PROGRAM: Quality Engineering & Management (Online)
Course #: QEM 565 (3 credit hours)
Course Title: Management of Information Technology Resources
Semester: Fall 2013
Instructor: Dr. Garth V. Crosby
Email: garth.crosby@siu.edu
Phone: 618-453-7841

COURSE DESCRIPTION

The use of information and communication technologies (ICT) by individuals and organizations dominates the world of business. There are ongoing fundamental changes in the way organizations execute their business processes and the way in which they interact with each other. This course helps students understand the relationship between information systems (IS) and business performance. The fundamental concepts of information and communication technology (ICT) are introduced. These include hardware, software, and networking concepts, in addition to issues of security and privacy. Emerging technologies and how these affect the business process are thoroughly examined. The aim of the course is to enable students to assess the opportunities and challenges that organizations across a wide spectrum of industries face as they attempt to use ICT applications to add value to their businesses. This will enable students to appreciate the importance of strategic implementation of ICT and its implication for the performance of the business.

Course Objectives

- Provides an understanding of the Information Systems (IS) management framework of E-business.
- Offers experiential analysis to understand the challenges of Chief Information Officers (CIOs) and IS (Information System) Managers
- Focuses on best practices, tools and models to implement an effective IS management system
- Provides insights on how to develop and implement enterprise-wide IT strategies, initiatives and programs
- Explores IS subsystems and technologies including hardware, software and networking
- Emphasizes management skills such as planning, project management, quality and efficiency in the management of IS projects.
- Provides an understanding of the role of social media in business practices

Learning Outcomes

At the end of the course, students will be able to:
1. Explain basic concepts of ICT/IS management
2. Identify the leading technology applications in a variety of service and manufacturing industries
3. Understand the function of the main ICT devices (router, switches etc.) and software applications
4. Discuss the organizational, business and strategic issues surrounding ICT/IS
5. Utilize information management to support process improvement and decision support
6. Appreciate the importance of data privacy and security
8. Recommend IT best practices for the leading industries

List of Topics:

1. Information Systems Fundamentals
2. Strategic Advantage of Information Systems
3. Computer Hardware
4. Computer Software
5. Data Resource Management
6. Telecommunications and Networking
7. E-Business Applications & Systems
8. E-Commerce Systems
9. Decision Support in Business
10. Developing IT Strategies & Solutions
11. Security, Privacy & Ethics
12. Enterprise and Global Management of Information Technology

Required Text: (Must Get!)

Recommended Additional Text: (This is not required)
Luftman, Jerry N., Managing the Information Technology Resource; Leadership in the Information Age. Pearson/Prentice Hall.

Activity Summary:

The course will consist of weekly lecture posting (PowerPoint slides), video clippings, frequent class discussions, chapter quizzes, 4 tests of which the best three will be selected, and a final exam. The course week will begin each Wednesday. Weekly lectures etc. will be uploaded each Tuesday by Midnight. Occasional group assignment may be included. These would typically require you to prepare a 1-2 page(s) research summary or case study and lead the discussion on that topic. (This will be included based on the pace etc. of the course and discretion of the instructor). This course will utilize the text significantly and it is expected that all students will have the text by the second week of class. We will proceed in a linear and sequential manner in the text, covering most chapters. It is advised that you proceed reading the text immediately upon obtaining it and practice the self-test questions as you go along. This will help you to do well in the chapter quizzes that will be assigned (typically on a weekly basis).

Assessment (subject to change at instructor’s discretion):

1. Chapter Quizzes - 20% (12-14 weekly quizzes. The two lowest grades will be dropped)
2. Course Participation-10% (assessed by frequency and quality of online posts)
3. Tests (Best 3 of 4) – 15% each
4. Final Exam- 25% *
Grading
A: 90-100
B: 80-89.9
C: 70-79.9
D: 60-69.9
F: below 60

*Final Exam will be conducted between Monday, December 9 and Wednesday, December 11, 2013.