SOUTHEAST MISSOURI STATE UNIVERSITY

College of Business Administration — Course Number: MG575

Title of Course: Information Technology Management — New: Spring 2002

I. Catalog Descriptions and Credit Hours of Course:

Topics considered include 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. (3)

II. Prerequisite(s): MG375 or IS275 with >C= (or better) and senior standing.

III. Objectives of the course:

A. Identify the scope of and key issues in IT Management

B. Apply the 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. 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

V. Course Outline:

A. Importance of IT Management — 3

1. Information age and IT growth
2. Processes in IT function and a typical organization of the IT function
3. Current key issues for IT managers

B. Strategic Nature of IT — 6

1. IT for competitive advantage B Wiseman model
2. Aligning IT with business B concepts

3. Identifying opportunities for deployment of IT

C. Planning in IT 3

1. Business solutions planning
2. Strategic planning B practical aspects

D. Planning Computers and Communications Network Infrastructure 6

1. Trends in computing and communication technology
2. Technological symbiosis
3. Legislative implications
4. C & C network planning and management

E. Application Portfolio Management 3

1. Corporate Information System architecture
2. Integration of applications: legacy and web-based

F. Application Development Management 6

1. Application development processes
2. Project planning and control strategies
3. Standards, tools, and quality control

G. Implementation Strategies 3

1. Systems implementation: alternative strategies
2. Advances in programming tools and techniques
3. Evaluating and managing alternatives

H. Operations and Maintenance Management 3

1. Operations management
2. Systems maintenance
3. Systems performance monitoring and review

I. User Support Services Management 3
Call center management
Service level agreement

J. Security Management 6

1. Aspects of security
2. Risk management using countermeasures
3. Disaster recovery planning

K. Personnel Issues 3

1. Changing role of IT personnel
2. Managing training and motivational issues

VI. Textbook(s) and Other Required Materials or Equipment:

Frenzel, C. W. (1999). Management of information technology (3rd ed.). Cambridge, MA: Course Technology.

References

Applegate, L.M., et al. (2002). Creating business advantage in information age. McGraw-Hill Irwin.

VII. Basis for Student Evaluation

A. Research B technology trend: Security countermeasures

B. Analyze an organization B Apply strategic framework analysis

C. Case study analysis B systems development: Customer support

D. Consultancy report (for an organization; analysis and recommendations) B application portfolio, infrastructure, service, security

E. Exams (two: mid-term and final) B all topics (comprehensive)

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