

Université d'Avignon et des Pays de Vaucluse
Institut Universitaire Professionnel –
Génie Mathématique Informatique d'Avignon
F-84911 Avignon, France.



Survey Report for PMI regarding the research project:

The Project Manager's Perspective on Project Management Software Packages

A Master's candidate in Computer Science at the Université d'Avignon et des Pays de Vaucluse, France, is exploring how project managers utilize automated software packages in their day-to-day activities to gain insight on what possible future improvements to the software—or method for learning or using the software—would benefit the overall effectiveness of the project manager.

This report provides the summary survey findings, based on the participation of professional project managers, without whom this research could not have progressed. Thank you to those who responded.

Please contact the researcher directly at arden.lockwood@univ-avignon.fr with your questions or comments.

Arden Lockwood, PMP, MBA,
Masters Candidate, Computer Science / Operations Research
Université d'Avignon et des Pays de Vaucluse
<http://www.iup.univ-avignon.fr/>
<http://www.univ-avignon.fr/>

The Project Manager's Perspective on Project Management Software Packages

A Summary of the Survey Results

Arden Lockwood, PMP, MBA,
Masters Candidate, Computer Science / Operations Research
Université d'Avignon et des Pays de Vaucluse

The Survey

The objective of the survey is to gather the real-life experiences of professional project managers regarding their expectations and their uses of project management software, so that the data could be analyzed from three points of view: the project management profession, computer software development, and the operations research discipline.

The survey was conducted between January and March 2008.

General Information

The scope of this report is to share the preliminary, quantitative data gathered from the survey. Questions of a purely qualitative perspective, including the opinions of the respondents, will be included with the more complete analytical findings in two other articles of the research study, intended for publication in mid-2008.

Interested parties may contact the researcher for further information on the French-language research article and its accompanying, English-language summary article.

The Respondents

The survey was targeted at professional project managers, the majority of whom are affiliated with PMI. Over six hundred surveys were initiated, with approximately 500 surveys completed, for a completion rate of 82.8% for a survey instrument recognized as long and complex.

Groups of US and French project managers were invited to participate, though the voluntary participation via the PMI website may have drawn from other populations that have not been specifically analyzed.

The detailed responses of the respondents, reflecting a depth and breadth of professional project experience, are available in *Appendix A: The Respondents and their Organizations*.

The Software Packages

The survey utilized a list of 27 different software packages for managing projects from which the Respondents identified the package he or she had used the most, the second-most and the third-most often. This list represents computer solutions available for commercial purchase (proprietary) or without purchase (open source). The solutions were also available for desktop installation or internet usage. *Appendix B: The Software Packages* presents the list utilized in the survey.

The Software Functionality and its Effectiveness

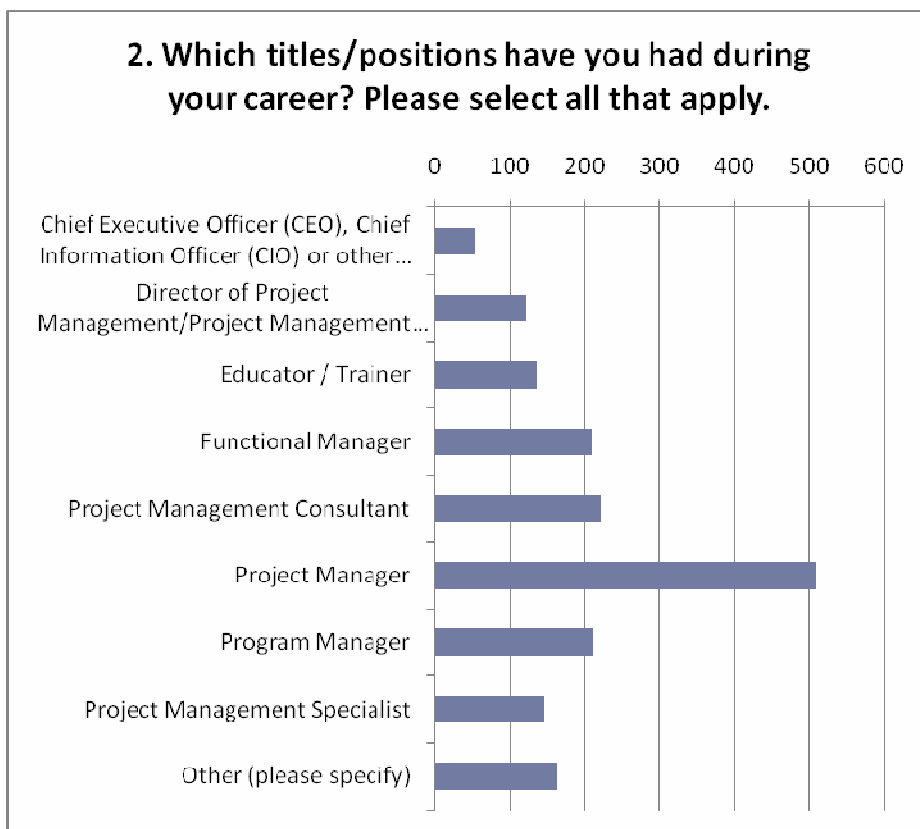
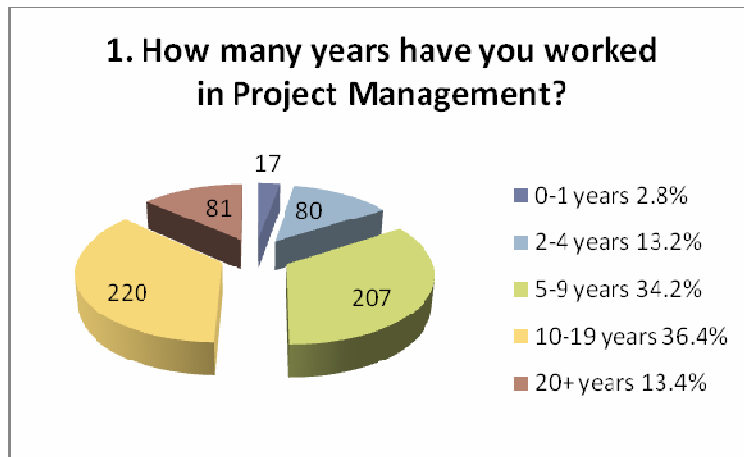
The survey gathered the perspectives of two types of functionality of the software packages: the “technical” functionality (typically based on operations research algorithms) and the computer science perspective of the human-machine interface, such as its ease of use, etc. The results of these questions, related to the specific software packages, are available in *Appendix C: The Functionality and its Effectiveness*.

