

IT PROJECT MANAGEMENT

MISY840 - Winter 2013

Instructor: Barbara A. Cullis, MBA, PMP
E-mail: bcullis@udel.edu
Office: 303H Lerner Hall
Phone: (302) 831-6298
Class Time: Tuesday and Thursday, 6pm-9:45pm, January 3 – February 1, 2013
Class Room: GOR208

Office Hours: Before/after class, by phone, email, or arrange a time to stop by in person. I have an **open door policy**. If you are having problems with this course, please come by and talk to me

Professional background: <http://sites.udel.edu/cullis>

All course material can be found at <http://sites.udel.edu/cullis/misy840-it-project-management>

Books: *Information Technology Project Management: Providing Measurable Organizational Value*, Jack T. Marchewka, 4th Edition, Wiley, 2012, includes MS Project software.

Class Overview

The purpose of this class is to examine the breadth of the project management (PM) discipline. This course will provide a foundation for applying directly the tools, processes, and methods to support the management and delivery of successful IT projects. We will focus on how an Information Technology Project Methodology (ITPM) is applied to create measurable organizational value. The text and course materials are aligned with the Project Management Institute's Body of Knowledge which globally defines PM best practices and have been widely adopted in both the public and private sectors.

My goal is to present an applied approach and experiential learning experience by combining industry experience, guest speakers and case work. We will focus on how IT project management can be best practiced, managing the human side of projects, determining and documenting project scope, costing projects, and managing project risk. We will also spend some time on managing organizational change and team conflict.

Course requirements

MS Project: A 90 day version of MS Project is included with your textbook. Students are expected to have use of MS Project for this course. A Work Breakdown Structure is required for your final project. If you are not familiar with MS Project, please complete the Tutorial which begins on page 181. This will NOT be covered during class time.

Team Project and Presentation (40%, 400 points): Students will work in project teams, taking on the role of IT consultants. Each team will need to present their system solution to the vendor selection committee at Husky Air. This will be a professional presentation using PowerPoint. Each team member is required to contribute to the overall presentation. Students must submit a copy of the PowerPoint and all required project artifacts. These artifacts will be composed over the duration of the course as the Husky Air assignments are completed.

Husky Air Assignments: Over the Winter Session, you will work in teams to complete 12 Husky Air Assignments. These assignments provide a means for you to apply the various concepts and tools as

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though you were working on a real project. Please submit a hard copy and an electronic copy at the time of your team's presentation. There are 12 Husky Air Assignments: each is worth 20 points.

Components of your final team presentation include;

- PowerPoint Presentation
- 12 Husky Air Assignments
- Vendor Evaluation Form

Additional project details and team assignments will be reviewed on the first day of class.

Mini-Case Write-ups, Individual (20%, 200 points): Students are required to hand in **Four (4)** case write-ups (50 points each) during the term. Cases will be graded for accuracy, quality and completeness of reasoning and clarity of expression. **Students must work individually.**

Maximum length 2 pages (*Times New Roman, 11pt, 1" margins, 1.5 line spacing*).

Mini-Case Write-ups, Collaborative (10%, 100 points): Students are required to hand in **Two (2)** case write-ups (50 points each) during the term. Cases will be graded for accuracy, quality and completeness of reasoning and clarity of expression. **Students will collaborate as a team during class time.**

Maximum length 2 pages (*Times New Roman, 11pt, 1" margins, 1.5 line spacing*).

Quizzes (20%, 200 points): Students will take **Four (4)** quizzes each worth 50 points. These will be non-cumulative and will cover all material in the texts, class discussions and cases completed by the class up to the point of the quiz.

In Class Work/Professionalism: 10%, 100 points

My Teaching Philosophy & Expectations of You

Students are expected to be properly prepared for each class: thoroughly read the assigned readings; write down a few summary paragraphs and key points for the readings; identify some areas that need clarification. Students are also expected to participate actively in class discussion. Without preparation and participation, the classroom experience will be unsatisfactory for all of us. Coming to class prepared, paying attention to the lecture and discussions, and making contributions to the class by asking questions or posing issues will enhance learning for all.

We will do case work in each class and I tend to use hands-on class exercises which require that you be present and prepared. My expectation will be that you have read the material and are able to apply it to the class' exercises.

Perhaps most importantly, I assume you come in to this class with a sense of curiosity, a desire to solve difficult problems, and an interest in learning new concepts. These three characteristics represent the heart of the MIS discipline.

Note on LATE assignments: Late assignments will not be accepted under any circumstances. It is suggested that you work ahead in case you have to be absent. You can either give your assignment to a classmate to turn in for you at class, send it to me electronically before class, or drop it off at my office (303 Lerner Hall) during working hours 9 – 5 PM. I will not grade cases that I receive after returning to my office from class.

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Electronic Devices: Please turn-off/silence notebooks, iPads, mobile devices, and other PDA communication devices while in the classroom. Electronic devices or PDA devices used for taking notes, referencing homework assignments or other MISY 840 class information are encouraged, but please limit these devices for those purposes.

Record Keeping: Please keep copies of all deliverables and any other work that is submitted. Graded work that has been returned should also be kept until the final grade for the course has been received. If you submitting a team assignment, each team member should keep individual copies of all work.

