Large Systems

KENT STATE UNIVERSITY

Fall 2005

Professor A'isha Ajayi

Course Description

The period between the 1970's and 1980's was a time of great advancement in computer hardware technology which took an industry still in it's infancy, to a level of much sophistication and which ultimately revolutionized the information storage and processing needs of every other industry and that of the entire world. However, it was also during this period when the shortcomings of implementing such technology became apparent. A significant number of development projects failed which resulted with disastrous consequences, not only of an economic nature, but social as well.

Times have changed, and with it our understanding and experience as how best to develop large systems. Today's large systems yield greater benefits for less cost than those of previous decades. Large systems provide better, more timely information, the ability to integrate and correlate internal and external information, the ability to integrate and facilitate streamlined business processes. Unfortunately, not every system that information workers develop are well implemented; this means that the computer system which was originally intended to make a company more efficient, productive and cost-effective, is in the end doing the exact opposite - namely, wasting time, money and valuable manpower.

Over the years a number of methodologies have emerged in an attempt to address some of the aforementioned issues. One noteworthy framework has evolved in the form of ITIL (IT Infrastructure Library). ITIL is an integrated set of best-practice recommendations with common definitions and terminology. ITIL addresses areas such as incident management, problem management, change management, release management and the role of the service desk.

This course will explore some of the salient issues related to the development, implementation, and management of large information systems as part of modern enterprise. ITIL will form the backdrop as we examine these issues within the context of Allstate's Great Lakes Data Center in Hudson.

What's Inside

We will be working with several information systems professionals from the Great Lakes Data Center in Hudson. They will partner with me in this course as guest lecturers/consultants, bringing us state-of-the-art knowledge on the technical details of large systems management. The Hudson Data Center manages the Allstate information system for approximately half of the Allstate agents in the country, as well as maintaining a number of corporate computing functions and giving support to the new Allstate Web site.

Staying in Touch:

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Course:

XXXXXXXXX

Call number:

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Course Goals

- To provide the participant with a comprehensive overview of current trends in the development, implementation and management of large systems

- Enhanced business communications skills through written, oral, and other course elements.

- To provide the participant with ITIL as a template for analyzing and maximizing IT requirements within an organization.

- Basic needs assessments techniques.

Course Schedule

Topic 1	Introduction to Large Systems	Topic 8	Managing LS Projects
Topic 2	Hardware in Large Systems	Topic 9	Special Topic - Allstate
Topic 3	Software in Large Systems	Topic 10	Special Topic - Allstate
Topic 4	Managing information in LS	Topic 11	Protecting LS Resources
Topic 5	Human Resources and LS		
Topic 6	ITIL as a framework for LS I		
Topic 7	ITIL as a framework for LS II		

Important Dates

Exam 1 - 9/21/05   Exam 2 - 10/19/05   Exam 3 - 11/16/05

Presentation 1   TBA

Presentation 2   TBA

Final exam   TBA - Take home

Presentations

Two presentations will be required as part of the course. The following metrics will be used to determine your grade for this element:

- Technical depth and accuracy   20%

- Written communications   20%

- Organization and flow   20%

- Integration of theory and practices 20%

- Execution   20%

Exams

Three exams and a final are required as part of this course. These elements are designed to test the student's mastery of lectures, readings and theory related to the disciplines of communications and networking. The following question formats will be used on exams:

- Fill-in or short answer

- Matching

- Multiple choice

- Acronyms

Please note that the instructor will return each exam no later than 1 week from its scheduled date. The instructor will not answer any questions during the exam.

Except for documented and acceptable excuses, such as illness certified by a physician, there are no make-ups for tests. If you miss it, you miss those points for the course. With appropriate documentation, a make-up assignment of the instructor's choice will be provided.

For one unexcused missed test, or for a low grade, you may substitute your grade on the optional final exam.

Purpose of the Course

This course is intended to provide participants with an overview of contemporary issues relevant to large information systems in organizations.

Teams

Much of what happens in this course will take place through team activity. The class is divided into six teams. The team memberships will be strictly alphabetical. Any newcomers to the class will be inserted into the appropriate alphabetical group. Responsibility for team members -- beginning with first class meeting, collect phone numbers and e-mails -- rotate responsibility. for each class for one team member to take notes in class for team members who miss the class and for review -- keep track of absent members and confer with instructor if it looks like there is going to be a problem regarding an absent member's part of your team.

Failure to be present at your team's presentation will result in your loss of the points earned by the team for that assignment.

Team assignments

Each team will have two presentations to give to the class. The presentations will be a preliminary and a final report on a systems problem designed by Allstate IS professionals. They will also critique your presentations.

From the Instructor

Large systems can be a difficult subject to master in a single semester or session. Reading assigned materials prior to lectures will help increase your mastery of associated theory and practices.

Here are a few of my favorite places to help you with this material.

www.techguide.com

www.whatis.com

Evaluation Criteria

Please note:

The instructor will not discuss grades prior to returning assignments, via email or phone.

A+	98-100
A	94-97
A-	90-93
B+	86-89
B	82-85
B-	78-81
C+	74-77
C	70-73
C-	66-69
D+	62-65
D	58-61
D-	54-57
F	59 and lower

Enrollment and Registration

Students have responsibility to ensure they are properly enrolled in classes. You are advised to review your official class schedule (using Web for Students) during the first two weeks of the semester to ensure you are properly enrolled in this class and section. Should you find an error in your class schedule, you have until September 11, 2005 to correct the error with your advising office. If registration errors are not corrected by this date and you continue to attend and participate in classes for which you are not officially enrolled, you are advised now that you **will not** receive a grade at the conclusion of the semester for any class in which you are not properly registered.

Students with Disabilities

University policy 3342-3-18 requires that students with disabilities be provided reasonable accommodations to ensure their equal access equal access course content. If you have documented disability and require accommodations, please contact the instructor at the beginning of the semester to make arrangements for necessary classroom adjustments. Please note, you must first verify your eligibility for these through the Student Disability Services (contact 330-672-3391 or visit www.kent.edu/sds for more information on registration procedures).

Kent State University - College of Business

Ethics and Academic Honesty

You are encouraged to work together and help one another learn the material, but all submissions must be your own unique work (or those of your team for team projects). Cheating, plagiarism, copying and other behavior that is contrary to University standards will not be tolerated.

Any students found guilty of such offenses will be given a grade of "F" as a final grade. Additional penalties may be imposed; these will be determined on a case-by-case basis. Any student aiding another student will be considered to be an accessory and will be subject to the same penalties.