these projects fail** due to **unclear requirements, inadequate planning or a lack of communication**. This figure shows the importance of a structured and methodical approach in such projects.
The report also shows that various **soft skills** such as communication and problem-solving skills, the so-called "power skills", are **decisive for project success**. Companies that prioritize these skills not only have higher success rates, but also lose significantly less budget in the event of failure (4.8% compared to 8.8% for companies that place less emphasis on these skills).

Rapid Technological Development

The IT industry is characterized by **continuous innovation**, which means that technologies that are new today may be outdated in a few years. Project managers must ensure that the **planned systems** are future-proof and meet the needs of the company.
Example: When a new database technology is introduced, it may be replaced by a more modern solution during implementation.

Complexity and Diversity of Requirements

IT projects often have to take into account the **needs of different departments** that have different expectations and priorities. One of the biggest challenges is to **reconcile these different requirements**.
Example: In a company, the marketing department might demand a user-friendly CRM, while the IT department insists on strong integration into existing systems.

Scarcity of Resources

IT and organization projects require **qualified personnel**, which is often scarce. This leads to **bottlenecks**, especially when multiple projects are running at the same time.
Example: A company that migrates an IT system discovers that the required specialists are working on another internal project at the same time.

Resistance to Change (Change Management)

IT and organizational projects often entail far-reaching **changes in working method**s, which can lead to resistance among the employees concerned. The absence of a **well thought-out change management** has a negative impact on acceptance.
Example: The introduction of new accounting software is met with disapproval by employees who have been working with an old system for years.

Dependencies on third-party systems

IT projects often depend on their **integration in other systems**. However, external providers or partner companies can cause delays.
Example: A new ERP system has to be integrated with existing accounting software, which leads to un expected technical difficulties.

03 CHAPTER

Common Mistakes in IT and Organizational Projects

It is important to know the most common mistakes in order to avoid them.

Unclear Project Objectives

Many projects are started without a precise definition of its objectives.
This leads to **misunderstan dings, delays and costly adjustments**.
Example: An IT project is started with the vague objective of “increasing efficiency” without defining clear key figures or expectations

Solution: To avoid this, clear, measurable project objectives (SMART goals) should be set out at the beginning. SMART means specific, measurable, achievable, relevant and time-bound. Defining precise success indicators (e.g. “increase efficiency by 20% within 6 months”) ensures that the entire team works towards a common objective and misunderstandings are avoided..

Missing Prioritization of Requirements

During the project, new requirements are constantly being introduced that are not systematically prioritized. This leads to “**scope creep**”, i.e. a creeping expansion of the project scope.
Example: An IT team starts with the introduction of a new CRM system, but is constantly overwhelmed by additional requirements from the sales department.Poor Risk and Change Management:

Solution: Systematic requirements management and regular prioritization meetings help to focus on the most important requirements. Use agile methods such as Scrum, which regularly review which requirements need to be prioritized. A clear definition of the project scope at the beginning and the definition of “must, should and can requirements” can also help to keep the project scope under control.

Poor Risk and Change Management

Without sound risk analysis and active change management, **unforeseen problems suddenly arise** and jeopardize the progress of the project.
Example: When introducing a cloud-based solution, the risk of data protection violation is not sufficiently taken into account, which leads to delays later on in the project.Weak Communication Between Stakeholders:

Solution: Active risk management should be implemented from the outset in order to identify and assess risks at an early stage. A risk register, which is updated regularly, helps to prioritize risks and plan measures to mitigate these risks. Change management should be supplemented by formal change control in which every change is evaluated and checked in terms of its impact on time, costs, and resources

Weak Communication Between Stakeholders

Poor communication leads to **misunderstandings and inefficient processes** between those involved in the project.
Example: The IT department implements a solution that is not aligned with the requirements of the customer service

Solution: A **clear communication plan** should be drawn up that includes all relevant stakeholders and provides for regular coordination meetings. A centralized project management tool with an integrated communication and collaboration area can help to improve the exchange between departments. In addition, stakeholder requirements should be jointly developed and documented from the outset to ensure that everyone involved has the same vision of the project outcome.