The Future of the Software Packages

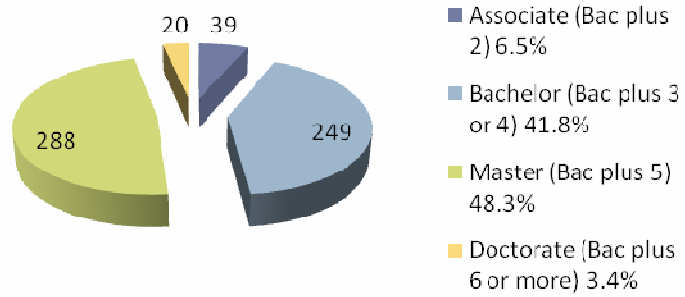
With the goal of looking to the future of the effective utilization of Project Management software, the researchers questioned the Respondents regarding their organizations’ migration plans and their own sources of information about these software packages. The quantitative questions and their responses are available in *Appendix D: Factors for the Future Effective Use of Project Management Software Packages*.

Appendix A: The Respondents and their Organizations

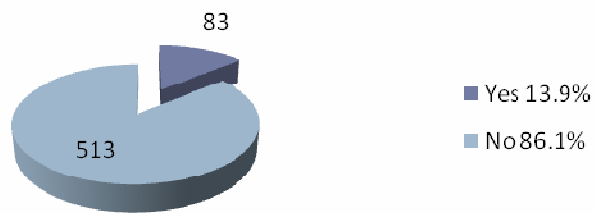
Six hundred five (605) surveys were initiated and five hundred one (501) were considered “completed” by the hosting website. Response counts may be less for each question because of abandonment and/or because of questions that filtered and redirected respondents to questions later in the survey.



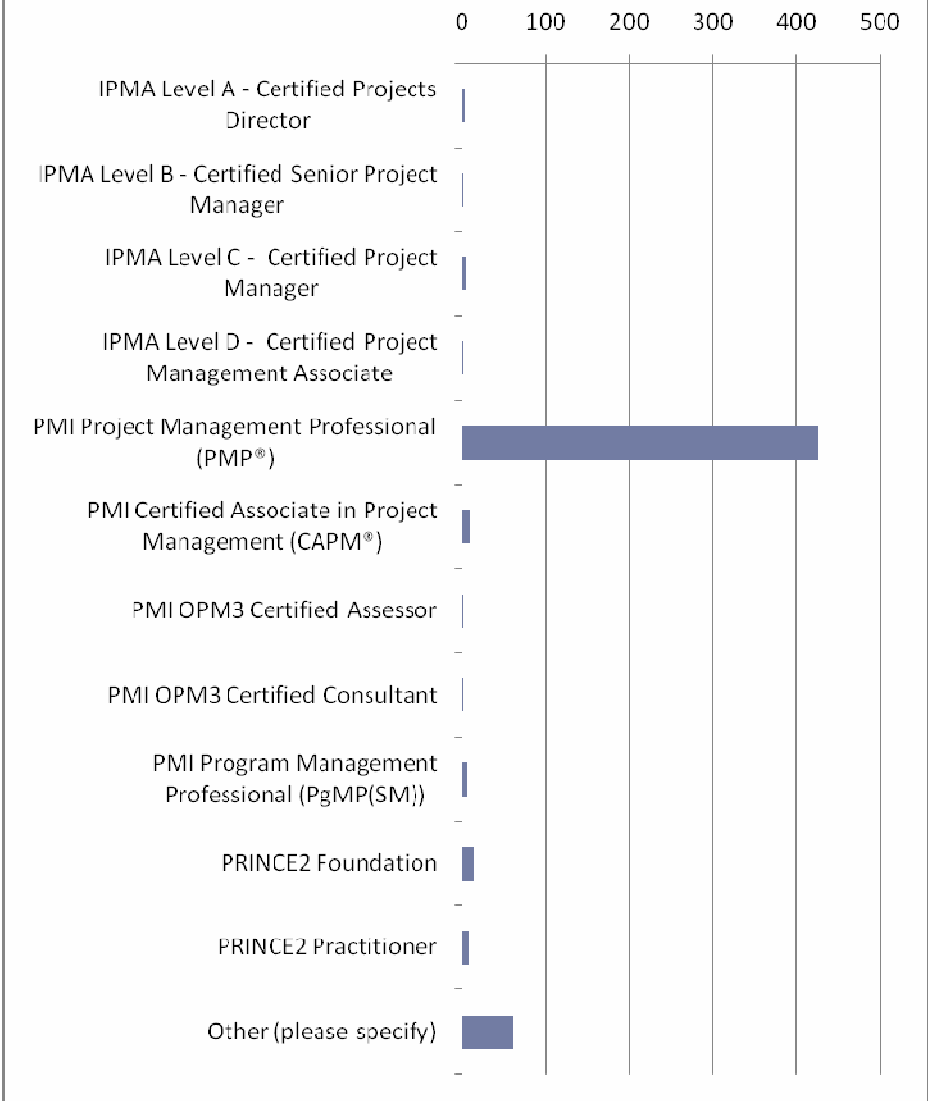
3. What is the highest academic degree you have earned?



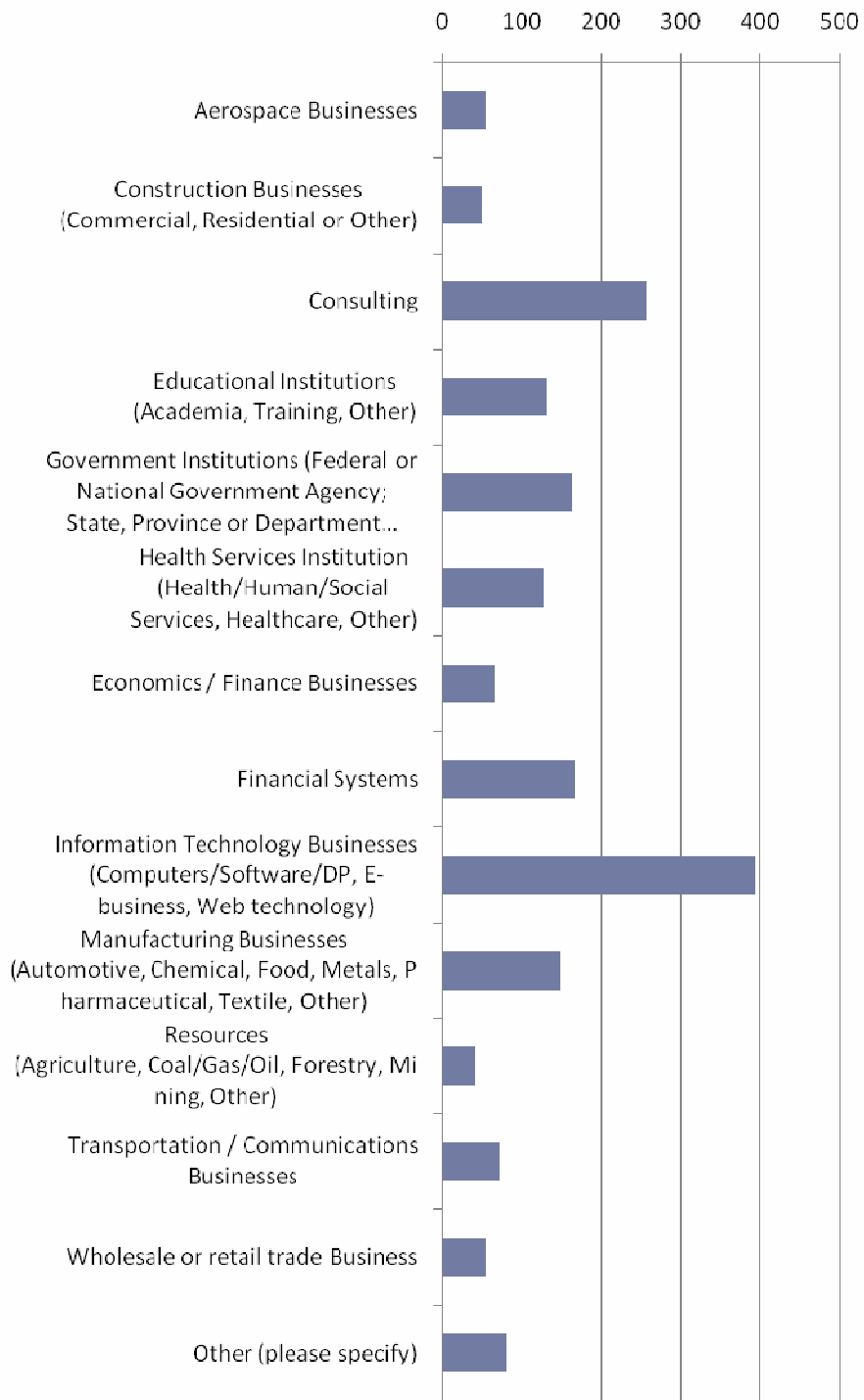
4. Do you have a degree in Project Management?

