

Windows 7 Upgrade Project – Student Internship

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ABSTRACT

This poster presents a summary of a 3rd year Information Systems internship that was completed as part of a larger project at the Project Management Office at the University of Canterbury in the second half of 2013. The project concerned involved the upgrade of all of the computers on campus to Windows 7

The poster presents an outline of the project that was worked on as part of the internship. This includes the creation of a master software list and an analysis of the use of the Kanban methodology in the management of IT projects.

The student benefitted significantly from the real world nature of the internship and found it to be the most rewarding part of their Bachelor of Commerce.

Keywords

Kanban, Operating Systems, Project Management, Internship

INFO330: Applied Information System Project
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A Windows 7 Project Team had put together to manage the roll-out of the Windows 7 operating system to campus computers. Also to produce a Software Master List as a key reference document for the Software Asset Management process, and the Software Procurement Process. I was also to write a case study on the application of the Kanban production methodology, to a knowledge project environment.

My role as an intern with the Windows 7 Project team was to produce a Software Master List as a key reference document for the Software Asset Management process, and the Software Procurement Process. I was also to write a case study on the application of the Kanban production methodology, to a knowledge project environment.

The Software Master List provides a central repository for information about software in use by the business. Information such as the name of the software, the manufacturer, license type, category of software, etc. Software purchase information and software records were scattered across the university. The data sources themselves included inconsistencies, such as inconsistent naming conventions, misnamed items, and duplicate entries. It took several months to work through these documents and tease out a single accurate list of software, and input this data in to a SharePoint spread sheet.

The second aspect to my project was to prepare a case study on the application of Kanban to IT Project Management in a knowledge environment. The Windows 7 project team decided to manage the project using the Kanban methodology (Kanban is a management tool originated in Toyota during the 1950's and is a tool for controlling in-process inventories). What I hoped to explore with this case study is whether Kanban methodology is an appropriate choice for an IT project, the roll-out of a new operating system similar enough to a manufacturing process to allow similar management methodologies and what issues arise from the application of Kanban to an IT project and what conclusions can be drawn from this.

The Kanban Case Study is a piece of work I'm very proud of. It is the largest piece of writing I have done, and I think it is also my best. Kanban is a simple tool. I took the opportunity during the course of this case study to implement a personal Kanban. One to manage my school work using Microsoft OneNote, and another to manage a hobby using an Okanban tool. The beauty of the Kanban tool is that it supports the most gathering. I feel more prepared to be part of a project team by myself in INFO330 than by any other paper I've taken during my degree. School like necessary a controlled environment, and always settle in to my own. It can be easy to drift through on auto-pilot. Postgraduates in particular challenging situations is a new event, and to actually what INFO330 for me. I called me in a personal challenging environment capable of my, work, and I feel like I have had a more complete education because of it.

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1. INTRODUCTION and BACKGROUND

Students completing the Information Systems major in the Bachelor of Commerce at the University of Canterbury are able to complete a 30 point internship course (INFO330 – Applied Information Systems Project), that requires the student to complete a 200 hour work based project and complete other associated academic work. This poster presents an outline of the project, the processes that were undertaken as well as the learning outcomes for the student.

The student project involved working as part of a team that was upgrading all of the computers on campus to Windows 7 and included an analysis of the adoption of Kanban as a project management methodology.

2. THE INTERNSHIP

A Windows 7 Project Team was put together to manage the roll out of the Windows 7 operating system to campus computers. This included implementing a Software Asset Management system. A new Project Manager took over the project in April 2013 and implemented a Kanban production methodology, in an effort to increase project performance, and provide some form and structure to the team.

3. WINDOWS 7 PROJECT

The student's role as an intern with the Windows 7 Project team was to produce a Software Master List as a key reference document for the Software Asset Management process, and the Software Procurement Process. Analysis was also conducted of the application of the Kanban production methodology to a Knowledge project environment.

The Software Master List provides a central repository for information about software in use by the business. Information such as the name of the software, the manufacturer, license type, category of software, etc... Software purchase information and software records were scattered across the university. The student was required to aggregate information from multiple sources, none of which contained complete information. The data sources themselves included inconsistencies, such as inconsistent naming conventions, misnamed items, and duplicate entries. The biggest challenge was to work through these documents and tease out a single accurate list of software, and to input this data in to a SharePoint spread sheet.

4. APPLICATION OF KANBAN METHODOLOGY

The Second aspect to be completed by the student was to prepare a case study on the application of Kanban to IT Project Management in a knowledge environment. The Windows 7 project team decided to manage the project using the Kanban methodology. Kanban as a management tool originated in Toyota during the 1950's and is a tool for controlling in-process inventories. The aim was to explore with this case study whether Kanban methodology is an appropriate choice for an IT project. The roll-out of a new operating system is similar enough to a

manufacturing process to allow similar management methodologies and what issues arise from the application of Kanban to an IT project.

5. CONCLUSIONS

The Kanban Case Study demonstrated that the Kanban Methodology could be successfully applied to an IT project. The experience of being part of the Windows 7 Upgrade Project Teams was a very valuable learn experience in the real environment which is consistent with what has been described by many writers [1], [2], [3], [4].

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