# Course Syllabus of ISM6316 Spring 2012

**Professor Rob Totterdale, D.Sc.**

## General Information

<table>
<thead>
<tr>
<th>Course Number/CRN</th>
<th>ISM6316/CRN 10295</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Title</td>
<td>Project Management and Quality Assurance</td>
</tr>
<tr>
<td>Semester/Year</td>
<td>Spring/2012</td>
</tr>
<tr>
<td>Offering College/Department</td>
<td>Lutgert College of Business (LCOB)/Information Systems and Operations Management (ISOM)</td>
</tr>
<tr>
<td>Credit Hours</td>
<td>3</td>
</tr>
<tr>
<td>Meeting Times/Location</td>
<td>Room : LH 2210</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class</td>
<td>Jan 10, 2012</td>
<td>April 19, 2011</td>
<td>T</td>
</tr>
<tr>
<td>Exam</td>
<td>(Final exam not planned at this time)</td>
<td></td>
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</table>

## Is this a DL Course?

No, it is an on-campus course.

## Method of Delivery

Class meetings.

## Course URL

http://elearning.fgcu.edu (select “ISM 6316” course and click “Lessons”)

## Prerequisites

ISM 6021 or ISM 3011

## Instructor Information

**Instructor**

Rob Totterdale, D.Sc.

**Office Location**

Lutgert Hall 3344

**Phone Number**

239-590-7362

**E-Mail Address**

rtotterdale@fgcu.edu

**Office Hours**

Tues & Thurs 2-4pm, Wed 4-5pm or by appointment

## Course Information

### Description

ISM 6316 Project Management & Quality Assurance

The course covers the nine project management knowledge areas from the Project Management Body of Knowledge (PMBOK), and state of the art models such as the Capability Maturity Model developed at the Software Engineering Institute.

The course introduces the use of scheduling, resource-allocation, and capacity planning in the design, development, and implementation of information systems and/or systems changes.

### Teaching Philosophy

Effective project managers must have both good problem solving (critical thinking) and communications skills. Additionally, they must be able to understand and apply technologies in the planning and execution of projects. Students are expected to practice and further develop their skills in these areas throughout the course.

This course utilizes both individual and team based activities (cases, discussions, presentations) to begin the process of developing skills in project management. Both textbook examples and other actual cases from industry are used to demonstrate key concepts and allow the student to apply these concepts through assignments and class discussion. Different aspects of planning and executing projects to be discussed include:

- Methodologies
- Tools and technologies
- Collaboration approaches including cloud computing
- Impact of globalization
- Sourcing approaches (on-shore, off-shore, consulting, internal)
- Legal and ethical

Classroom sessions will consist of lectures, open seminar type discussions, and small case examples. Guest lecturers may participate in the class and address topics such as project management certification, project management from a consulting perspective, and the legal aspects of project management.

<table>
<thead>
<tr>
<th>Student Learning Outcomes</th>
<th>After successfully completing this course, students will be able to:</th>
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<tbody>
<tr>
<td><strong>Learning Objective</strong></td>
<td><strong>Assessment Strategy</strong></td>
</tr>
<tr>
<td>Explain the role of project management and teams in the organizational change process.</td>
<td>Class presentations</td>
</tr>
<tr>
<td>Work effectively on a team to plan, control and complete a project.</td>
<td>Class and Group Cases</td>
</tr>
<tr>
<td>Apply generic project management tools and methods to software development projects</td>
<td>Class Cases and Assignments</td>
</tr>
<tr>
<td>Manage project scope, time, cost, quality, human resources, risk, communications and procurement (PMBOK)</td>
<td>Exam and Class Discussions</td>
</tr>
<tr>
<td>Analyze and critique project management case studies and situations</td>
<td>Class Cases</td>
</tr>
<tr>
<td>Develop a project charter</td>
<td>Assignments</td>
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<tr>
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<tbody>
<tr>
<td>Software:</td>
<td><strong>Project Management Software (TBD)</strong>- will likely be a trial version of Microsoft Project- will discuss in class</td>
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<tr>
<td>Other Resources</td>
<td>(reference optional) :</td>
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<tr>
<td></td>
<td>- The Capability Maturity Model</td>
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<tr>
<td></td>
<td><a href="http://www.sei.cmu.edu/cmmi">http://www.sei.cmu.edu/cmmi</a></td>
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<table>
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<tr>
<th>Course Topics</th>
<th>Important Dates</th>
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<tbody>
<tr>
<td>Jan 10</td>
<td>First class meeting</td>
</tr>
<tr>
<td>Feb 07</td>
<td>Assignment 1 (tentative)</td>
</tr>
<tr>
<td>Mar 5-10</td>
<td>Spring Break – no class</td>
</tr>
<tr>
<td>Date</td>
<td>Event DESCRIPTION</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Feb. 28</td>
<td>Assignment 2 (tentative)</td>
</tr>
<tr>
<td>Mar. 27</td>
<td>Exam (tentative)</td>
</tr>
<tr>
<td>Mar. 23</td>
<td>Last day to drop without academic penalty</td>
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<tr>
<td>Apr. 19</td>
<td>Group Project Presentations</td>
</tr>
</tbody>
</table>

**Grading Policy**

Graded Learning Activities/Assignments in this course:

- Participation, attitude, and attendance - 20%
- Group Project - 30%
- Assignment 1 - 15%
- Assignment 2 - 15%
- Exam (mid-term) - 20%

Grading Scale:

- 90-100% A
- 80-89% B
- 70-79% C
- 0-69% F

+ and - grades may be given to borderline students at the discretion of the instructor.

