# Project Overview

Azerbaijan is a rapidly growing country that is striving hard for setting up a greater pace to meet global challenges. In order to ensure economic prosperity, individual excellence and interactivity, one important factor is the use and implementation of feasible and efficient technology solutions (Alguliyev & Aliyev, 2015). Recently, Azerbaijan has invested a considerable amount is promoting the technology domain and market. Technology Leapfrogging can enable creating nations to accomplish a propelled territory of Information and Communications Technology (ICT) availability quickly and productively. But then, in spite of its obvious esteem and advantages, there is at present an absence of research on how the procedure is ordered. While trying to fill this information hole, we directed a contextual analysis of Azerbaijan's national ICT framework improvement venture (Andrews Pritchett & Woolcock, 2013). Azerbaijan is one of the best creating nations over the globe regarding ICT availability, and with an in‐depth investigation of how it planned for ICT advancement and utilized new and existing ICT capacities toward the usage of high‐impact extends in the regions of foundation improvement, e‐government, information management and security, business and enterprise, and research and training (Andrews Pritchett & Woolcock, 2013).

However, in order to enable the long-term success of these efforts, it is important that the technology supporting gadgets must be affordable and accessible for all the citizens of Azerbaijan with centralized control mechanism, security and privacy. For this purpose, it is recommended that the government must establish a centralized, remotely controlled cloud system for the peoples to engage and access.

## Project Statement

Advantages such as reduced cost, reliability, flexibility, wider approach and minimal lock; are being enjoyed by SMBs. However, the main issue arises when the SMBs have to make their space over the cloud amongst the Large Business holders having broad marketing strategies and legal policies to protect themselves.

The Gartner has estimated that the Cloud Computing market has crossed the figures of $46.4 billions in terms of the sales in the year 2008 and will further crossover the $250 billion millstone in the year 2013. The observations show that the Cloud computing platforms are worth consuming about one fifth of the total IT investments. Making itself extremely appealing and attractive, cloud computing has also become extremely disruptive and some times even savage for the SMBs. The disruption starts with the fact that the cloud has made automated attempts to change the roles of supply and consumption within the traditional business models since it acts as "remotely managed service or the automated self-service" (Gartner). This has further created a state of confusion amongst the various actors of the business and IT domains to identify their existence and significance within the arena. The respective state of confusion is also becoming a hurdle in the further enhancement and adoption of the cloud computing platforms. Therefore, there is a grave need for the proper understanding of the cloud computing; delineating the roles of the channel; and understanding the value of the business entities involved in the supply chain.

## Objectives

Following are the three objectives of this proposed project:

* Right to retain the ownership
* Right to SLAs (Service Level Agreements) in terms of the Liability, Remedies and the Outcomes
* Right to know about the notifications and the freedom of choice concerning the changes that may affect the consumer
* Right to know about the technical framework and the requirements
* Right to know about the legal jurisdiction that the Cloud provider Operates on
* Right to Know of the Security Measures
* Responsibility to Understand the Software License Requirements

These objectives will be in compliance with the following Federal Model of ICT implementation:



Referenced by Azerbaijan Ministry of Communications and High Technology (2014)

# Stakeholder Analysis

## Identifying Stakeholders

One of the initial and most important phases of project management and assessment is the proper identification of the stakeholders. Generally, stakeholders are defined as the individuals, group of individuals, organizations and/or part of population that can and can be affected by the project directly and/or indirectly.

According to this definition, anyone is a stakeholder who has some direct or indirect association with the project being planned. A stakeholder can be internal, external, local, national or international. Some of the common examples of stakeholders are: manager, team members of the project, customer, employees, unions, city population, supplier, etc. Therefore, by focusing on the given description, the stakeholders can be identified as well as classified specifically.

Some of the ways of identifying the stakeholders are:

1. Scanning the organization internally;
2. Scanning the directly affected local regions, geographically, demographically and organizationally;
3. Identifying political involvement;
4. Identifying effectees of the project;
5. Identifying trustees, governing body and sponsors of the project; etc.

