

**University of Arkansas - Fort Smith**  
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### **General Syllabus**

#### **CS 2022 IT Systems Management**

Credit Hours: 2

Lecture Hours: 2

Laboratory Hours: 0

Prerequisite: CS 1014 Foundations of Programming I

Effective Catalog: 2018-2019

#### **I. Course Information**

##### **A. Catalog Description**

Examines techniques for IT project team members to create the shared expectations between project team members, IT management and other stakeholders that determine a project's success or failure.

##### **B. Additional Information**

All significant change happens in organizations through projects. This course will teach students about working in teams, being professional in communications, and the usage of tools and techniques to promote better business outcomes. They will learn the phases various projects go through as well as the importance of a formal project selection and project portfolio management process.

#### **II. Student Learning Outcomes**

##### **A. Subject Matter**

Upon successful completion of this course, the student will be able to:

1. Demonstrate knowledge of the phases of an IT project.
2. Define information technology project activities, their sequence, and estimate their duration, then monitor project progress against that schedule.
3. Create and present an information technology project plan.
4. Describe team formative processes.
5. Create and use visual tools to communicate project concepts.

##### **B. University Learning Outcomes (ULO)**

This course enhances student abilities in the following areas:

### **Analytical Skills**

**Critical Thinking Skills:** Students will identify the high-level activities required to fulfill project requirements, then decompose them into pieces of work that can be assigned and tracked, then assemble those in a schedule.

### **Communication Skills (written and oral)**

Students will utilize communication skills to persuade decision makers of the validity and business benefits of their project proposals.

### **Ethical Decision Making**

Students will recognize ethical dilemmas as they relate to information technology and computer related environments.

### **Global and Cultural Perspectives**

Students will demonstrate an understanding of the IT discipline in our global environment and the importance in cultural differences among team members.

## **III. Major Course Topics**

- A. Project management tools and techniques
- B. Initiation, Planning, Executing, Controlling, and Closing Project
- C. Developing project proposals
- D. Developing a project schedule
- E. Agile project development
- F. Resource Utilization
- G. Change and process management
- H. Portfolio management
- I. Teamwork concepts and issues
- J. Diversity in the workplace
- K. Collaboration tools
- L. Knowledge management
- M. Designing user interfaces (UI)
- N. UML Diagrams
- O. ERD and normalization
- P. Class diagrams
- Q. Professional communications