CHAPTER 04

Supporting PM Tools

Using the right tools, even complex IT and organizational projects become easier to manage.

Project management tools play a decisive role in the successful implementation of IT and organization projects. They enable projects to be planned efficiently, resources to be distributed optimally and progress to be tracked transparently. However, a tool is only as good as the method it is based on.

Overview of proven methods

Agile Project Management (Scrum, Kanban)

Agility plays a central role in IT and organization projects, especially when they are highly dynamic and requirements change rapidly. Methods such as Scrum and Kanban allow for **iterative and flexible planning** in which teams maintain a transparent overview of progress through sprint planning and Kanban boards. This is particularly suitable for **software development projects or organizational restructuring** where adaptability is required.

Waterfall model

The waterfall model is particularly suitable for projects where the **requirements are clearly defined from the outset** and do not change over the course of the project. The work is carried out in **defined phases** (e.g. planning, development, testing), which are completed one by one. This model is often used in projects that require a high level of regulation, such as in **medical technology or government IT projects**.

PRINCE2

PRINCE2 is a process-oriented method that defines **clear roles and responsibilities**.
This method is particularly suitable for **complex IT and organizational projects** that require a high level of control and governance. PRINCE2 provides a structured framework for projects of all sizes and helps to plan, implement and monitor projects efficiently.

Critical Path Method (CPM)

CPM is a useful method for identifying the critical path in projects. The critical path describes the se quence of tasks that determine the schedule. IT projects that are heavily characterized by technical dependencies, such as **software development projects** with multiple integrations, benefit from this method to ensure that **no delays occur in the critical process.**

Hybrid Approaches

Many IT and organization projects combine elements of agile and classic project management. **Hybrid methods adapt to the complexity and requirements** of the project. For example, the waterfall model can be used in the early phases of a project to define requirements, while agile methods offer greater flexibility in the development phase.

Earned Value Management (EVM)

EVM is a method for monitoring **project progress based on costs and schedules**.
This method is often used in projects with a strict budget and time frame to ensure that deviations from the original plan are recognized at an early stage. EVM is particularly helpful in **large, complex IT projects** or in projects with **multiple stakeholders** that require continuous transparency.

Important Functions of Such Tools

Task and Resource Management

This function helps to ensure that all tasks are distributed efficiently and that the available resources are used optimally. The tool enables project managers to **assign tasks to the right team member**s, taking into account availability, skills and workloads. An example would be an IT project in which certain developers are responsible for integrating a new software solution while other teams prepare the system infrastructure. A good resource management tool **prevents overloads** from occurring or **bottlenecks** in resource availability from delaying project progress.

Gantt Charts and Milestone Planning

Gantt charts provide a **visual representation of the project schedul**e and make it possible to monitor the progress of individual tasks and phases in the course of the project. Milestones mark important events or intermediate goals in the project that must be achieved in order to ensure success. For example, an IT project to introduce new CRM software could have milestones such as the final phase of system configuration or the start of end user training.
By using a Gantt chart, the project team can see **at a glance which tasks depend on which milestones** and can identify potential delays in good time.

Time and Budget Monitoring

This function is essential to ensure that the **project costs remain within budget** and the planned **deadlines are met**. Project management tools make it possible to set budgets for different project phases and monitor the **actual cost progression**. Project managers can also see how much time is spent on certain tasks and whether adjustments need to be made. A typical problem in IT projects is the overrunning of budgets due to unexpected technical challenges. With detailed time and budget tracking, deviations can be identified at an early stage and adjustments made to resource or time management.

