

COURSE SYLLABUS
Southeast Missouri State University

Department of Management and Marketing

Course No.: MG575

Title of Course: Information Technology Management

Revision: Spring 2012

I. Catalog Description and Credit Hours of Course:

The major focus is business alignment with technology as pertaining to strategic frameworks for IT deployment in an organization. The course is of applied nature, with discussions on industry practices in managing IT. (3 credit hours)

II. Prerequisite: MI375 (or IS275) with a minimum grade of 'C'; senior standing.

III. Course Objectives:

The students will be able to

- A. Identify the scope of and key issues in IT Management
- B. Apply the strategic framework analysis tools for identifying strategic IT solutions
- C. Evaluate computing platforms and communications networks from planning perspective
- D. Evaluate strategies for implementing IT-based business solutions
- E. Examine customer service and information security management issues
- F. Develop an IT strategic plan (additional for the graduate students)

IV. Student Learning Outcomes:

Upon completion of this course the students will be able to:

- A. apply the strategic framework analysis tools for identifying strategic IT solutions.
- B. evaluate strategies for implementing IT-based business solutions.
- C. examine customer service and information security management issues.

V. Expectations Of Students:

- A. For every contact hour in class, three hours of effort will be needed outside the class for the various assignments related to this course.
- B. Regular use of computer resources for assigned activities
- C. Prior preparation to class (case study preparations and research) is the norm to enable active participation in topical discussions.
- D. Participate in group projects and make formal class presentations
- E. Interact with outside organizations for applying the concepts learned and prepare consultancy reports.

VI.	Course Content or Outline:	
	A. Importance of IT Management	3
	B. Strategic Frameworks and Strategic Nature of IT	6
	C. Strategic Planning: IT and Business Alignment	3
	D. Planning Computers and Communications Network Infrastructure	6
	E. Application Development Management	6
	F. Application Portfolio Management and Implementation Strategies	6
	G. Operations and Maintenance Management	3
	H. User Support Services Management	3
	I. Security Management & Disaster Recovery	4
	J. Personnel Issues: Human Resource Management	3
	K Exams	2

VII. TEXTBOOK(S) AND/OR OTHER REQUIRED MATERIALS OR EQUIPMENT:

Turban, E, and Volonino, L. (2011). *Information Technology for Management* (8th ed.). John Wiley & Sons (or)

Pearlson, K. E., and Saunders, C. S., (2010) *Managing and Using Information Systems: A Strategic Approach* (4th Edition), John Wiley & Sons.

VIII. BASIS FOR STUDENT EVALUATION

A.	Assignment (Case Study) : Application of Strategic Framework (III-B)	10%
B.	Research Report: Technology Trend (III-C)	10%
C.	Assignment (Case Study Analysis):: Systems Development (III-D)	25%
D.	Consultancy Report for an organization: Analysis and recommendations regarding application portfolio, infrastructure, service, and security (III-E)	25%
E.	Exams: Mid-term & Final (III-A, B, & C; III-D & E)	30%

For graduate credit (additional): Preparation of a comprehensive, business-aligned IT strategic plan for an organization. (III-F)