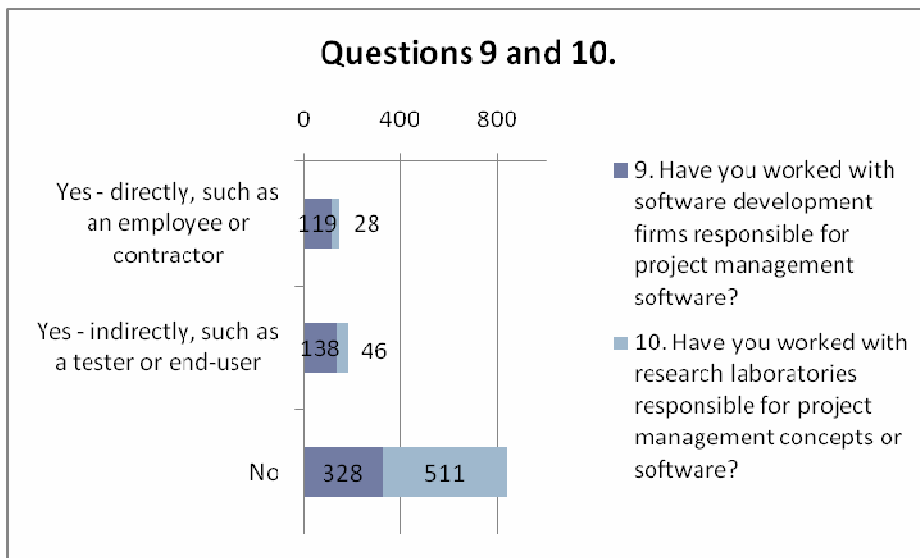
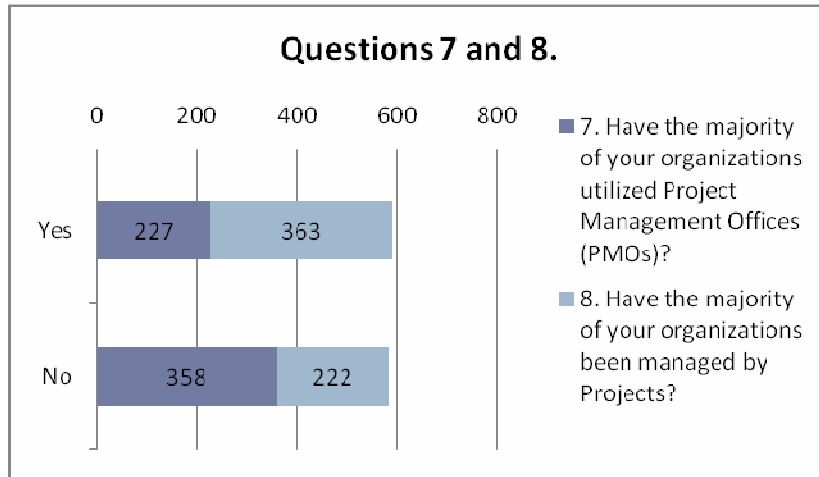


5. Which of the following Project Management Certifications have you earned? Please select all that apply.

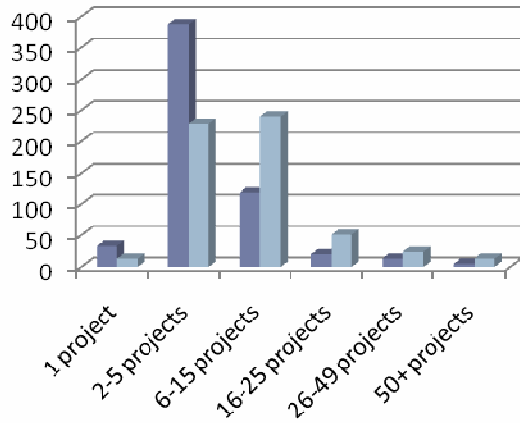


6. What types of organizations have you worked for during your career? Please select all that apply.





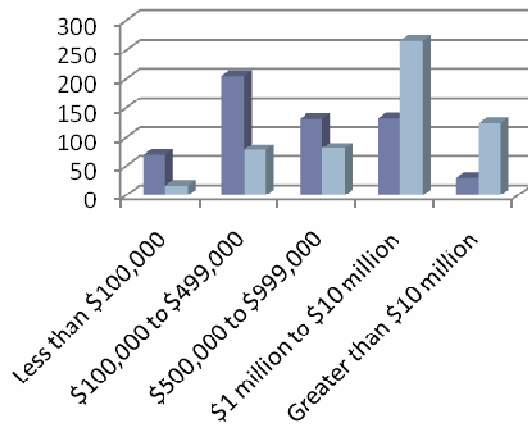
Questions 11 and 12.



■ 11. What is the AVERAGE number of projects you have managed at one time during your career?

■ 12. What is the LARGEST number of projects you have managed at one time during your career?

Questions 13 and 14.



■ 13. In US Dollars, what is the AVERAGE value of the projects you have managed at one time during your career?

■ 14. In US Dollars, what is the LARGEST value of the projects you have managed at one time during your career?