EVALUATION: Your performance will be based on a total of **1000 points**:

Evaluation Item	Points	
Team Project	400	
Quizzes	200	(4 quizzes 50 points each)
Mini Case Write-ups, Individual	200	(4 cases, 50 points each, individual submissions)
Collaborative Case Write-ups	100	(2 cases, 50 points each, team submission)
<u>In Class Work/Professionalism</u>	<u>100</u>	
<i>Total Possible Points</i>	<i>1,000</i>	

FINAL GRADING: Percentages are rounded to the nearest 1/10th percent and your final grade will be assigned using the following grading scale:

		A	≥ 94.0	A-	90.0 -93.9
B+	87.0 – 89.9	B	84.0 – 86.9	B-	80.0 – 83.9
C+	77.0 – 79.9	C	74.0 – 76.9	C-	70.0 – 73.9
D+	67.0 – 69.9	D	64.0 – 66.9	D-	60.0 – 63.9
		F	< 60		

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Academic Honesty

The University of Delaware has a Code of Conduct that establishes standards of behavior for students at the University. Please review the Code and be aware that students are expected to fully abide by this code. <http://www.udel.edu/stuguide/07-08/index.html>

This Code will be strictly enforced. PLEASE NOTE: Regarding academic dishonesty, all suspected incidences of Code violations will be reported to the Judicial Affairs Office for resolution.

Individual assignments assume that all work submitted was prepared exclusively by you, unless explicitly stated and cited otherwise. If you have any question as to whether or not it should be cited, your safest option is to include the reference at the end of the submission in a Bibliography.

THIS SYLLABUS AND SCHEDULE MAY CHANGE

ALL CHANGES WILL BE ANNOUNCED IN CLASS & ON THE COURSE WEBSITE

	Class Date	Chapter Titles/Topics	Textbook Chapter Reading	Due
1	3 January	<ul style="list-style-type: none"> Administrative review of course, team assignments The Nature of Information Technology Projects (1) Conceptualizing and Initializing the IT Project (30) Developing the Project Charter and Baseline Project Plan (76) 	1, 2 & 3	Case: The FBI's Virtual Case File (26) Husky Air Assignment # 1 (21) Case: Wal-Mart's RFID Supply Chain (70)
2	8 January	<ul style="list-style-type: none"> <i>Guest Speaker – Sanjay Narayanappa, Blackrock, Global Conversion of 10,000 Desktops to Windows 7</i> The Human Side of Project Management (103) Defining and Managing Project Scope (135) 	4 & 5	Husky Air Assignment # 2 (64) Husky Air Assignment # 3 (96) Case: Just Say No? (152) Case: The Project Manager Career Path (130) Individual Submission
3	10 January	<ul style="list-style-type: none"> <i>Quiz #1</i> The Work Breakdown Structure and Project Estimation (156) The Project Schedule and Budget (198) 	6 & 7	Husky Air Assignment # 4 (150) Case: Poker Planning (180) Case: Planning for Success (219)
4	15 January	<ul style="list-style-type: none"> Managing Project Risk (246) Project Communication, Tracking, and Reporting (280) 	8 & 9	Husky Air Assignment # 5 (177) Case: Outsourcing – Big Savings, Big Risks (277) Husky Air Assignment # 6 (218) Case: A Case of Collaborative Technologies and a Virtual Team (260) Case: Waterfall or Agile? (100) Individual submission
5	17 January	<ul style="list-style-type: none"> <i>Quiz #2</i> IT Project Quality Management (318) Managing Organizational Change, Resistance, and Conflict (354) 	10 & 11	Husky Air Assignment # 7 (274) Case: Speed vs. Quality (350) Husky Air Assignment # 8 (299) Case: From Ballpoints to Bits (376)
6	22 January	<ul style="list-style-type: none"> <i>Guest Speaker – Tentative KPMG Social Media Governance</i> Project Procurement Management and Outsourcing (380) Vendor Selection Exercise 	12	Husky Air Assignment # 9 (349) Case: Outsourcing in a Flat World (393) Case: Social Software for Project Management (261) Individual Submission
7	24 January	<ul style="list-style-type: none"> <i>Quiz #3</i> Leadership and Ethics (397) SCRUM and Business Value of Agile Methods: Using ROI and Real Options 	13	Husky Air Assignment # 10 (372) Case: Don't Tell Anyone or You're Fired! (362)
8	29 January	<ul style="list-style-type: none"> <i>Guest Speaker – Pat Fullerton, EDS, Project Ethics & Conflicts</i> Project Implementation, Closure, and Evaluation (420) Projects, Portfolios and Programs 	14	Husky Air Assignment # 11 (392) Case: Kaiser e-Health Records Management System Implementation (438)) Husky Air Assignment # 12 (435) Case: A Failed ERP Implementation Results in a Lawsuit Individual submission
9	31 January	<ul style="list-style-type: none"> <i>Quiz #4</i> Final Project Presentations 		Team Project, PowerPoint, Artifacts
10	2 February	<ul style="list-style-type: none"> Open – reserved in case of snow day 		

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Husky Air Assignments – Team Project Components

Over the semester, you will work in teams to complete 12 Husky Air Assignments. These assignments are found at the end of each chapter, and provide a means for you to apply the various concepts and tools as though you were working on a real project. Please submit a hard copy and an electronic copy. Please see detailed course schedule for due dates.

Husky Air Case Assignment	Description	Page	Possible Points
#1	The Team Charter	21	20
#2	The Business Case	64	20
#3	Defining the Project Infrastructure	96	20
#4	The Scope Management Plan	150	20
#5	The Work Breakdown Structure (WBS)	177	20
#6	The Project Schedule and Budget	218	20
#7	The Risk Management Plan	274	20
#8	Earned Value Analysis	299	20
#9	The Quality Management Plan	349	20
#10	The Change Management Plan	372	20
#11	Project Procurement Management Plan	392	20
#12	The Implementation and Project Closure Plan	435	20
	Vendor Evaluation		80
	Professionalism, Presentation Quality		80
	Total Project Points		400

Extra Credit Opportunities (for your presentations):

Developing a Stakeholder Analysis – Page 128, Possible points = 20

Multicultural Projects - Page 416, Possible points = 20. Take the basic temperament test at www.Kerisey.com and compose a team analysis. It's about the people.