Even though it is important to carefully look around and identify any and all of the stakeholders, but there are several instances when the stakeholders are overlooked and neglected deliberately or accidently. Most common stakeholders that are often not identified and not included in the decision making processes are the segments of population. Even though they are potential users and consumers of the project, they are often not regarded. However, the most highly prioritized stakeholders that are never ignored are political personals, developers, managers, shareholders, financers and members of governing body.

# Longwe Gender Analysis

Longwe contends that economic disparity emerges not from absence of profitability but rather from abuse and misuse. She conceptualizes five dynamic dimensions of uniformity - with each more elevated amount meaning a more elevated amount of strengthening. These are the premise to evaluate the degree of women's strengthening in any territory of social or economic life. The dimensions of uniformity are:

* Control: Using the participation of women in the decision-making procedure to accomplish parity of control among people over the components of creation, without one out of a place of strength.
* Participation: Pertains to women's equivalent participation in the decision-making process, strategy making, planning and organization. Being developed projects, it incorporates contribution in requirements appraisal, project plan, execution and assessment.
* Conscientisation: Pertains to a comprehension of the contrast between sex jobs and sexual orientation jobs and the conviction that sex relations and the sex division of work ought to be reasonable and pleasing to the two sides, and not founded on the control of one over the other
* Access: Pertains to women's access to variables of production¾ land, work, credit, preparing, showcasing offices, and all openly accessible administrations and benefits¾ on an equivalent premise with men. Correspondence of access is gotten by verifying balance of chance through lawful change to evacuate biased arrangements.
* Welfare: Pertains to dimension of material welfare of women, in respect to men, regarding sustenance supply, pay and therapeutic consideration, without reference to whether women are themselves the dynamic makers and makers of their material needs

# Theories of Change

## Managing Resistance with Reason

In order to overcome the issue as stated, the manager must start to bring in and manage the change through reason. It is very much observable that the employees are absent and are planning to take absent leaves as they are not flexible enough to accept the change in environment and this has fatigued them. However, this inappropriate attitude of employees has to be eradicated through proper reasoning and implementation of effective interventions to ensure they sail through the changed environment smoothly.

The problem that is identified in the case is that the employees are suffering from low job satisfaction and are opting out of the changed environment as they are unable to accept the drastic change made in their routine. Management have to address this issue and manage the change in such a manner that either parties are in a win-win situation. And that is not possible through authority and power, but reasoning.

## Kotter’s Change Management Theory

The change must be brought into any organization if the concerned powers and executive body has a particular concentrate on assessment and analysis of different internal and external variables including the human resources, objective objectives, economy, internal and external danger recognizable proof, technological and global constraints, and so on. In the event that any organization is not equipped for assessing these components, the change can't be gotten efficiently and for long haul. Moreover, a wrong acquired change could be extravagant for the organization in terms of finances, notoriety and stability. Kotter proposed 8 steps of getting the change in any organization at bigger scale and in long haul (Kotter, 2013). These steps might be emulated precisely to acquire the change in organization. Following are 8 steps proposed by Kotter and proposed by Cohen (Kotter, 2002).

* “Sufficient Staff and Sufficient Urgency
* Guiding Team
* Get the Vision Right
* Communication
* Empower Action
* Creating Short Term Goals
* Don’t Give Up
* Sticking up with the Change” (Kotter, 2002).

Transient change is regularly temporary and does not oblige much financing in terms of time, vitality and finances. The senior management can get the fleeting change unexpectedly or on short perceive (Todnem, 2005). In any case, it is the long haul change that requires proper planning, organizing, leading and controlling procedures to verify that the accumulated change is solid and dependable for long haul.

The above stated steps as proposed by Kotter and Cohen (Kotter, 2013) are the proposed for long haul changes that are solid and properly executed without irritating the general organizational framework and culture. A portion of the significant issues that is frequently confronted when accumulating the change is about failure to get instant backing and acknowledgement of the change, inadaptability, and absence of communication. In the event that the senior management of the organization really needs to expect long haul change they must verify that they have made a sufficient state of urgency with the proper recruitment and usage of sufficing and qualified staff (Wilson, 1992).

