

## **LARGE SYSTEMS**

Kent State University

Fall 2006

Professor: Robin Shorr



## **M&IS 34036 - Course Description**

Are Large Systems still a viable option in today's IT arena?

What defines a Large Systems environment?

How do we effectively manage Large Systems?

**Advancements in computer technology have revolutionized the information storage and processing needs of every global industry. 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, and aid in streamlining business processes.**

**Unfortunately, not every implementation of these technologies is effective; 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; 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 is the IT Infrastructure Library (ITIL). 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.**

### **Stay in touch:**

#### **Professor's Name:**

Robin Shorr

#### **EMAIL:**

4SHORR@ADELPHIA.NET

#### **Office Hours:**

**BEFORE/AFTER CLASS**



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.

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## **Course Goals:**

- To provide 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.
- Introduce ITIL as a template for analyzing and maximizing IT requirements within an organization.
- Basic needs assessments techniques.

## **Lecture Schedule:**

- |                            |  |
|----------------------------|--|
| 1) Course Introduction     | 7) ITIL 1 - Allstate                               |
| 2) Hardware                | 8) ITIL 2 - Allstate                               |
| 3) Software                | 9) Allstate Data Center Tour                       |
| 4) Managing Information    | 10) Presentation Overview                          |
| 5) Raised Floor Management | 11-13) Special Topics & in-class presentation work |
| 6) Intro to ITIL           |  |

## **Course Prerequisites:**

M&IS 24060, 24070

Students attending the course who do not have the proper prerequisite risk being deregistered from the class

## **Course withdrawal deadline:**

Sunday, November 5, 2006.



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### **Exam & Important Dates**

9/20 - Take home exam

10/25 - Take home exam

10/25 - On Site Visit To Allstate

11/22 - Group Presentations

11/29 - Take home final exam

### **Evaluation Basis:**

Exams - 25% each

Presentation - 25%

Final - 25%

### **Evaluation Criteria:**

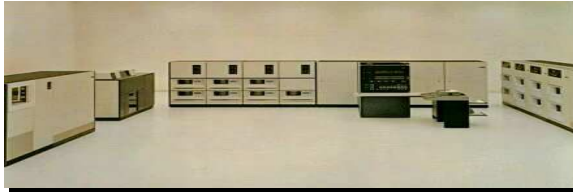
A	97 - 100
A-	92 - 96
B+	87 - 91
B	82 - 86
B-	77 - 81
C+	72 - 76
C	67 - 71
C-	62 - 66
D+	57 - 61
D	52 - 56
F	47 - 51

### **Exams:**

Two exams and a final are required as part of this course. These elements are designed to test the student's mastery of lectures and theory related to the disciplines of large systems and networking.

These exams will be "take home". The exam questions will be distributed one week prior to the due date. The exams are due before 11:59pm on the due date. No late assignments will be accepted.

The instructor will not answer any questions during the week of the exam.



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### **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](http://www.kent.edu/sds) for more information on registration procedures).

### **Ethics & 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.

### **Enrollment & Official 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 Sunday, September 10, 2006 to correct the error. 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.