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MIS 7397

IT PROJECT MANAGEMENT

Fall 2018

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Purpose: This course presents the area of IT Project Management. Virtually all IT business processes involve IT project Management. Some business and individuals make extensive use of IT Project Management, others struggle to understand and use the tools used in IT Project Management. The focus of the course will be to develop in the student some of the skills of IT Project Management and to give the student a practical application of those skills.

Grading: Grades in this course come from the following distribution:

Exams	40%
Quizzes	10%
Peer Evaluation	5%
Individual Presentations (weekly activity reports)	5%
Team Technical Project 1. Written Activity Reports 2. Technical Presentations 3. Completed Successful Project	5% 5% 30% Total = 40%

Grade	Percentage Ranges
A	100 - 93%
A-	92 - 90%
B+	89 - 87%
B	86 - 84%
B-	83 - 80%
C	79 - 70%

Exams: There will be three exams. Exams typically are multiple choice, fill in the blank, true false and short essay. The questions will come from the lectures and the text. All exams will take place in class. Exams are cumulative.

Quizzes: There are 8-10 quizzes with the lowest two dropped from the total grade. Quizzes will be given at the beginning, during and at the end of class. Students use a clicker for the quizzes. All students are required to have a Turning account and license.

IT Project: Each student will work with a client from the nonprofit sector. The Executive Service Corps of Houston will coordinate the projects with the student and the instructor. This client has an IT issue that requires the student to analyze, develop, and implement a solution.

Project Teams: Project teams are self-selected and consist of four members. An ideal project team includes a varied mix of individuals. At the second class meeting the Team Lead presents the team members and their contact information. This presentation is the also the first activity report.

Client Meetings: Under no circumstances will students meet individually with a client! At least two members of a team will meet with a client. You are encouraged to use electronic media such as Skype or hangouts for your meetings. In the event a physical meeting is required the client is encouraged to visit the UH campus. Parking passes for clients are available from:

Ms. Latricia Wallace
Program Manager, Decision Sciences Institute
Decision & Information Sciences

Office MH 275J
Email: lewallace@bauer.uh.edu

Meeting rooms are available in MH 275 H.

Activity Report: The team project manager provides a weekly activity report via e-mail, to the client stakeholder, the ESCH project consultant, the TA for the project, and class Lecturer on Tuesday prior to making the presentation. The activity report will summarize the team's last week's achievements and the team's goals for the coming week. The goal of the report is to keep the stakeholders up to date on activities of the team. The team will use email to turn in its Activity Report. See Appendix A for formatting of the activity report. The activity report will be the main body of the email, not an attachment.

For the presentation, the team will use whatever method they feel communicates the activity report the best. A different team member then presents the activity report in class each week.

Class Presentations: During the term, each team will present various aspects of their project. Generally, this briefing is on the topic discussed in class. The more entertaining the presentation, the better and demos are encouraged! A different individual will make the presentation each time. One day prior to making the presentation the team will use email to submit its presentation by 23:59, to the ESCH project consultant, the client, the TA for the project and The Lecturer. All assignments are Microsoft Word, Project, PowerPoint, or Excel files. All electronically submitted documents must contain the name of your team and Team Lead name, then a description of the document in the subject field. As an example of the subject field for the Business Case, "Team Amazing Team Lead Jane Smith Business Case."   Team member absence will result in points deducted.

Peer Evaluation: At the end of the course, each student will provide a peer evaluation on the other members of the team. Each student is assigns 100 to the other members of the team. A caveat though is, that there must be a reasonable deviation in the ratings. Equal or near equal ratings will result in a penalty for the evaluator.

Extra Credit

     Program Manager In the event that one client has several student teams, a student program manager is appointed.   This individual will coordinate the student projects to insure integration of the projects. This individual submits a weekly activity report via e-mail, the ESCH project consultant, the TA for the course, and The Lecturer on Sunday. The activity report will summarize the work of the teams with an emphasis on coordination between the teams, the team's last week's achievements, the team's goals for the coming week and any problems facing the different teams. The goal of the report is to keep the stakeholders up to date on activities of the team. See Appendix B for formatting of the activity report. If the student Program Manager meets all of the requirements outlined, they receive 1 extra credit points on their final grade average at

the end of the semester. Activity Report Presentation: Every other week the Program Manager presents their weekly activity report to the class.

