

Course	ITM 5300-57 Procurement and Contract Management for Information Technology
Term	Spring 1, 2008, Ft. Sam Houston, Texas
Instructor	Name: Mark A. Long C.P.M. Phone: 210-275-8027 Email: marklong92@webster.edu
Catalog Description	This course covers the basic concepts and practices in procurement and contract management, not from a strict legal approach, but rather in a manner that equips a student with the skills and knowledge necessary to negotiate and manage the procurement of information and communications technology, armed with an understanding of the critical issues.
Prerequisites	ITM 5000 – Information Technology Management – Overview
Course Level Learning Outcomes	<p>After completing this course, students will:</p> <ul style="list-style-type: none"> • <i>know and explain the important technical and management terminology, concepts, principles, techniques, practices and theories related to the procurement of information and communications technology.</i> • <i>be able to effectively apply important technical and management concepts, principles, practices, techniques, practices and theories to the process of procuring information and communications technology.</i> • <i>know and explain the important technical and management terminology, concepts, principles, techniques, practices and theories related to the negotiation and administration of contracts for large-scale information and communications technology purchases.</i> • <i>be able to effectively apply important technical and management concepts, principles, practices, techniques, practices and theories to the contract management process.</i> • <i>know and explain the critical legal issues involved in contract management.</i>
Materials	Title: <i>Purchasing and Financial Management of Information Technology</i> Author: Bannister, Frank, Publisher: Butterworth-Heinemann ISBN: 0750658541

	<p>Supplemental Readings: A list of reference sources, including Internet websites, will be provided. Students are asked to read these materials for reference and class discussion. Other relevant academic articles and/or papers can be found in the Webster Passports website http://library.webster.edu/ or at an academic library.</p>																						
<p>Grading</p>	<table border="0"> <tr> <td>Course Requirements</td> <td>Percent of Grade</td> </tr> <tr> <td>Term Paper</td> <td>30%</td> </tr> <tr> <td>Examinations</td> <td>50%</td> </tr> <tr> <td>Class Participation</td> <td>20%</td> </tr> </table> <p>Numerical grades will be assigned to each examination, and these grades will be averaged to determine an equivalent letter grade for both examinations. Letter grades will be assigned for the term paper and class participation. The final letter grade will be weighted based on the percentages defined in this section of the syllabus.</p> <p>The GRADUATE catalog provides these guidelines and grading options for graduate business degrees:</p> <p>Grades in the program are A, A-, B+, B, B-, C, F, I, ZF, and W. Grades reflect the following standards:</p> <table border="0"> <tr> <td>A/A-</td> <td>Superior Graduate work</td> </tr> <tr> <td>B+/B/B-</td> <td>Satisfactory Graduate work</td> </tr> <tr> <td>C</td> <td>Work that is barely adequate as graduate-level performance</td> </tr> <tr> <td>F</td> <td>Work that is unsatisfactory</td> </tr> <tr> <td>I</td> <td>Incomplete work</td> </tr> <tr> <td>ZF</td> <td>An "I" that is not completed within one year of the end of the course is automatically converted to a "ZF". A "ZF" is treated the same as an F or NC for all cases involving GPA, academic warning, probation and dismissal.</td> </tr> <tr> <td>W</td> <td>Withdrawn from the course</td> </tr> </table>	Course Requirements	Percent of Grade	Term Paper	30%	Examinations	50%	Class Participation	20%	A/A-	Superior Graduate work	B+/B/B-	Satisfactory Graduate work	C	Work that is barely adequate as graduate-level performance	F	Work that is unsatisfactory	I	Incomplete work	ZF	An "I" that is not completed within one year of the end of the course is automatically converted to a "ZF". A "ZF" is treated the same as an F or NC for all cases involving GPA, academic warning, probation and dismissal.	W	Withdrawn from the course
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<p>Activities</p>	<ul style="list-style-type: none"> • Interactive lecture with student participation • Facilitated discussion of supplemental readings • Team project with short briefing • Term (research) paper • Mid-term and final exams 																						
<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</p>																						

	<p>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 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 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 behavior are subject to disciplinary action, including removal from the course.</p> <p>Student Assignments Retained 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 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. See Additional Information section for policy relative to term paper, examinations, and class presentation. This syllabus may be revised at the discretion of the Instructor without the prior notification or consent of the students.</p>
<p>Weekly Schedule</p>	<p>Week 1 Pre-Assignment</p> <ul style="list-style-type: none"> • Read Preface to Purchasing and Financial Management of Information Technology <p>Week 1 Introduction to IT Policy and Procurement Topics: Differentiating IT procurement; Foundation of IT Acquisition policy; IT procurement and supply management</p> <ul style="list-style-type: none"> • Read Bannister, Chap. 1 and Assigned Readings • Discuss Term Paper Topic and Team Composition <p>Assignment for Week 2:</p> <ul style="list-style-type: none"> • Read Bannister, Chap. 2 • Decide on Term Paper Topic and Team Composition <p>Week 2 Relationship with Suppliers</p>

