

**Exercise:**  
**“The Great Pavement Restriping Job: An Exercise in Project and Knowledge Management”**

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[ updated: Wednesday, August 20, 2008 ]

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**Course:** MGT 360

**Title:** Management and Organizational Behavior (3 units)

“Nothing is impossible for the person who doesn't have to do it.”

---unknown source

**Goal:**

The purpose of this exercise is to learn to develop the foresight needed to manage the contingencies for a project. In general, if you are motivated and talented manager, you should be able manage many different kinds of projects. This includes projects for which you have incomplete information (breadth) and/or insufficient technical knowledge (depth). As a project manager, you most likely do not have to do any part or all of the task, you just to start and finish the project on time and within budget. Managing time and budget, and the risk characteristics of both, is a key skill of a contemporary, successful manager.

**Email:**

(The instructor received this email from the CSUN campus *verbatim*)

Subject: B3 Parking Structure to Close Temporarily  
From: Public Safety [parking@csun.edu](mailto:parking@csun.edu)  
Reply-To: Public Safety [donotreply@csun.edu](mailto:donotreply@csun.edu)  
Date: 7/8/2006 12:39PM  
Subject: B3 Parking Structure to Close Temporarily

The B3 parking structure will be closed at 10 p.m. on Thursday, July 20, and is scheduled to re-open on August 22. While closed, the structure will be re-striped to improve traffic flow and reduce delays during peak hours, prior to the beginning of the fall semester. All vehicles must be removed from the structure by 10 p.m. on Thursday. Any cars left in the structure will be towed at the owner's expense.

The B3 surface lot will remain available for use. Parking lots B1 and B2 are also alternative choices for parking.

Questions or comments may be directed to Fred Fernandez, Captain, Parking and Transportation, at 677-3961 or Jim Stotler, Sergeant, Parking Enforcement and Traffic Safety, at 677-6215. We apologize for the inconvenience and appreciate your cooperation.

**Deliverable:**

Your task is to identify at least five different questions or issues related to the University Pavement Restriping Project that you believe will need resolving at some point during this project. Your task is not to *answer* the question or address the issue. Your task is to identify the question or issue and place it in one of the nine PMBOK subject areas (see the “project management” handout). Your five questions or issues can be located in one specific PMBOK subject area or spread out among more than one subject area.

We will consolidate the questions and issues during the class session using a collaborative oral technique known as “nominal group technique.”