**Attendance Policy**

Much of the learning in this course comes from class discussion. Your classroom participation grade will be based on attendance, class preparation, familiarity with reading materials, and the quality of your contribution.

Students are expected to attend every class session. It is the student's responsibility to get course notes from fellow students should they have to miss a class. No more than two excused absences are permitted.

**Policy regarding missed exams and assignment completion deadlines**

Late Assignments:

Late assignments are due by the deadline given. No late assignments will be accepted (except for illness or family emergency).

Makeup Exam:

Makeup exams may be given in the case of student's illness or family emergency only. The student must make every effort to contact the professor prior to the exam if they cannot take the exam at its scheduled time. Class assignments cannot be made up.

**Policies regarding in-class use of cell phones, PDAs, and other personal electronic devices**

Cell phones and other personal electronic devices must be turned off before coming to class. **Bringing food or drink to class or office hours is strictly prohibited.**

**Statement on e-mail usage in Eagle mail and/or ANGEL email**

Angel will be used to submit assignments, course mail, and to post course notes. (Other collaboration tools such as Sharepoint are being evaluated for use in the course. The professor will advise on any changes on the first night of class)

**Last Day to withdrawal**

March 23 is the last day to withdrawal without academic penalty.

**Disclaimer**

Assignments, schedules & due dates, instructions, and other course information presented in angel are integral components of the course material and are hereby incorporated as part of this syllabus.

The instructor reserves the right to change, modify, alter, or transform any part of this syllabus.
University Statements

Academic Behavior Standards and Academic Dishonesty
All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under the Student Code of Conduct and Policies and Procedures sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at http://studentservices.fgcu.edu/judicialaffairs/new.html.

Sanctions for academic dishonesty may include receiving a “F” in this course – FGCU may impose additional penalties. Any incidents of academic dishonesty may be referred to the FGCU Office of Judicial Affairs. Please look up the definition of plagiarism – it includes copying something off the Internet & submitting it as your own work.

Some examples of what is NOT OK to do:

- Working with another student & turning in the same work (e.g. spreadsheet, database, etc).
- Emailing or posting your work to let someone else “just see how you did it”.
- Copying someone’s assignment or copying something from a book or the Internet.
- Giving or receiving help from someone (in person, on line or on the phone) during an online test.
- Telling someone else what is on a test.

Examples of what is OK:

- Discussing how to approach an assignment with another student.
- Showing someone where they might have made a mistake on an assignment.
- Asking the professor for help.

Disability Accommodations Services
Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university’s guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please contact the Office of Adaptive Services. The Office of Adaptive Services is located in Howard Hall 137. The phone number is 239-590-7956 or TTY 239-590-7930.

Student Observance of Religious Holidays
All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

How To Log into the Course in ANGEL

- Activate your FGCU EagleMail Account (if you have not done this yet). Your FGCU EagleMail account MUST be activated to log in to ANGEL. If you are a first time student, you will need your PIN and Eagle ID, both of which are assigned at registration.
  - If you don’t know your PIN, you will need to go to the Registrar’s office to retrieve it.
  - To activate your account, visit http://admin.fgcu.edu/IS/applications/studentaccts/activate.asp.
- Log in to ANGEL at http://elearning.fgcu.edu. You need to use FGCU EagleMail account and password to log in.
  - Expand Spring 2012 if it is not.
  - Click ISM6316 Project Management and Quality Assurance CRN10295
<table>
<thead>
<tr>
<th>Weeks/Dates</th>
<th>Topics</th>
<th>Chapter+ Outside Readings</th>
<th>Assignments / Exam</th>
</tr>
</thead>
</table>
| Jan 10     | Introduction to Project Management  
• Program vs Project  
• Overview of Projects and Roles | Chapter 1 | |
| Jan 17     | Project Management Integration  
• Planning, value, charters, methodologies  
• Stakeholders, phases, controlling | Chapter 2, 4 | |
| Jan 24     | Scope  
• Requirements, definition, WBS  
• Tools | Chapter 5 | |
| Jan 31     | Time  
• Activities and dependencies, schedules  
• Gantt and PERT, Estimating | Chapter 6 | |
| Feb 7      | Cost  
• Estimating  
• Controlling, earned value management | Chapter 7 | Assignment 1 |
| Feb 14     | Quality and Tools  
• Planning and evaluating quality  
• Modern quality management  
• Microsoft Project | Chapter 8  Appendix A | |
| Feb 21     | Resources  
• Building a team and sourcing options  
• Managing a team | Chapter 9 | |
| Feb 28     | Communications  
• Stakeholder identification  
• Change Management  
• Planning and distributing | Chapter 10 | Assignment 2 |
| Mar 5-10   | Spring Break- No classes | | |
| Mar 13     | Risk Management  
• Risk identification  
• Risk mitigation | Chapter 11 | |
| Mar 20     | Review and Group Project | | |
| Mar 27     | Exam (PMBOK Content)  
(may use Assignment as alternative) | Exam | |
| Apr 3      | Other Current Topics –Legal/contracts | | |
| Apr 10     | Group Project | | |
| Apr 17     | Group Project Presentations | | Group Project |
| Apr 24-28  | Finals Week | | |