Appendix B: The Software Packages

The following software packages were included in the survey.

Open-Source desktop applications

KPlato
Open Workbench
TaskJuggler
GANTT Project

Proprietary desktop applications

Artemis
Cerebral Project(TM)
Microsoft Project
Merlin
OmniPlan
Planisware OPX2 Pro
Planview
Sophocles
CA-SuperProject

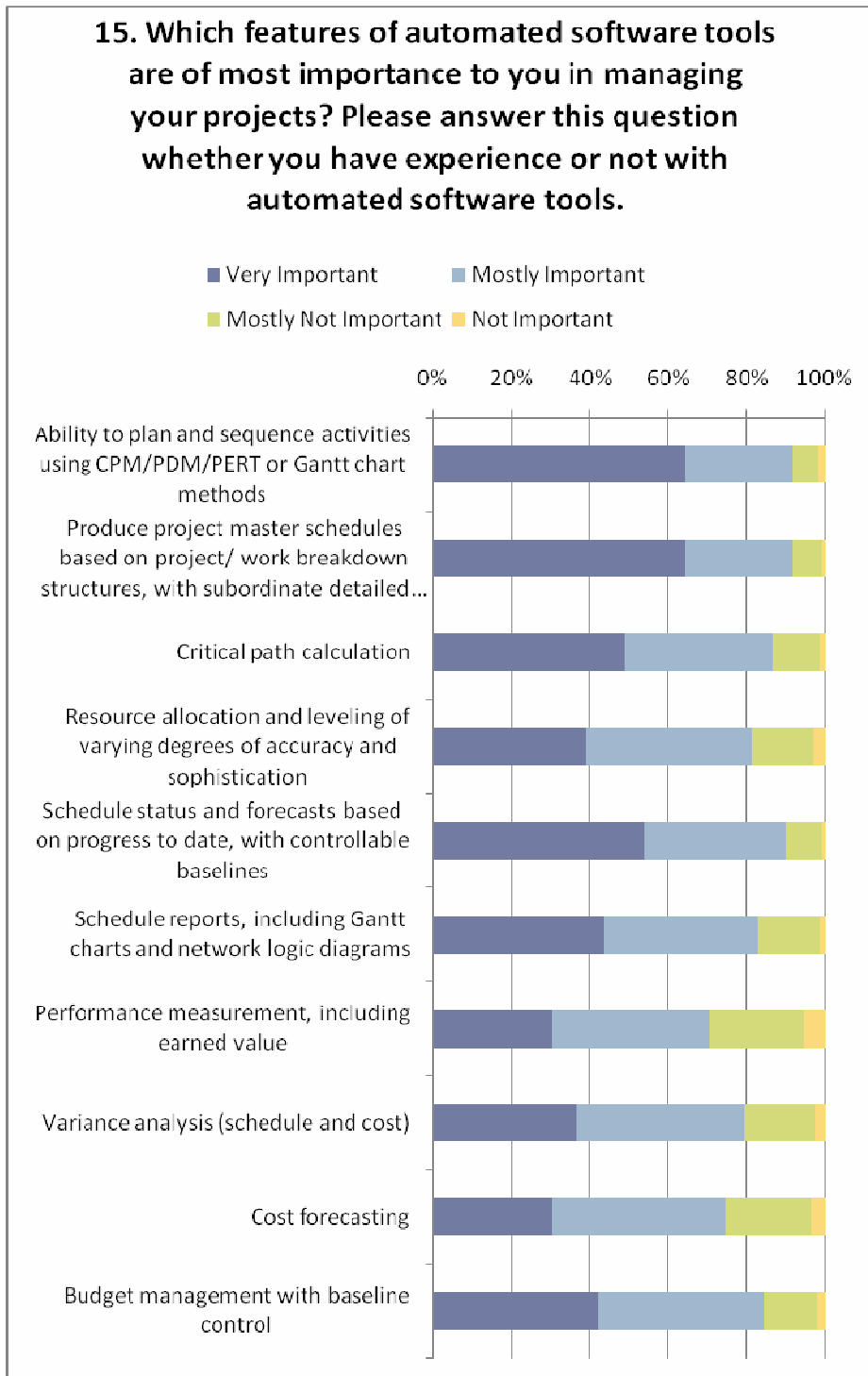
Open-Source web-based applications

dotProject
ProjectPier
Project.net

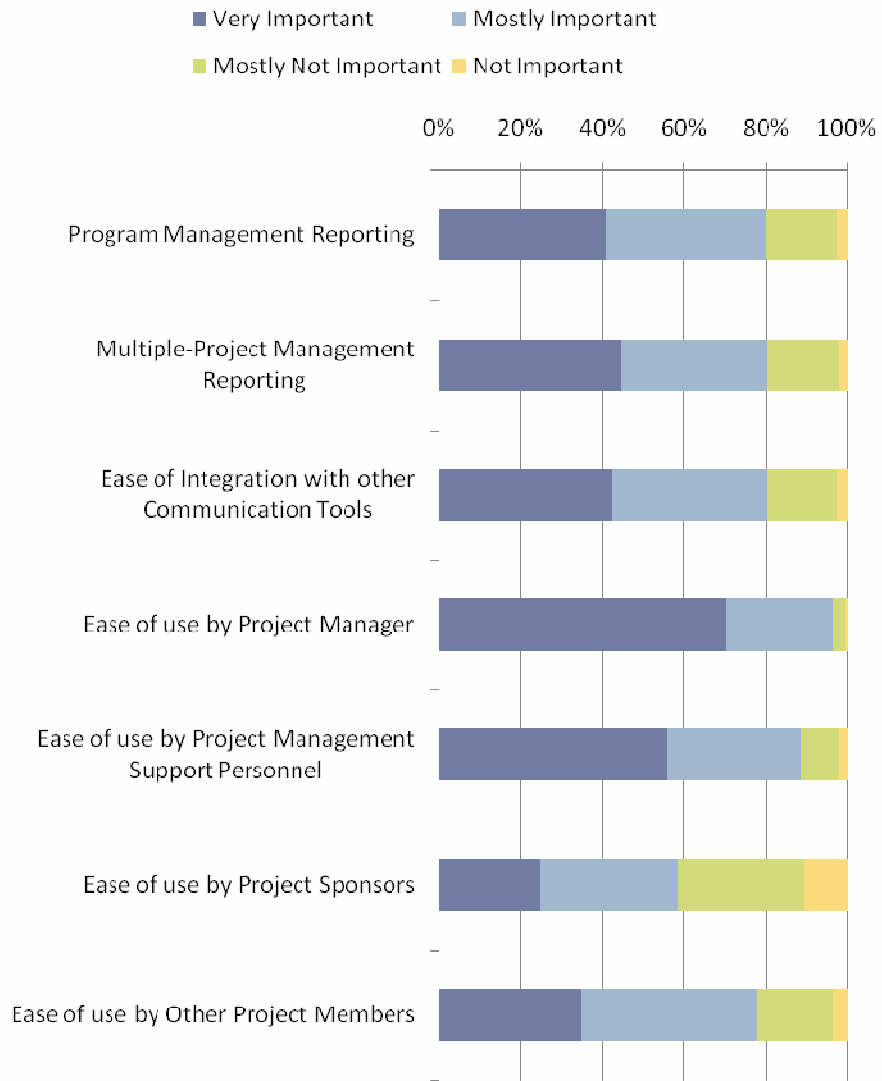
Proprietary web-based applications

24SevenOffice
@task
CoP
Kiwi Manager
Mingle
Project Insight
ProjectHand
TaskBin
Teamwork
Wrike
TOPdesk