       Client Systems Requests After meeting with their clients, student teams may develop new systems requests for their client. Appendix C is the format for a systems request. For each additional systems request submitted by the student team three things must happen before extra credit is awarded. First, the executive director must approve the request. Second, the ESCH mentor must approve the request. Third, Dr. Scott must approve the request. If all of the approvals are made the student team submitting the request receives 1 extra credit points on their final grade average at the end of the semester, for each approved systems request. Limit of two systems requests.

Instructor Availability
I am available online from 7 a.m.-10 a.m. and 7 p.m.-9 p.m. Central Standard Time on most days, but I attempt to reserve Sunday for my family. On Saturdays, I tend to be online in the afternoon only. If these times are not convenient for you, please let me know. I will be happy to accommodate your schedule, if possible. I provide you with these times to make it easier to communicate with me, and not to limit our contact.

In the event a third party needs to contact me, please direct them to my contact information. No third party should use your login credentials to gain access to the classroom.

Late Assignments
Late assignments receive a 20% deduction for each day they are late if not posted by 11:59 p.m. C.S.T. on the day they are due. Assignments more than 2 days late are not accepted. Technological issues are not valid grounds for late assignment submission. In the event of a University of Houston server outage, students should submit assignments to the instructor and when systems come back; submit those assignments according to syllabus instructions. Unless a student receives an incomplete grade, student assignments submitted after the last day of class are not accepted.

Resources
The textbook for this course is Information Technology Project Management, 7th Edition Kathy Schwalbe ISBN 9781133526858 or 978128547092 Cengage. For quizzes and class participation use the use of the Turning Point Response Card is required.

Academic Honesty and Ethics
The University of Houston Academic Honesty Policy is strictly enforced by the C. T. Bauer College of Business. No violations of this policy will be tolerated in this course. A discussion of the policy is included in the University of Houston Student Handbook, http://www.uh.edu/dos/hdbk/acad/achonpol.html. Students are expected to be familiar with this policy.

The C. T. Bauer College of Business code of ethics is strictly enforced. No violations of this Code y will be tolerated in this course. A discussion of the code is included in found at,

Students are expected to be familiar with this code.

Accommodations for Students with Disabilities:
The C. T. Bauer College of Business would like to help students who have disabilities achieve their highest potential. To this end, in order to receive academic accommodations, students must register with the Center for Students with Disabilities (CSD) (telephone 713-743-5400), and present approved accommodation documentation to their instructors in a timely manner.

Counseling and Psychological Services
Counseling and Psychological Services (CAPS) can help students who are having difficulties managing stress, adjusting to college, or feeling sad and hopeless. You can reach CAPS (www.uh.edu/caps) by calling 713-743-5454 during and after business hours for routine appointments or if you or someone you know is in crisis. Also, there is no appointment necessary for the "Let's Talk" program, which is a drop-in consultation service   at   convenient   locations   and   hours   around   campus. http://www.uh.edu/caps/outreach/lets_talk.html.

Tentative Schedule

Week Beginning Monday	Chapter Number	Topic
Aug 20	1	The Nature of Information Technology Projects, Team Selection. Requirements Gathering (Mr. Garrison), Client Relationships (Mr. Reed). **Student profile due August 23. This is the first quiz grade.**
Aug 27	2	Project Assignment, Conceptualizing and Initiating The IT Project, Business Modeling
Sep 3	3	Developing the Project Charter and Baseline Project Plan/ Conceptualizing and Initiating The IT Project Developing the Project Charter and Baseline Project Plan. Business Case.
Sep 10	4	Defining and Managing Project Scope/ The Work Breakdown Structure and Project Estimation.
Sep 17		**Tuesday Agile Intro, First Exam**
Sep 24	5	Project Scope and Integration Management
Oct 1	6	Project Time Management
Oct 8	7	Project Cost Management
Oct 15	11	Project Risk Management
Oct 22		**Tuesday Agile Part 2 Second Exam Thursday**
Oct 29	8	IT Project Quality Management
Nov 5	9	IT Project Human Resource Management
Nov 12	10	IT Project Communications Management
Nov19	13	IT Project Stakeholder Management
	Nov 21-25	Thanksgiving Holiday
Nov 26		**Tuesday Nov. 27 Third Exam. Thursday Nov. 29 Final Presentation. Online Peer Evaluation Course Evaluation due Nov. 30**
Dec 1		Saturday last day of Classes

Team Presentation Schedule and Tollgates

Thursday	Topic
Sep 6	**Presentation:** Business Model for client.
Sep 13	**Presentation:** Business case
Sep 24	**Presentation:** Statement of Work and Baseline Project Plan
Nov 19	**Presentation:** User documentation and Training
Nov 29	**Presentation:** Present the implementation of your project.