Topics:

Supplier Relationship Management; Strategic Supplier Development; Outsourcing; Procurement Processes

- Read Bannister, Chap. 2 and Assigned Readings
- Finalize Term Paper Topic and Team Composition

Assignment for Week 3:

- Read Bannister, Chap. 3

Week 3 IT Cost and Cost Management**Topics:**

IT-related Costs; Total Cost of Ownership; Outsourcing; Cost Analysis

- Read Bannister, Chap. 3 and Assigned Readings

Assignment for Week 4:

- Read Bannister, Chas. 4-5
- Review of Mid-Term Exam Material

Week 4 IT Investments, Budgeting, Accounting, and Costing**Topics:**

IT-related Investment Evaluation; Budgeting, Accounting, and Cost Control

- Read Bannister, Chas. 4-5 and Assigned Readings
- Review of Mid-Term Exam Material

Assignment for Week 5:

- Read Bannister, Chap. 6-7

Week 5 IT Specifications – Hardware and Systems/Application Software**Topics:**

Specification Development Approaches and Mechanics

- Read Bannister, Chas. 6-7 and Assigned Readings

MID-TERM EXAMINATION**Assignment for Week 6:**

- Read Bannister, Chap. 8
- Begin Team Presentations

Week 6 Procurement of Other IT-related Goods and Services**Topics:**

Securing IT-related Goods and Services

- Read Bannister, Chap. 8 and Assigned Readings
- Begin Team Presentations

Assignment for Week 7:

- Read Bannister, Chap. 9
- Continue Team Presentations

Week 7 Evaluation and Selection of IT Capabilities**Topics:**

	<p>Holistic Approach to Securing IT Capabilities</p> <ul style="list-style-type: none"> • Read Bannister, Chap. 9 and Assigned Readings • Continue Team Presentations <p>Assignment for Week 8:</p> <ul style="list-style-type: none"> • Read Bannister, Chap. 10 • Continue Team Presentations • Submit Term Paper <p>Week 8 Risk and Risk Management</p> <p>Topics: Types of Risk; Risk Assessment and Mitigation</p> <ul style="list-style-type: none"> • Read Bannister, Chap. 10 and Assigned Readings • Continue Team Presentations • Review of Final Exam Material • Submit Term Paper <p>Assignment for Week 9:</p> <ul style="list-style-type: none"> • Read Bannister, Chap. 11 • End Team Presentations <p>Week 9 Legal Issues Related to IT Procurement</p> <p>Topics: Laws/Regulations; Contract Types; Licenses; Warranties</p> <ul style="list-style-type: none"> • Read Bannister, Chap. 11 and Assigned Readings • End Team Presentations <p>FINAL EXAMINATION</p>
<p>Additional Information</p>	<p><u>Explanation of Term Paper:</u> Each student is expected to organize and produce an original term paper. Such paper will be between 10 and 15 “typewritten” pages in length, exclusive of title page, abstract, abbreviations, references, and appendix pages. Text pages with tables or illustrations may be counted as part of the 10 to 15-page requirement. Students will utilize the format style in the APA’s <u>Publication Manual of the American Psychological Association</u>, Fifth Edition. The Instructor will approve the paper no later than the second week. The paper will be “typed”, double spaced, and submitted at the beginning of the eighth week. Failure to submit the term paper on the eighth week will result in the student receiving one grade below that awarded for the paper, except for any student who has been unexpectedly assigned out of the country on official business. A letter or orders from the management of his/her organization will be required.</p> <p><u>Explanation of Examinations:</u> Two examinations (i.e., Mid-term and Final) will be given, and each will cover text, lecture and handout material. Each examination will be subjective (essay) in nature. The “norm-reference” method of grading will be utilized. Examinations are given at the fifth and ninth week. Any student unable to take these examinations on the scheduled date can be given a “make-up exam” at a later date. The same mid-term examination will be given to the student if it is taken prior the beginning of</p>

the sixth week or the same final examination will be given to the student if it is taken prior to end of the following semester. A different “make-up exam” will be given to the student who is unable to meet the date requirements for the original examination.

Explanation of Class Participation: Each student should read all the assigned textbook and supplemental reading material, and be prepared to answer questions relative to its application to lecture areas in the class and concerning the assigned material for each class meeting. Failure to read the assigned material will impact negatively on the student’s grade.

In addition, each student will be assigned to work in teams for development and presentation of a class project. Each team will consist of three to five members, depending on class size. Each team will select a project relevant to some aspect of IT procurement. The Instructor will offer suggested projects during the first class meeting, and will approve team projects at the second class meeting. Each student will assume responsibility for one part of the team project. He/she will work collaboratively with fellow team members to develop the approved project and to prepare a brief (i.e., five minute) presentation to the class on the project. This presentation will take the form of a panel discussion with each member presenting his/her aspect of the project. Team members on the panel will answer questions from the class and the Instructor concerning the team project. Panel members and fellow students are expected to engage in a constructive dialog on the nature, scope, methods, and results of the project being presented.