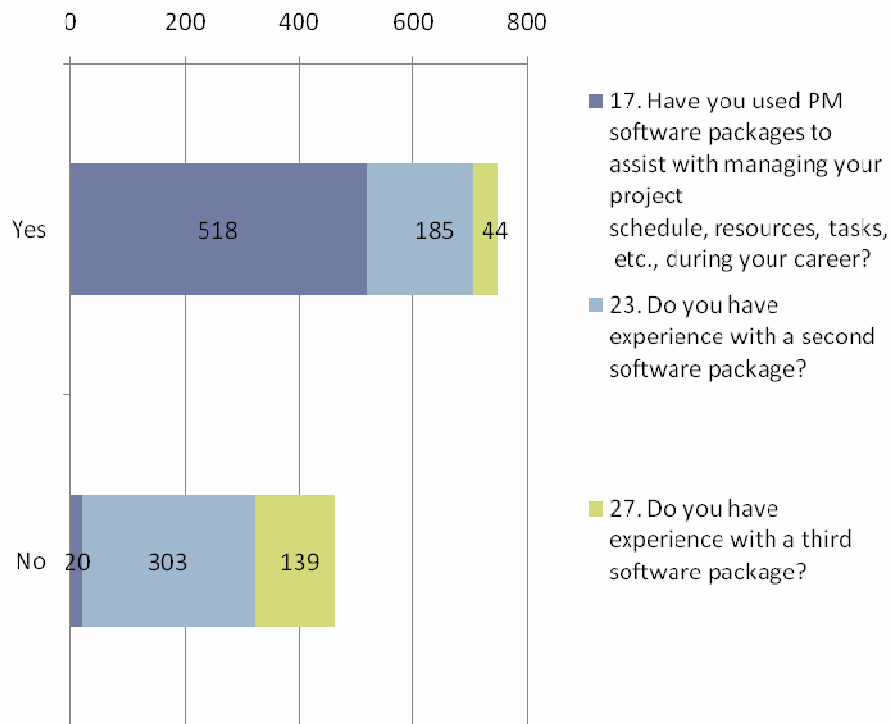
Appendix C: The Functionality and its Effectiveness



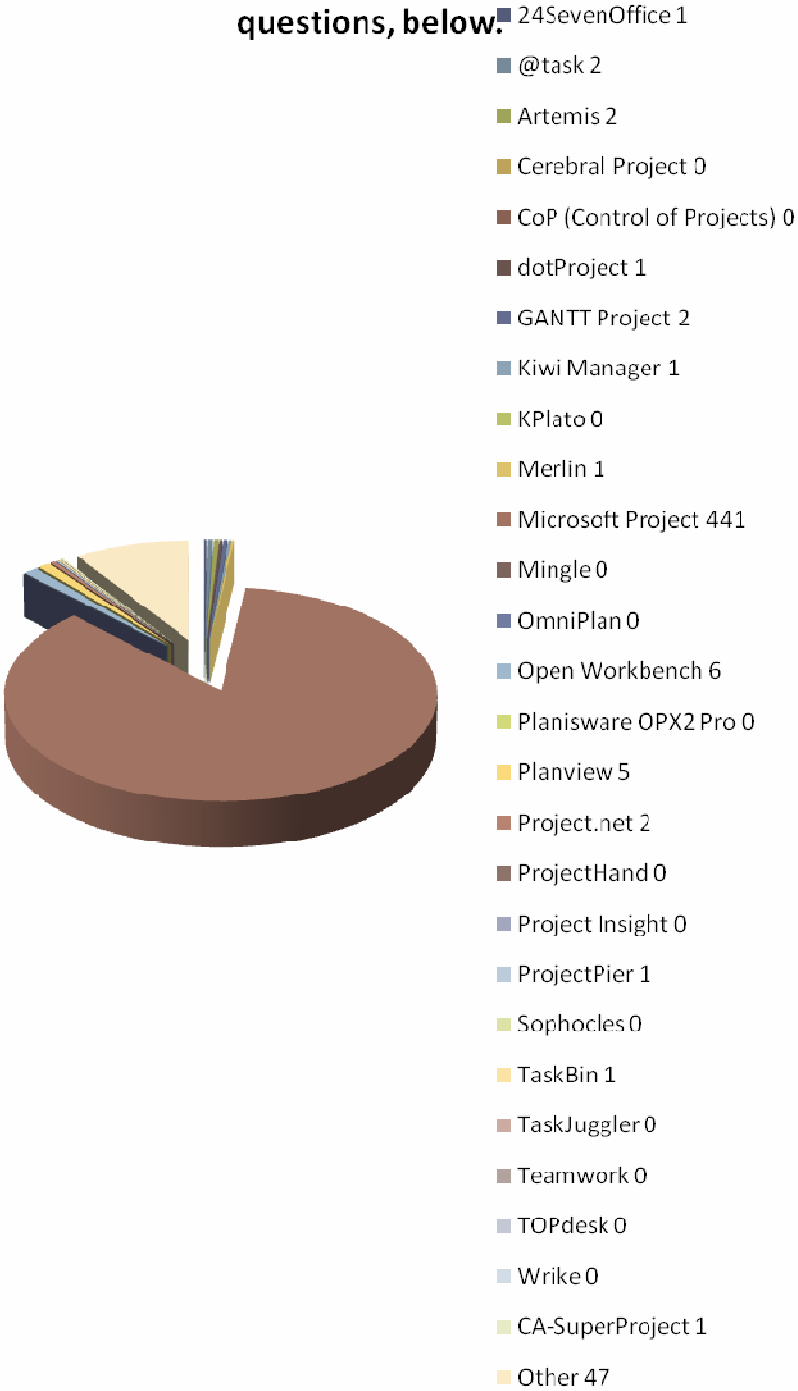
16. Which features of automated software tools are of most importance to you in managing your projects? Please answer this question whether you have experience or not with automated software tools.



Questions 17, 23 and 27.

