Application of project management tools and techniques in an IT company in Bosnia and Herzegovina

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Abstract: *In a modern business environment, work is often segmented into activities having a well-defined objective and a limited duration period. These activities are referred to as projects. Projects are categorized in several ways and according to various disciplines. This paper will introduce a notion of projects and project management in a developing area of information systems. Even though the basis remains the same, IS projects differ in many ways when compared to the so called "standard" projects due to a swift change in technology and the fact that a vast majority of products are intangible. Therefore, to manage such projects becomes a complex task. There are various tools and techniques that are being applied to IS projects in order to keep track of a changing environment.*

This paper will cover numerous facets of IS project management and how they are being applied in IS projects. Although project management cannot guarantee success, it most certainly aids managers as well as developers, analysts and technical staff completes their tasks in time. It also facilitates quality checks and employee tracking for further task monitoring and baseline planning. To assure a quality analysis, this paper will cover relevant literature such as the one approved by the Project Management Institute and the Association for Project Management to scrutinize tools and techniques used worldwide in IS project management and review how they apply to a specific IT company in Bosnia and Herzegovina. Finally, based on a thorough, objective evaluation a conclusion will be drawn to reflect the implementation of suggested tools and techniques.

Keywords: *project management, tools, techniques, manager.*