IS 483 Syllabus

Information Services and Operations

This course focuses on the 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. Topics include the organization of the IT services; the procurement of hardware, software and vendor services; operation of data centers, help desks and user training, 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 capital and operating budgets

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

- Demonstrate conversational knowledge of key IT Operational concepts and terminology
- Define the roles and duties of IT Managers
- 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 operational 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.

Winter 2016
Class Meets: Tuesday nights 5:45 -9pm in LEWIS 01516
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.

Online Learning: You will be required to participate in the course through discussion topics. There will not be real-time Online access to this course although all class periods are recorded through D2L.

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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% decuction	• 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. (3 pages) - **10%**
2. **Paper #2:** (Team) Develop an Organizational Analysis and a Pre-RFP Requirement Analysis (Team of 2-3) - **20%** (Paper=15%, 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 memos, (1- 2) 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, attendance and online discussions – 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 (CDM 701 or online- via email, 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)***