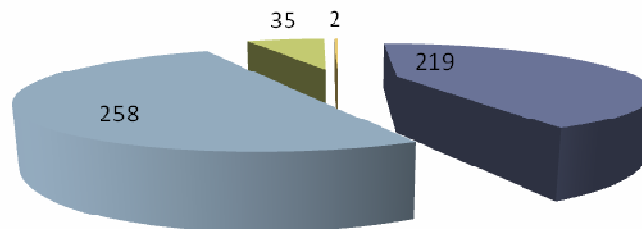


18. From the following alphabetic list of PM software packages, please select the one you have used the most for more detailed questions, below.



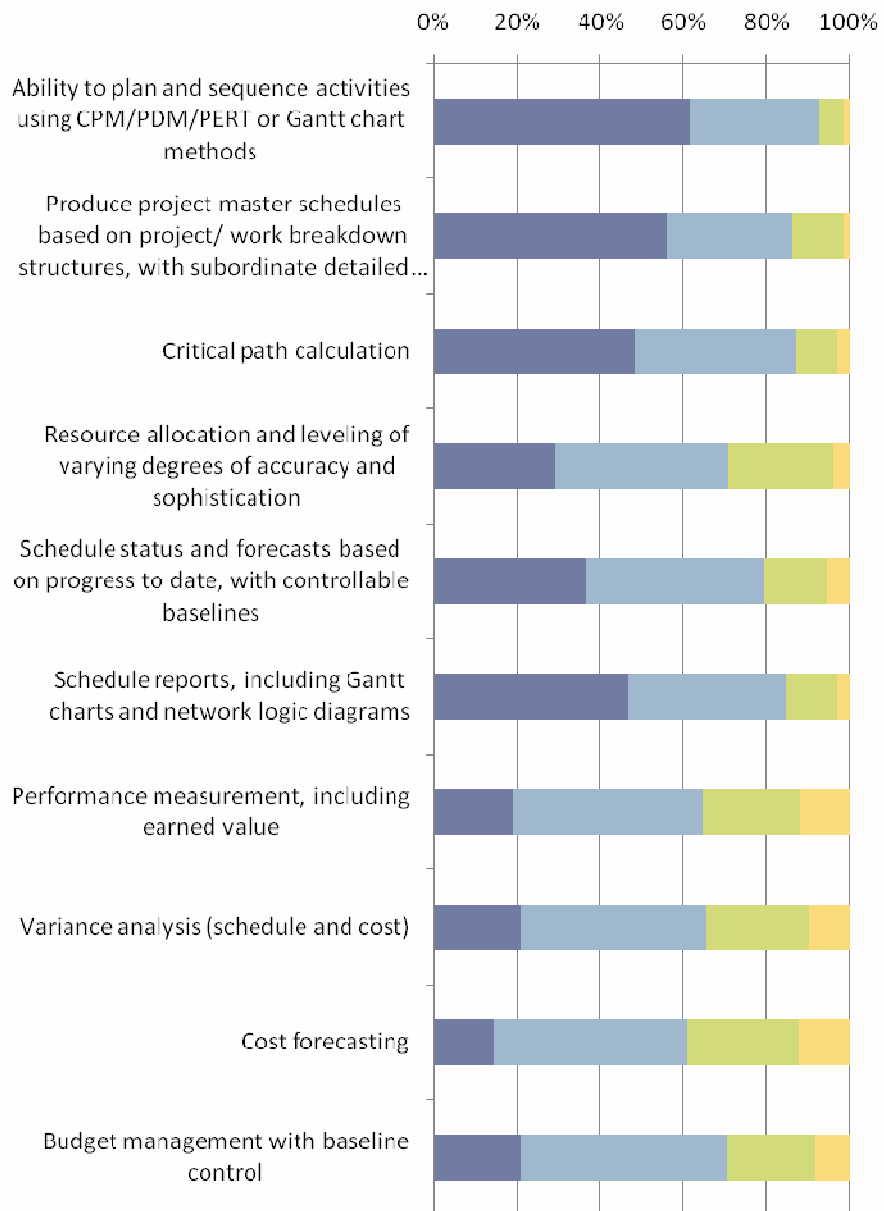
19. What is your overall impression of the effectiveness of the software package you selected above?

- Positive impression: it assisted me in effectively executing my responsibilities. 42.6%
- Neutral impression: it met my minimum requirements but was either not as efficient or not as robust as I would prefer. 50.2%
- Negative impression: it hindered my ability to execute my responsibilities or required significant manual decisions to report the expected results. 6.8%
- Undecided. 0.4%



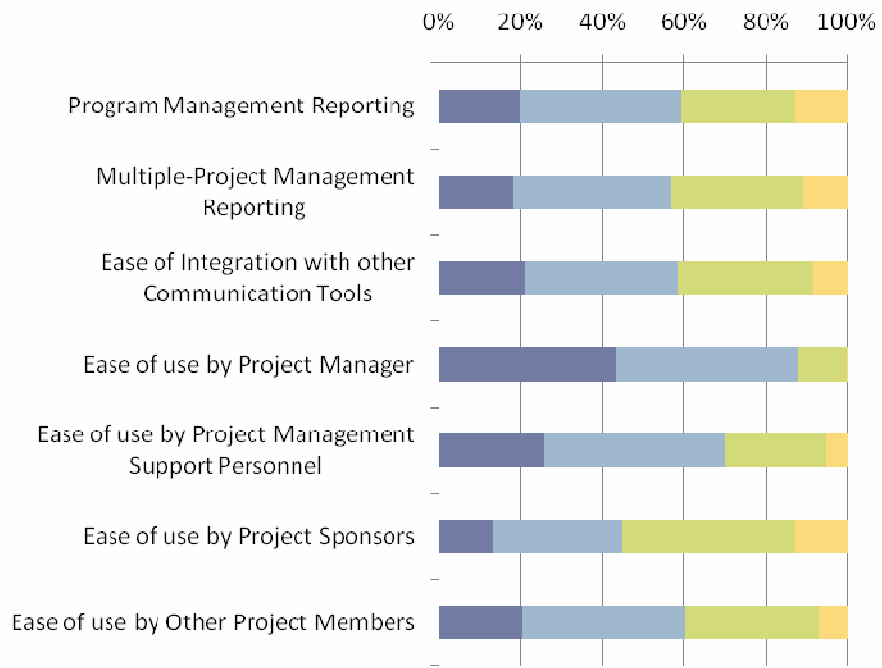
21. Provide your point of view for the following features for the software package you selected in the previous question. (The most-used package)