Appendix A

Team Email Activity Report Format

Email addresses: Your ESCH Mentor, Your TA, The Lecturer , client

Email subject line: Subject: Team XYZ - Team Lead ABCD - Activity Report #

Body: Include the following information in the email body:

Good Evening,

Project team: Team XYZ
Team Member Presenting in Class: Jane Doe
Project Title: Home Decorating
ESCH Project mentor: Jim Rather
Team member: Doug Olsen
Client organization name: Martha Stewart Homes
Client primary contact: Martha Stewart

Team XYZ		
Name	Phone Number	E-mail
Jane Doe	832-797-7777	doe2000@gmail.com
John Adams	832-526-5555	adams1995@outlook.com
Andrew Jackson	832-788-4444	andrew @gmail.com
Anthony Marc	713-384-8888	Marc94@yahoo.com

Key Accomplishments: (For Example - In the week one)
1) Formed a group of 4/5 members and assigned their respective roles.
2) Created and Agreed upon the team norms.
3) Met with the client representative/about to meet them.
4) Started gathering requirements (If already met).

Key Activities for Next Week: (For Example - In the week one List the pending activities, which you plan to address the next week)

1) Meet with client at Starbucks in Melcher Hall
2) Determine client requirements
3) Draft business case.
4) Add tasks to Trello

Problems facing the team
1) Client has no email
2) Client has not responded to phone messages
3) Team member Smith out sick for next two weeks.

Project Gantt Chart

Sincerely yours,
Team XYZ

In General:
1) Always try to involve your ESCH mentor in your meetings with client. Keep him addressed in all your communication with client, at least until you get familiar in working with your client.
2) Use appropriate business email etiquette at all times. Review http://www.businessemailetiquette.com/business-e-mail-etiquette-basics/
3) Do not mail your activity reports or share any documents directly with your client, unless approved by Dr. Scott and ESCH Mentor.
4) Use a word processor to compose your reports. Use the spellcheck/grammar check function to review your report. Once you have done that "cut and paste" into email.

Appendix B

Program Manager Email Activity Report Format

Email addresses: Your ESCH Mentor(s), Your TA, Dr. Scott

Email subject line: Subject: Program Manager Doug Olsen -Team ABC, Team XYZ –- Activity Report #

Body: Include the following information in the email body:

Good Evening,

Project teams: Team ABC Team XYZ (as needed)
Project Titles: Home Decorating, Home Landscaping
ESCH Project mentor: Jim Rather, Carl Garrison
Program Manager: Doug Olsen
Client organization name: Martha Stewart Homes
Client primary contact: Martha Stewart

Key Accomplishments: (For Example - In the week one)
1) Formed a group of 4/5 members and assigned their respective roles.
2) Created and Agreed upon the team norms.
3) Met with the client representative/about to meet them.
4) Started gathering requirements (If already met).

Key Activities for Next Week: (For Example - In the week one List the pending activities, which you plan to address the next week)

1) Meet with client at Starbucks in Melcher Hall
2) Determine client requirements
3) Draft business case.
4) Add tasks to Trello

Problems facing the team
1) Client has no email
2) Client has not responded to phone messages
3) Team member Smith out sick for next two weeks.

Sincerely yours,
Doug Olsen

Appendix C

Information Systems Request Form
Submitted to the Systems Committee of the
Bauer College of Business/ Executive Service Corps Houston

AGENCY INFORMATION

Agency Name:	Semester: ☐ Spring ☐ Fall
Executive Director:	Agency Contact (if not Exec Dir):
Executive Director Phone #:	Agency Contact Phone (if not Exec Dir):
Agency Address:	Agency Contact E-mail (if not Exec Dir):
Number of Employees at Agency?	Is Agency recognized as 501 (c) (3)? ☐ Yes ☐ No
What is Mission Statement of Agency?	

PROJECT REQUEST INFORMATION

Project Description:

Project Justification: (Why the Agency feels this project should be selected over another)

Student Profile

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┌─────────────────────────────┐
│                             │
│        ┌───────────────┐    │
│        │   Put your    │    │
│        │ Picture here  │    │
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│                             │
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Student Name _____

Student Section Number_____

Team Name   _____

Your Interests _____

        _____

        _____

I want to learn the following in this class:

        _____

        _____

        _____