Reflective Paper

[Author’s name]

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**Introduction**

The role of the project manager of an IT help desk is crucial to ensure the proper involvement of all the stakeholders. This form of consideration is crucial to achieving the objective of high performance. It is crucial to keenly identify the actual responsibilities of the project manager concerning the job position of the IT help desk. The duty of a project manager of an IT help desk is to maintain the general direction of the information technology strategies by ensuring the proper management of the work of all the staff members. Planning and monitoring are two basic factors that are imperative for project management. As the project manager of an IT Help desk, it is essential for me to comprehensively illustrate the project process for the team members. This form of exploration further helps one figure out what lessons one can learn for the future. Here the particular focus is to describe a selected project and its implications for the project stakeholders.

**Discussion**

Thorough and timely assessment of the considered process can be helpful for the entire team when evaluating individual and overall performance. This form of examination further helps me understand what is done well and what the areas of improvement are. A critical examination of the current features of the overall project also helps all the team members develop better forms of communication with each other.

**Description of Selected Process**

As the project manager, my key role is to ensure the active engagement between the users and the IT organizations. Active participation of the entire team is critical when it comes to the provision of technical assistance and support, considering the major domains of computer systems, software, and hardware. Development of the appropriate project management tool is essential to successfully achieve the objective of an integrated help desk. IT project management (ITPM) is a basic procedure that provides a working direction for all team members. This specific prospect helps ensure the proper management of the entire plan, and its organization according to the actual requirements of the job position.

The main focus of the adoption the process of IT project management is to effectively deal with different challenges such as interdependent involvement, upgradation in the form of rapid technology, and ensuring the proper addressing of all the requirements brought on by changing trends. The IT project management lifecycle is a selected process to ensure the proper integration between all the team members. This particular process is comprised of five main phases of project management. The approach of Waterfall methodology is considered to achieve the ultimate objective of proper management of the overall IT project management procedure. The method of Waterfall management helps to ensure the proper involvement of all team members in the form of the anticipated linear procedure (Charvat, 2003). The main aim of considering this method is to guarantee a significant role of all the team members. As the project manager, it is integral for me to propose and implement the plan according to the actual competencies and expectations of all the shareholders.

**Successful Features of the Project**

The deep analysis of the selected process helps to identify the specific aspects that positively enhance the overall performance of the project. This form of exploration further helps establish the strong and weak areas of team performance that requires improvement. Different indicators of team performance and the feedback of the shareholders helps to determine the strong aspects of the entire process of project management.

Measurement of the success of the IT project management process is essential for me to propose a better process for the future. Consideration of specific indicators helps to evaluate the performance of each team member according to their specific job responsibilities. All the different phases of the project are monitored against the criteria of success set for the domain of IT help desk. Understanding of the actual objective of the project is essential to make inferences about successful and ineffective practical domains. The evaluation criteria of the project help me figure out whether the objective of the schedule is successfully achieved from the project. The aspect of the heard deadline is one major indicator of the lifecycle project for IT Help desk. The hard deadline is one of the basic indicators to check the performance of the team members. Analysis of the project performance indicates that strict deadline by the clients is successfully achieved by the staff members. The objective of the satisfaction of the entire team is another major feature that is successfully achieved through the project (Fichman, Keil, & Tiwana, 2005). The overall performance of the team members indicates that they have a clear understanding of their job roles. Undoubtedly, there is an improvement in the case of proper integration and communication between all the team members. It is established that actual job roles are clearly defined for all the stakeholders. Clarity of job responsibilities ultimately enhances their work performance.

**Unsuccessful features of the Project**

There are some performance indicators that are not achieved in the assigned timeframe for the project. Identification of unsuccessful factors is essential to propose better strategies for the future. Undoubtedly, there are some areas of the project of IT help desk that requires necessary attention. Feedback from clients is one major indicator used to assess the areas of the project that require further improvement. The project of IT help desk recognized as the complex phenomenon that is based on different uncertainties. Unexpected and complex services demands by the clients are the major hurdles to achieve the milestone of success for the project of IT Help desk. The assessment of the project performance reveals that the standard of customer satisfaction is not completely achieved and requires necessary improvement. There are some areas of performance that require active intervention of all the team members.

**Suggestions for Future Projects**

The primary aim of exploration of the areas of success and failures for the project of IT Help desk is to propose better practical measures for the future (Nelson, 2007). There is a need for offering better and rapid help desk services to the clients when they come up with different IT related queries. The immediate response from the help desk representative helps clients build their confidence with the other stakeholders.

The major responsibility for me as the project manager is to provide a better working environment for all the team members. Proper involvement of all the stakeholders is essential to improve the services of the project of IT help desk. The satisfaction of all the shareholders is essential to ensure their active involvement in all the different phases of the project.

**Conclusion**

In a nutshell, it is critical to indicate that project managers of an IT help desk play the role of the captain to ensure the success of the entire project. It is the main duty of the project manager to assess the actual concerns of all the shareholders and address these issues to attain better outcomes in the end. Measurement of the project performance is essential to propose better practical measures for a future project. Consideration of all the different phases of the project management is important to ensure the element of potential development.

**References**

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