■ Positive impression ■ Neutral impression
 ■ Negative impression ■ No opinion

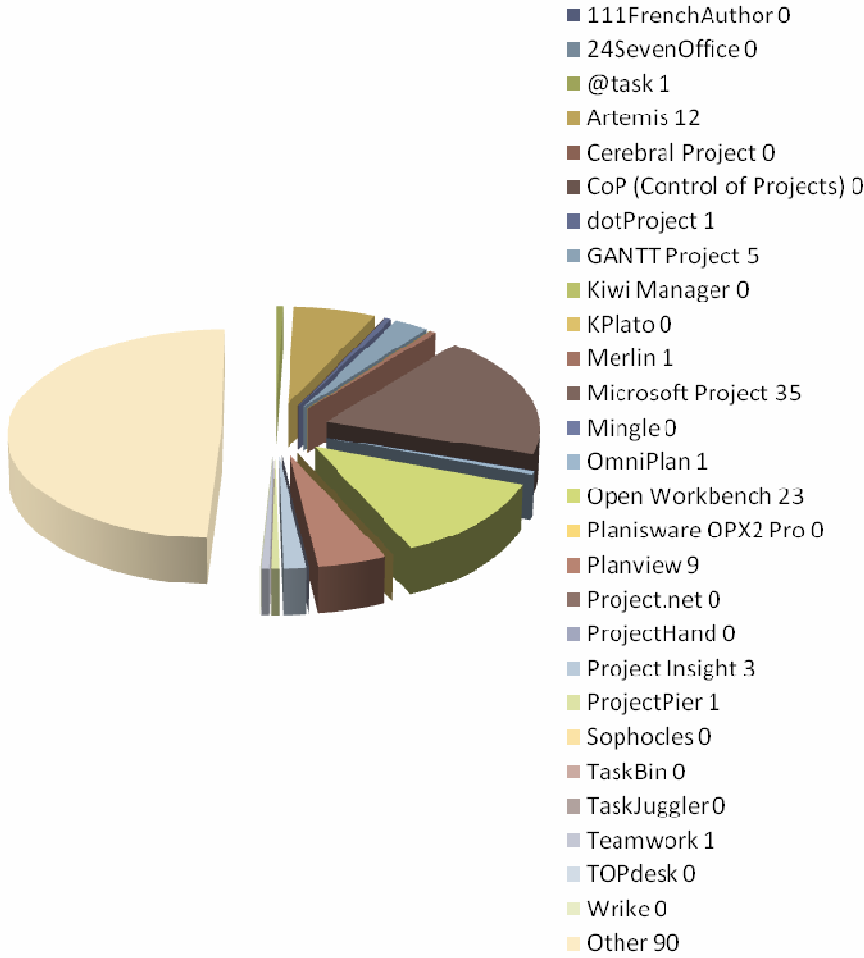


22. Provide your point of view for the following features for the software package you selected in the previous question. (The most-used package)

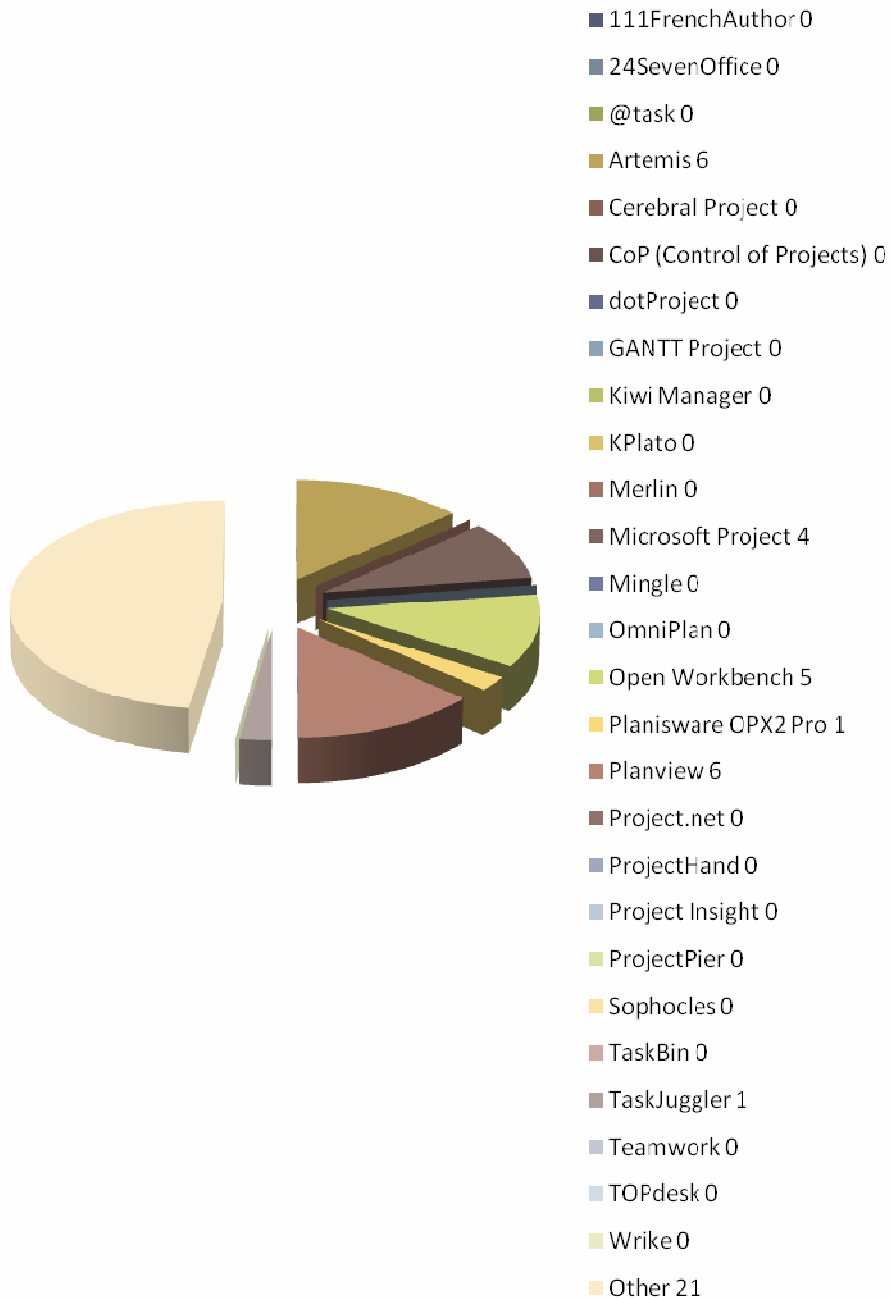
■ Positive impression ■ Neutral impression
 ■ Negative impression ■ No opinion



24. From the following alphabetic list of PM software packages, please select the one you have used the second-most experience for more questions on this page.