Without properly ready resources, change won't be solid enough for long haul. Moreover, the senior management needs to work in manifestation of a completely motivated and energized team that has the right vision and objective with empowered activities (Todnem, 2005). Hierarchal and continuous communication is additionally paramount throughout the procedure of getting the change. An alternate essential part of reckoning long haul change is criticalness of softening down the bigger change up more diminutive modules or objectives that will help acquiring the change progressively with more acknowledgement.

Recommendations

One way to stick around with the proposed and newly deployed change within the department is to create brief and short term goals of achievement. For instance, the senior management can, on the preliminary basis, make short term goals (Todnem, 2005). Once they become efficient in these smaller changes, they can opt for further identified goals. In this way, they will be able to be proficient in their job.

Sometimes, there can be issues with the deployed solutions; the deployed solution must be given proper time and flexibility before it is evaluated for its efficiency (Wilson, 1992). Finally, there is no chance of being de-motivated, hopeless or tired when bringing in the change no matter what is the intensity of the hard work being put in. This may be the last but it is one of the keys to be successful.

Since this is comprehended that the technology management requires the methodologies like planning, designing, controlling and so on; it leads to the plan of a portion of the touchy information that is precisely connected with the technology system being gotten. It consists on taking after: Project plans; Implementation plans; Training plans; and Support strategies (Todnem, 2005). As is as of now stated, the proper and efficient communication is needed between the mangers and the subordinate staff to guarantee dependability and trust value; however unseemly, unnecessary and excess communication or offering methodology must be maintained a strategic distance from. So is the case with imparting of the respective bits of information (Todnem, 2005).

The project Plans are the delicate kind of information that requires a greater amount of the conceptual understanding for effective arrangement rather. It requires managerial and organizational abilities likewise (Todnem, 2005). Accordingly, offering of the top to bottom project plans with technical and non-managerial staff is not in any way important. Instead it must be kept confidential. However highlights of the arrangement periods of the new technology system might be imparted to the related staff in manifestation of a reminder or the newsletter (Todnem, 2005).

Correspondingly, the usage plans should likewise be imparted to extraordinary forethought. The execution requires the teaming up of proper conceptual and technical abilities. Accordingly, it might be imparted to the technical and the managerial staff (Todnem, 2005). Nonetheless, instead of releasing the majority of the information immediately, it must be imparted in modular structures. Yet all the related employees must be mindful of the planed finished objectives and targets heretofore. This is possible through holding gatherings where the talks can happen to choose the advanced strategy for system execution.

The training plans are more concerned with both the technical, non-technical and the managerial staff. It is this staff that need to work and use the recently sent system (Todnem, 2005). Despite the fact that the manager must be educated of all the obliged training perspectives, the inclusion of the subordinate staff can help in better evaluation of the training plan with the obliged improvement and efficiency (Todnem, 2005). This is possible through visual presentations, gatherings, and so on.

Comparable is the case with the Support strategies. Everyone included with the new technology system must be mindful of all the help strategies to combat all of the conceivable happening mistakes, shortages and escape clauses in the system. This will help in the smooth transaction of the new system. This is possible through the appropriation of the handbooks, handouts, client guide documentations and the visual presentation.

Once the choices have been finalized on what must be imparted to whom and the amount, the following stage is to plan how the new technology system might be sent inside the current organizational setup. The introduction of the system is synonymous to brining a change inside the organization. In this way, steps of accumulating the change, congruously, must be planned out.

The transformation of a IT organization and its capability to move from the current-state to its future-state is very subject to its most imperative stake: its kin. Accordingly, the final objective of Organizational Change Management competency is to help our clients secure stakeholder commitment forthright, put resources into their capacity to get up and go and to manage their concerns, whether neighborhood or global, on a progressing premise from conception through to the acknowledgment of genuine business profits.