Risk Management and Change Tracking

Strong risk management is crucial for the success of IT and organization projects. Tools with integrated risk management functions enable project managers to identify potential risks at an early stage and plan appropriate countermeasures. Such functions should include the identification of risks, their assessment (in terms of probability and impact) and the **monitoring of risk mitigation measures**.
For example, in an IT project planning a cloud migration, the risk of data loss could be assessed as high. By using a project management tool with risk tracking, the team can regularly monitor the progress of the implementation of backups and security measures and generate reports to ensure that risks are actively managed.
This function should be combined with change management to document project changes and ensure that every adjustment in the project process is controlled and its impact on time and budget is taken into account.

Communication and Collaboration Tools

Communication plays a key role in IT and organization projects, as **various departments, external part ners and stakeholders** are often involved. Communication and collaboration tools promote constant exchange and enable information to be shared promptly and efficiently. These tools offer functions such as instant messaging, shared workspaces, file and document sharing as well as video and audio conferences.
For example, an IT project team implementing new software could hold regular virtual meetings to ensure that everyone involved is on the same page. Collaboration tools such as Slack or Microsoft Teams make it possible to ask questions quickly and share documents or code directly. These tools help to **avoid misunderstandings and promote transparent, proactive communication** between all project participants. Especially in agile teams that work in short sprints, real-time communication options are crucial for the success of the project.

Dashboards and Reporting

Real-time dashboards and reports provide project managers and stakeholders with a visual overview of project progress and performance. Dashboards show **important key figure**s such as completed tasks, remaining work, budget utilization and resource utilization **at a glance**. Reports can also provide **detailed information on the status** of project milestones, risks or changes.For example, a dashboard in an IT project to introduce a new ERP system could display information such as the progress of each project phase, any risks and the financial status of the project. By using dashboards, project managers can identify problems at an early stage.

Documentation and Versioning

Complete documentation is essential, especially in R&D projects where research results are constantly updated. A tool should enable the user to store all relevant documents centrally and compare diffe rent versions. In a pharmaceutical R&D project, new laboratory results are documented in a central system so that the results are traceable at all times and meet regulatory requirements.

Top 10 Best Project Management Tools for IT and Organizational Projects

Choosing the right project management tools is crucial for the successful implementation of IT and organization projects. Not only do these tools help with task allocation and resource management, but they also support communication, risk management and reporting.
The following list presents the ten best project management tools that are particularly suited for IT and organization projects.

1 PLANTA Project

PLANTA Project is a comprehensive multi-project management tool that has been designed for com plex IT and organizational projects. It offers powerful functions for resource planning, Gantt charts, budget tracking and sophisticated risk management. These functions allow project managers to maintain an overview even in extensive projects and to identify and manage risks at an early stage. PLANTA Project stands out due to its flexibility and adaptability in different project environments, making it an ideal choice for demanding projects.

2 Jira

Jira is primarily known for agile software development projects and is often used in IT projects. With its support for Scrum and Kanban, it provides a transparent overview of tasks, sprints and project progress. Thanks to its flexibility and integration options, Jira can also be used in other areas, including organization projects.

3 Asana

Asana is a versatile project management tool that is characterized by its user-friendly interface and simple management of tasks and workflows. It is ideal for small to medium-sized projects, especially if the focus is on an agile way of working. Asana offers a variety of integrations and enables flexible task management, which makes it particularly useful in IT and organization projects.

4 Microsoft Project

Microsoft Project is a reliable project management tool that offers extensive functions for planning, controlling and monitoring projects. Providing powerful Gantt charts and resource planning, it is ideal for structured IT and organization projects. It enables detailed tracking of schedules and budgets, which is particularly helpful for more extensive projects.

5 Wrike

Wrike is an all-in-one project management platform that offers a wide range of features for task ma nagement, team collaboration and project tracking. It supports both agile and traditional project ma nagement methods, which makes it flexible for different types of IT and organization projects. Wrike is particularly useful for teams that need a clear platform for collaboration and progress monitoring.