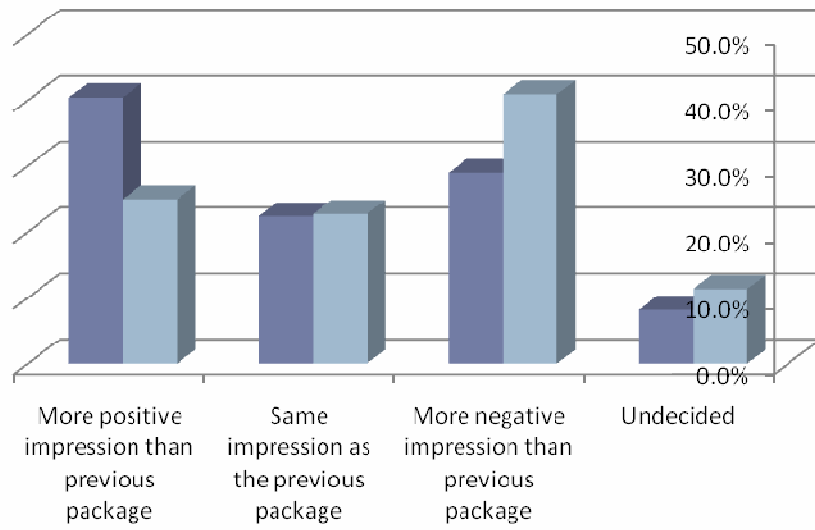


28. From the following alphabetic list of PM software packages, please select the one you have used the third-most for more questions on this page.

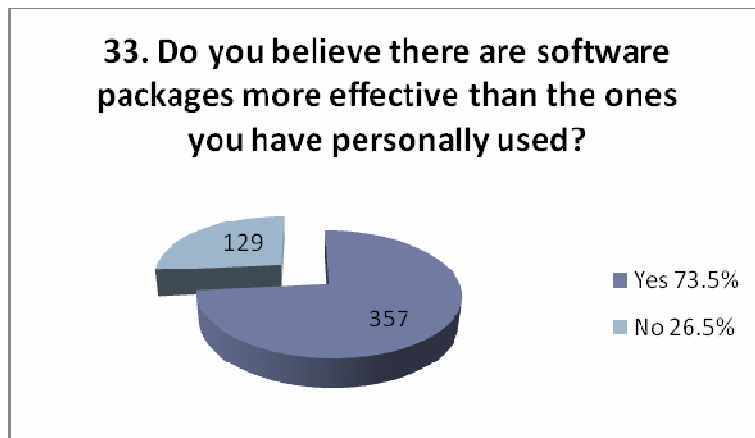
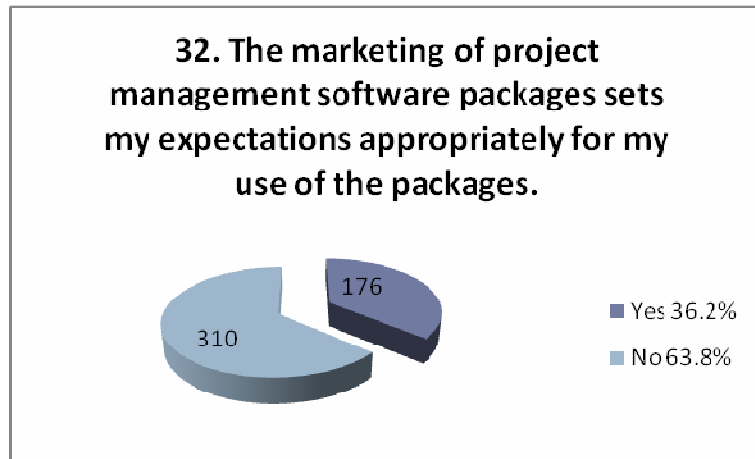
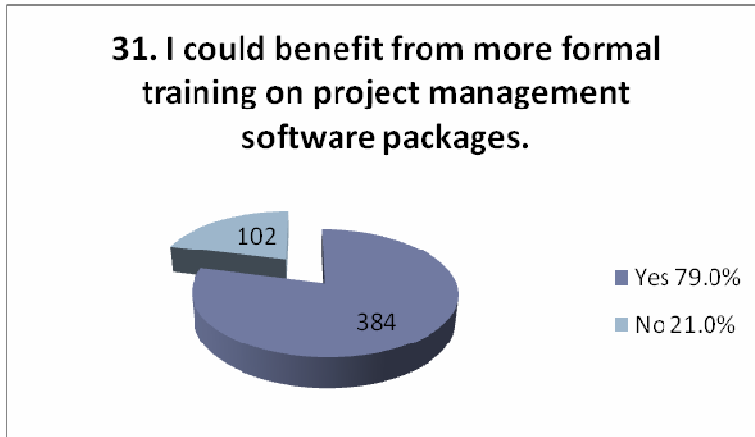


Questions 25 and 29.

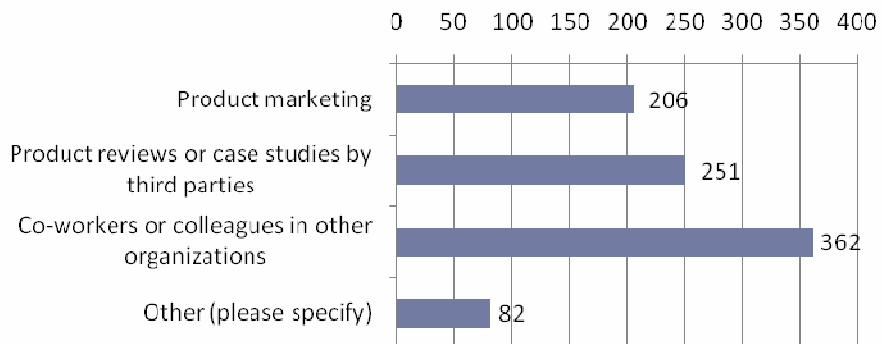
- 25. What is your overall impression of the effectiveness of the software package you selected above IN COMPARISON WITH THE FIRST PACKAGE YOU REVIEWED? (2nd package)
- 29. What is your overall impression of the effectiveness of the software package you selected above IN COMPARISON WITH THE FIRST PACKAGE YOU REVIEWED? (3rd package)



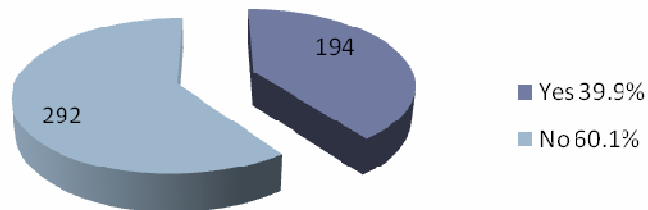
Appendix D: Factors for the Future Effective Use of Project Management Software Packages



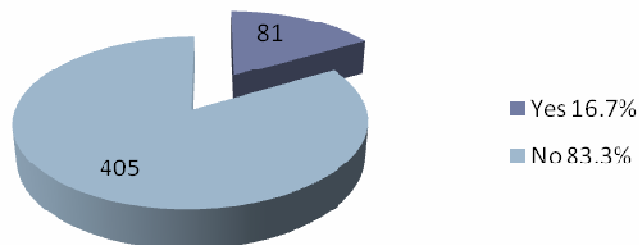
34. What are your sources of information for answering the previous question? Please select all that apply.



35. My organization effectively utilizes the selected software packages.



36. Is your organization currently planning to change its PM software package?



37. From the list of PM software packages, please select the package to which your organization is planning to migrate.