Change management strategies need to be executed in a decently organized manner, and upheld by top management and low level staff also, yet ought to likewise remember the individual issues which may emerge simultaneously to guarantee at the end of the day that both gatherings are in sync about executing ERP frameworks (Aladwani, 2001) in organizations (Wilson, 1992).

## Change Management

Two of the fundamental and vital concepts of management and supervision are Leadership and Communication. Despite the fact that there exist a few contrasts between the two concepts, yet the similitudes exist that need to be cantered and make them coordinate capable. As per John Katter, a Professor from Harvard Business School and a renowned writer of a few leadership books and articles, “The most important aspects of management include planning, budgeting, organizing, staffing, controlling, and problem solving” (Kottr, 2008). As per this concept, the leadership is about making a vision, adjusting human assets as indicated by it, and impelling motivation and persuasion amongst the subordinates to accomplish the goals. As it were, a fruitful leadership relies on upon taking after components: vision, motivation, and getting the positive and productive change.

Vision is a standout amongst the most discriminating and noteworthy parts of leadership that is accurately characterized by Bill Hybels as he expresses that the "Vision is a picture of the future that stirs passion in you." (Kottr, 2008) Furthermore, it likewise serves as a thought or an organizational goal that adjusts the human assets for fruitful accomplishments. Other than that motivation and enthusiasm likewise fills the need of a fruitful leadership. It is a key for any leader to be effective by rousing and motivating their subordinates to improve their job satisfaction and productivity. With the combination of these two elements, leaders can accumulate a positive, constructive and productive change inside the Organization.

Furthermore, the model proposed by Kouzes and Posner (2002) draws upon five key leadership hones that could be seen as the focal point components of capable leadership. These five practices are demonstrate the way, move an imparted vision, challenge the process, empower others to act, and support the heart. Model the route implies the requirement for leaders to model the conduct they expect of others if they have to build commitment and accomplish triumph. Motivate an imparted vision suggests the centrality of having a vision and envisioning a future based around it. This incorporates leaders committing to it, and enlisting others to impart that vision. Challenge the process implies leaders who chase down opportunities to change the same old thing, to risk everything and examination. Empowering others to act recognizes that achieving targets obliges a coordinated effort. Coordinated effort and trust are key plans here. Finally, energize the heart is concerned with recognizing the accomplishments and commitments of others and commending triumphs in a spirit of community. What doubtlessly supports each of these five practices is the individual side of what leadership is about.

# Risk Management and Uncertainty

Risk Assessment and Comparative Risk Assessment\*

Primary difference between risk assessment and comparative risk assessment is that the latter is based on the comparative scales between two or more risk factors. Comparative risk analysis is a decision-making apparatus used to deliberately measure, compare, and rank environmental problems or issue territories. The procedure commonly concentrates on the risks a problem stances to human wellbeing, the common environment and personal satisfaction, and brings about an arrangement of issue regions positioned regarding relative risks.

Comparative risk analyzes are embraced to attain various goals. The most common goal is to build priorities for a government org, political body, or community on the loose. It is frequently used to decide how to best dispense constrained assets for decreasing or counteracting environmental risks.

Furthermore, comparative risk analyzes are frequently led to help goad cooperation between government offices, industry, vested parties and the overall population.

Alongside priority-setting and expanding cooperation, comparative risk ventures additionally have training as one of the goals. The activities look to instruct both taking an interest stakeholders and the overall population about present environmental conditions and remarkable problems that need to be tended to in the future.

**regulatory issues that affect the controlling aspect of a strategic plan**

Economy is one of the most significant regulatory issue that affects the controlling aspects of a strategic plan. Furthermore, even if the strategic plan is properly formulated and device, it is difficult to predict economic future and the challenges or risks that can surface despite of all the careful strategic planning. Economy is bound to change and fluctuate rapidly and immediately without any prior credible long term predictions. Coping with such economic conditions is a biggest challenges. Composition of strategic plan can take up several months and years. And during this entire process, economy can fluctuate multiple times with several up and downs that may discourage the entire process as well. However, it is duty of the managers to induce flexibility in the strategic plan to handle this economic fluctuation.