6 Monady.com

Monday.com is a user-friendly tool that stands out due to its visually appealing interface and flexible customization options.
It offers functions for task and resource management and is well suited for small to medium-sized IT and organization projects. Thanks to its intuitive operation, it is particularly popular with teams that value a simple and clear structure in project management.

7 Smartsheet

Smartsheet combines a spreadsheet-based interface with powerful project management functions. It is particularly useful for IT and organization projects that require a flexible platform for planning and tracking tasks and projects. Smartsheet is a popular tool for teams that offers extensive integration options and can easily be adapted to different requirements.

8 Trello

Trello is an easy-to-use Kanban tool that is ideal for smaller IT and organization projects. It provides a visual representation of tasks and workflows and helps teams to monitor progress and prioritize tasks. With its flexibility and the ability to easily visualize projects, Trello is a great choice for teams that need an easy and intuitive solution.

9 Projektron BCS

Projektron BCS is a comprehensive solution for multi-project management and resource planning. It offers detailed functions for the planning, implementation and monitoring of IT and organizational projects and is particularly suitable for larger teams that require a structured and comprehensive so lution due to its more complex application.

10 Zoho Projects

Zoho Projects is a cost-effective tool that offers solid basic functions for task management, time tracking and team collaboration.
It is particularly suitable for small to medium-sized IT and organization projects that are looking for a simple but efficient project management solution. Zoho Projects also offers integration options with other business tools, which facilitates collaboration.

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05 CHAPTER

Testimonials

Experience reports and testimonials from experts and companies that have successfully implemented project management software in IT and organizational projects provide valuable insights into how theoretical concepts have actually led to success when applied in practice.

An ideal multi-project management system provides the management with extensive reporting functions including milestones and trend analyses. At the same time, it enables our teams to plan and manage tasks in an agile manner and to record hours worked efficiently, which is crucial for precise reporting and the planning of future projects.

Universität Konstanz

„The introduction of the software has significantly increased the transparency, efficiency and quality of project work."



eQ-3

„The implementation of PLANTA project instantly improved the overall view of all running projects."

eQ-3

Steffen Holzbau

„Projects can be completed faster and better thanks to the informative reports."

steffen holzbau

Read how our customers managed to improve their projects:

planta.de/en/references

Conclusion

IT and organizational projects are essential for digital transformation and the long-term success of companies. However, without a methodical approach and the right tools, such projects can quickly fail or cause unnecessary delays and costs.
Understanding the challenges and applying proven PM methods and functions contribute significantly to project success. Choosing the right tool is an important step towards efficient planning, monitoring and implementation of these projects.
With a clearly structured project plan and regular communication within the project teams and among the stakeholders, IT and organization projects can be brought to a successful conclusion. Tools for task allocation, risk management and cost tracking are indispensable aids.

FAQ

What challenges are particularly common in IT and organizational projects?

In IT and organizational projects, project managers often face the following challenges: rapid technological change, complex requirements, scarcity of resources, dependencies on third-party systems and organizational resistance. To overcome these hurdles, it is crucial to define clear requirements, use flexible planning methods such as agile approaches and equip teams with the right tools.

How can project management tools help with IT and organization projects?

Project management tools offer numerous functions that are specially tailored to IT and organization projects. This includes resource planning, Gantt charts, time and budget tracking and risk manage ment. These tools enable detailed planning, monitoring and control of project progress and ensure that dependencies and risks are managed effectively. One example would be the introduction of an ERP system, where coordination between different departments and tracking progressare crucial.

What Are the Most Common Reasons for the Failure of IT and Organizational Projects?

According to a study by PMI, over 45% of IT and organization projects fail due to unclear requirements, inadequate planning or a lack of communication. This often leads to projects not achieving their goals or exceeding the budget and time limits. In order to avoid this, it is essential that there is a clear definition of the project requirements as well as continuous communication between the stakeholders.

Sources

Project Management Institute — Pulse of the Profession 2023, 14th Edition | PMI pmi.org

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