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| Course | ITM 5200 / NA / Project Management of Information Technology |
| Term | Spring 2, 2010 – Saturday #1 – 8:00 am – 5:00 pm 3/13, 3/27, 4/10, 4/24, 5/8 (8am -Noon) |
| Instructor | Name: Mark Willett Home Phone: (904) 386-8923 Work Phone (904) 791-8671 E-mail: charleswillett25@webster.edu |
| Catalog Description | This course introduces students to the procedures, tools, and techniques used in planning and managing major IT projects. Issues covered include definition, planning, implementation, control and evaluation of the project. The course also focuses on developing the manager's ability to organize and lead project teams, and conflict resolution. |
| Prerequisites | ITM 5000 – Information Technology Management - Overview |
| Course Level Learning Outcomes | After completing this course, students will: <ul style="list-style-type: none"> • <i>know and explain the important technical and management terminology, concepts, principles, techniques, practices and theories related to information technology project management.</i> • <i>be able to effectively apply important technical and management concepts, principles, practices, techniques, practices and theories to organize, define, document, and manage large-scale information technology projects.</i> • <i>know and explain the critical management issues involved in organizing and leading project teams, and resolving conflicts.</i> |
| Materials | Marchewka, J.T. (2009). Information Technology Project Management: Providing Measurable Organizational Value. (3rd Edition). John Wiley & Sons. ISBN# 978-0-470-37193-0 Chatfield, C.S.; Johnson, T.D. (2007). Microsoft Office Project 2007 Step by Step. (1 st Edition). Microsoft Press. ISBN# 0735623058 To Order Textbooks go to the local North FL website www.webster.edu/jack and click on Order Textbooks to select a vendor Note: Textbooks must be ordered 2 weeks prior to class to ensure delivery |

| | <p>Supplemental Reading:</p> <ul style="list-style-type: none"> • <u>Research Paper Guidelines and Sample Paper</u> – See website @ www.webster.edu/jack and click on the Student Resources category. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Grading</p> | <table border="1" data-bbox="488 338 1446 827"> <thead> <tr> <th>Assignments</th> <th>Maximum Points</th> </tr> </thead> <tbody> <tr> <td>• Exam 1</td> <td>15 points</td> </tr> <tr> <td>• Exam 2</td> <td>15 points</td> </tr> <tr> <td>• Case Studies</td> <td>10 points (2 @ 5 points each)</td> </tr> <tr> <td>• Research Project:</td> <td></td> </tr> <tr> <td> ➤ Assignments 1-4</td> <td>40 Points</td> </tr> <tr> <td> ➤ Presentation</td> <td>10 Points</td> </tr> <tr> <td>• Class Participation and Attendance</td> <td><u>10 Points</u></td> </tr> <tr> <td>TOTAL</td> <td>100 Points</td> </tr> </tbody> </table> <p>Letter grades will be assigned pursuant to the following scores based on the percent of the total possible points (weighted according to the scale above) that you earned in the course.</p> <table border="1" data-bbox="740 1014 1187 1409"> <thead> <tr> <th>Percentage of Total Points</th> <th>Grade</th> </tr> </thead> <tbody> <tr> <td>95%-100%</td> <td>A</td> </tr> <tr> <td>90%-94%</td> <td>A-</td> </tr> <tr> <td>88%-89%</td> <td>B+</td> </tr> <tr> <td>84%-87%</td> <td>B</td> </tr> <tr> <td>80%-83%</td> <td>B-</td> </tr> <tr> <td>70%-79%</td> <td>C</td> </tr> <tr> <td>Below 70%</td> <td>F</td> </tr> </tbody> </table> | Assignments | Maximum Points | • Exam 1 | 15 points | • Exam 2 | 15 points | • Case Studies | 10 points (2 @ 5 points each) | • Research Project: | | ➤ Assignments 1-4 | 40 Points | ➤ Presentation | 10 Points | • Class Participation and Attendance | <u>10 Points</u> | TOTAL | 100 Points | Percentage of Total Points | Grade | 95%-100% | A | 90%-94% | A- | 88%-89% | B+ | 84%-87% | B | 80%-83% | B- | 70%-79% | C | Below 70% | F |
| Assignments | Maximum Points | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| • Exam 1 | 15 points | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| • Exam 2 | 15 points | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| • Case Studies | 10 points (2 @ 5 points each) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| • Research Project: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ➤ Assignments 1-4 | 40 Points | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ➤ Presentation | 10 Points | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| • Class Participation and Attendance | <u>10 Points</u> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 100 Points | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Percentage of Total Points | Grade | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 95%-100% | A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 70%-79% | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Below 70% | F | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Activities</p> | <p>Exams:</p> <ul style="list-style-type: none"> • There will be two exams. Each exam will include multiple choice and short-answer questions, and one essay question • Exams will be open book/open notes • Exams will be conducted in class <p>Case Study Assignments:</p> <ul style="list-style-type: none"> • Each case study assignment should be type written • Each case study assignment will be reviewed in class • Each case study assignment will be graded on structure as well as content. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Research Project and Presentation:

- Each student will conduct a term research project, which will consist of managing a realistic project from Planning, through Execution, and Control. It will include considerations of Project Scope, Time, Cost, Quality, Resource, Communications, Procurement, and Risk Management
- The research project will include a typed material as well as a presentation
- The presentation should be 10-20 minutes in duration
- The presentation must use PowerPoint overheads or slides, multimedia, and Microsoft Project 2003 handouts
- The project will be typed, double-spaced, and a minimum of 10 pages in length. The paper should include citations in accordance with Webster University research paper guidelines.

Class Participation and Attendance:

- Students are expected to attend all class sessions of every course for the full 36 contact hours. In the case of unavoidable absence, the student must contact the instructor. The student is subject to appropriate academic penalty for incomplete or unacceptable makeup work, or for excessive or unexcused absences. Generally, a student who misses more than one four-hour course period (per course) without a documented military or medical excuse and advanced permission of the instructor should withdraw from the class. The University reserves the right to involuntarily drop enrolled students from classes, which they do not attend. **PLEASE BE ADVISED:** Students who do not attend the first class session, who have not made prior arrangements with the instructor for being absent, will be dropped from their courses.
- Attendance the last day of class is mandatory to ensure that all work is completed and to be awarded a passing grade. An Incomplete will not be acceptable without documental proof (Death Notice, Doctor's Letter, etc.) as to absence relating to non-completion of class work. These must be faxed 904-262-1459 or dropped off to Webster University by the Monday after the term ends.
- Participants are expected to arrive on time and be actively involved in the learning experience. Each student should desire to learn, participate, and proactively contribute to the learning of others during each discussion and exercise.
- Students are to participate in classroom discussions. The discussions are an opportunity for students to reveal their understanding of the assignments made for the current and previous classes.
- Assignments are given to prepare the student to participate in class discussions; therefore, it is imperative that reading assignments and associated questions for discussion be completed prior to class.
- A maximum of 10 points will be awarded based on the level and

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| | <p>quality of participation and preparation.</p> <ul style="list-style-type: none"> • Failure to turn in an assignment within one week will result in a grade of "0" for that assignment. In addition, failure to submit an assignment will lower the final grade by an additional two points. • All assignments are due as detailed in the Course Schedule. • Late assignments will be accepted, if they are turned in <i>no later</i> than one week later, but will be penalized one letter grade. Furthermore, late assignments will lower the student's final grade by an additional one point. • Late assignments will not be accepted for the final assignments the last week of the course to allow timely completion and grades to be submitted. |
| <p>Policy Statements: University Policies</p> | <p>University policies are provided in the current course catalog and course schedules. They are also available on the university website. This class is governed by the university's published policies. The following policies are of particular interest:</p> <p>Academic Honesty</p> <p>The university is committed to high standards of academic honesty. Students will be held responsible for violations of these standards. Please refer to the university's academic honesty policies for a definition of academic dishonesty and potential disciplinary actions associated with it.</p> <p>Drops and Withdrawals</p> <p>Please be aware that, should you choose to drop or withdraw from this course, the date on which you notify the university of your decision will determine the amount of tuition refund you receive. Please refer to the university policies on drops and withdrawals (published elsewhere) to find out what the deadlines are for dropping a course with a full refund and for withdrawing from a course with a partial refund.</p> <p>Special Services</p> <p>If you have registered as a student with a documented disability and are entitled to classroom or testing accommodations, please inform the instructor at the beginning of the course of the accommodations you will require in this class so that these can be provided.</p> <p>Disturbances</p> <p>Since every student is entitled to full participation in class without interruption, disruption of class by inconsiderate behavior is not acceptable. Students are expected to treat the instructor and other students with dignity and respect, especially in cases where a diversity of opinion arises. Students who engage in disruptive</p> |

