

IS 371 Syllabus

Introduction to IT System Management

This course focuses on the implementation and post-implementation support for information systems. Topics include the organization of the IT services, the procurement of hardware, software and vendor services, operation of data centers, testing, deployment, user training, help desk, software upgrades, and staffing for support teams. It deals with the management and operational aspects of information systems in organizations by examining the concepts, tools and techniques available to IS professionals responsible for the delivery of IT services. We examine the development and use of RFPs (Request for Proposals) and SLAs (Service Level Agreements), the integration of services and operations with application development project needs, and the role of the capital and operating budget.

The Learning Objectives of this course provide that upon completion students will:

- Define the roles and duties of IT Managers
- Demonstrate conversational knowledge of key IT Management concepts and terminology
- Managing and Staffing IT Teams
- Human Resource trends in compensation and benefits.
- Project management and the organization of IT services
- Make recommendations for the implementation of appropriate IT solutions to the delivery of IT as a service
- Enterprise applications and software
- Evaluating Security and Compliance rules, risks and IT Governance frameworks
- Budgeting, examining the components of SLAs and RFPs and critique their use in the enterprise
- User training and help desk support, procurement and outsourcing, operations management, network management
- Social media, mobile devices, BYO policies

This course deals with the management and business aspects of IT. Many IT operational topics will be covered but none will be covered to extreme depth. Note that the syllabus may be updated as needed during the course of the quarter.

It is understood that some students already have experience or expertise in specific subsets of the course material. The intention is to bring everyone up to speed on all of these topics to better enable students to excel in their respective program and in their future careers.

Fall 2016-2017

Class Meets: Tuesday nights 5:45 -9pm in LEWIS 01110

Learning Management System: D2L found at <https://d2l.depaul.edu>

Prerequisite: Completion of five or more SoC MS level courses is required.

Text and Reading Material:

IT Manager's Handbook: Getting your new job done (3rd Edition)

eText: ISBN-10 0123914051, ISBN-13 9780123914057

Print: ISBN-10 0-12-415949-4, ISBN-13 978-0-12-415949-5

Author(s): Bill Holtsnider; Brian D. Jaffe

Any additional reading assignments will be made from the Web, and posted articles on D2L.

There will be significant reading and research during this class.

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Online Learning: There is **NO** online version of this class, therefore students must make sure they attend every class. Unexcused absences are not acceptable.

Assignments/Grading:

Note: Any assignment, paper, discussion or exam turned in late will suffer a deduction of points. It is important that you adhere to the due dates.

The guidelines are:

• < 24 hrs late = 0% deduction	• 3-7 days late = 20% deduction
• 1-3 days late = 10% deduction	• > 7 days = 50% deduction

1. **Paper #1:** (Individual) - Leadership Effectiveness assessment survey and paper. (2 single spaced pages) - **10%**
2. **Paper #2:** (Team) Develop an Organizational Analysis and a Pre-RFP Requirement Analysis (Team of 2 - 3) - **15%** (Paper=10%, Presentation = 5%)
3. **Paper # 3:** (Team) Develop an RFP specification (Team of 2 - 3) – **20%** (Paper=15%, Presentation = 5%)
4. **HW Assignment (company docs):** (Individual) 4 docs, (1- 2 single spaced)pages each - **40%**
5. **Reflection Essay:** At the end of the class you will be asked to write a reflection essay. It will consist of any personal insights you have gained from the course- **5%**
6. **Class participation and discussions – 5%**
7. **Class Attendance – 5%**

Grading

A = 93% - 100%	C+ = 78% - 79.99%
A- = 90% - 92.99%	C = 73% - 77.99%
B+ = 88% - 89.99%	C- = 70% - 72.99%
B = 83% -87.99%	D+ = 68% - 69.99%
B- = 80% -82.99%	D = 60% - 67.99%
	F = 0% - 59.99%

Note: Incompletes are usually not given unless there is an emergency situation. Incompletes require CDM administration approval, and are not solely up to the Instructor.

Academic Integrity Policy

This course will be subject to the faculty council rules on the [Academic Integrity Policy](#)

Instructor: **Rajeev Kumar**

Email: rkumar7@cdm.depaul.edu – **(the best method to reach me)**

Office Hours are Tuesdays: 5:15-5:45pm (In Class) and 9-10pm (Online via email-officially, although in practice I am always available via email!!)

We can also arrange a mutual time for a meeting in person if necessary.

Phone number: 312-498-5105 – **(second best method to reach me)**