# Monitoring & Evaluation

In order to ensure that the company is launching its services with efficiency and required quality, two types of immediate changes need to be implemented. First is regarding the management of available resources and second is regarding the type and nature of testing and debugging that must be implemented to ensure exhaustive yet quick testing of the product.

## Testing and Debugging

Analyzing and observing the time frame management have, management need to choose a testing and debugging mythology that is time saving as well as efficient.

Management test complete software along with its normal surroundings. Management by and large use functional testing procedures, albeit couple of structural testing strategies might likewise be used.

A project is characterized as a blend of the software, equipment and other related parts that together provide project components and arrangements. Project testing guarantees that every project function acts of course and it additionally tests for non-functional prerequisites like performance, reliability, stress, load and so on. This is the main period of testing which tests both functional and non-functional necessities of the project. A group of the testing persons does the project testing under the supervision of a test group pioneer. Management additionally audit every single related record and manuals of the software. This check action is equally imperative and may improve the quality of the last project.

Most extreme consideration ought to be taken for the bugs found amid project testing stage. A proper effect investigation ought to be done before settling the bug. Infrequently, if project permits, the deformities are simply recorded and specified as the known constraint as opposed to altering it. This may happen in a circumstance when altering is exceptionally time intensive or actually it is unrealistic in the present outline and so forth. Progress of project testing additionally assembles confidence in the development group as this is the first stage in which finish project is tested with a particular focus on customer's desires. After the fruition of this stage, customers are welcome to test the software.

At the point when testing group feels that the project is prepared for the users as they welcome the users for exhibit. This is Acceptance Testing. After show of the project, users may like to use the project for their satisfaction and confidence. This may go from adhoc use to projectatic very much arranged utilization of the project. This kind of utilization is fundamental before accepting the last project. The testing accomplished with the end goal of accepting a project is known as acceptance testing. This may be completed by the customers or users authorized by the customer. The venue may be developer's site or customer's site contingent upon the shared assention.

For the most part, acceptance testing is completed at the customer's site. Acceptance testing is done just when the software is developed for a specific users. On the off chance that, management develop software for anonymous customers, then acceptance testing is not practical. In such cases, potential customers are distinguished to test the software and this kind of testing is called alpha and beta testing. Beta testing is finished by numerous potential customers at their destinations with no contribution of developers and testers. Albeit alpha testing is finished by some potential customers at developer's site under the heading and supervision of testers.

## Utilizing existing Human Resources

Furthermore, in order to enhance the pace and performance at which these recommendations are being implemented, it is important that existing employees and developers must work in different manner. Instead of working in simple 9 to 5 manner. It is important that they must work in parallel shifts. Existing employees must be divided into 4 groups. Two groups will work in morning shift and two groups will work in evening shift. In either shifts, one group will be testing and documentation group while the other will be developer and debugging group. Both of these groups will have to work in parallel manner to enhance the pace and collaboration while completing the project.

By implementing these processes and counter procedures, it is expected that the company product can be made more efficient and reliable prior to release.

# Conclusion

Project Development need to be dynamic in nature and approach in order to avoid stagnancy and reduced efficiency. For this purpose, change is necessary to be introduced in the organization in a systematic manner. However, before the change is brought in, it is highly important that the factors involved in change are carefully evaluated and analyzed. Without proper evaluation and analysis of the change being brought in, organization can be exposed to high level risk and threats. Therefore, it is important that the concerned authorities go through careful procedures and systems that would help in sustaining the change with optimization of efficiency and effectiveness of the organization.

Critically analyzing the significant aspects of any project development lifecycle, it reveals that the process of evaluation and carefully carrying out the procedure of agreement till its exit are significant in creating reputation of the company. In order to make the changes sustain and prosper efficiently and effectively, it is important that the process of evaluation and analysis is accomplished properly with diligence and focus. Furthermore, in order to accomplish every agreement and procedure successfully, the exiting process must also be formally accomplished. Otherwise, the reputation and sustainability of the organization can be put at stake; hence reducing the efficiency and effectiveness of the organization.

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