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| | <p>behavior are subject to disciplinary action, including removal from the course.</p> <p>Student Assignments Retained</p> <p>From time to time, student assignments or projects will be retained by The Department for the purpose of academic assessment. In every case, should the assignment or project be shared outside the academic Department, the student's name and all identifying information about that student will be redacted from the assignment or project.</p> <p>Contact Hours for this Course</p> <p>It is essential that all classes meet for the full instructional time as scheduled. A class cannot be shortened in length. If a class session is cancelled for any reason, it must be rescheduled.</p> |
| <p>Course Policies</p> | <p>Attendance at all class sessions is expected.</p> <p>Late assignments will be accepted if prior arrangements have been made with the instructor, but will be given reduced points based upon the number of class sessions it is late.</p> <p>Make-Up Requirements</p> <ul style="list-style-type: none"> • For each class hour missed, a one (1) page, double-spaced, typed paper, with one (1) reference will be submitted by the end of the term. The instructor will assign the topic. A four (4) hour class will require four (4) pages supported with (4) references from popular or academic press. • This paper will be graded and incorporated in the class participation grade. If the make-up work is not submitted, the student's final grade will be reduced one (1) letter grade. • Students are responsible for any class material presented during their absence, and any assignments due should be submitted prior to the absence, if possible. |
| <p>Weekly Schedule</p> | <p>Pre-Assignments for Sessions 1 & 2:</p> <ul style="list-style-type: none"> • Read Chapters 1-3 Marchewka • Read Chapters 1-4 Chatfield/Johnson |

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| | Session 1 | <p>A.M. Session (8-NOON) THEME: Today's IT Projects Topics:</p> <ul style="list-style-type: none"> • The context of project management • The project lifecycle of IT development • PMBOK (Project Management Book of Knowledge) • Introduction to Microsoft Project (computer lab) |
| | Session 2 | <p>P.M. Session (1-5PM) THEME: Project Initiation and Definition Topics:</p> <ul style="list-style-type: none"> • Building a business case • Project charter • Project methodology • Creating task list in Microsoft Project (computer lab) • Setting up resources in Microsoft Project (computer lab) • Assigning resources to tasks in Microsoft Project (computer lab) <p>Assignments for Session 3:</p> <ul style="list-style-type: none"> • Read Chapters 4-7 Marchewka • Develop stakeholder analysis (see Husky Air Assignment – Pilot Angels, page 109) • Develop a WBS (Work Breakdown Structure) and submit (see Husky Air Assignment – Pilot Angels, page 155) • Read Chapters 5-8 Chatfield/Johnson |
| | Session 3 | <p>A.M. Session (8-NOON) THEME: Project Structure and Managing Direction Topics:</p> <ul style="list-style-type: none"> • Organizing project team • Requirements (scope) of project • Managing change control • Formatting, printing plan in Microsoft Project (computer lab) • Tracking progress of tasks in Microsoft Project (computer lab) |

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| | <p>Session 4</p> | <p>P.M. Session (1-5PM) THEME: Time and Resources Topics:</p> <ul style="list-style-type: none"> • Work Breakdown Structure (WBS) • Project estimations • Developing a project schedule • Developing a project budget • Fine-tuning task details in Microsoft Project • Fine-tuning resource and assignment details in Microsoft Project <p>Assignments for Session 5:</p> <ul style="list-style-type: none"> • Read Chapters 8-11 Marchewka • Read Chapters 9-10 Chatfield/Johnson • Develop an Earned Value analysis (see Husky Air Assignment – Pilot Angels, page 229) • Develop a change management plan (see Husky Air Assignment – Pilot Angels, page 294) |
| | <p>Session 5</p> | <p>A.M. Session (8-NOON) THEME: Managing Project Risk and Communication Topics:</p> <ul style="list-style-type: none"> • Identifying project risks • Risk analysis and assessment • Monitoring and controlling a project • Developing a communication plan • Reporting performance and progress • Exam 1 – Chapters 1-7 |
| | <p>Session 6</p> | <p>P.M. Session (1-5PM) THEME: It's All About the Quality Topics:</p> <ul style="list-style-type: none"> • The quality movement • Quality systems • Developing a quality plan • Change management <p>Assignments for Session 7 & 8:</p> <ul style="list-style-type: none"> • Read Chapters 12-14 Marchewka |

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| | Session 7 | A.M. Session (8-NOON) THEME: Purchasing, Leadership, and Ethics Topics: <ul style="list-style-type: none"> • Project procurement • Outsourcing • Project leadership • Ethics in projects |
| | Session 8 | P.M. Session (1-5PM) THEME: Implementation and Support Topics: <ul style="list-style-type: none"> • Project implementation • Closing project • Evaluating project success • Lessons learned Assignments for Session 9: <ul style="list-style-type: none"> • Prepare for final presentations • Exam 2 (Chapters 8-14) |
| | Session 9 | A.M. Session (8-NOON) THEME: Exam 2 and Final Presentations Topics: <ul style="list-style-type: none"> • Final presentation • Submit final project • Exam 2 • Class Evaluation |
| Additional Information | None | |
| Reviewed by: <u> <i>J. Ewing</i> </u> Job Title: <u> Faculty Coordinator </u> Date: <u> 02/27/09 </u> | | |

Revised 2/19/09