INFORMATION SYSTEMS MANAGEMENT

Spring 2009 PROFESSOR A'ISHA AJAYI

Kent State University—College of Business

Class MIS 44045-001

Call # 10303

Location - BSA 117

Duration - Tuesday

7:20pm—10:00pm

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Office hours -

T & TH 1:00—2:00 pm

Weds. 4:00—7:00pm

Other times by appointment

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Course Description

Systems management refers to enterprise-wide administration of distributed computer systems. Systems management is strongly influenced by network management initiatives in telecommunications. System management may involve one or more of the following tasks:

- Hardware inventories
- Server availability monitoring and metrics
- Software inventory and installation
- Anti-virus and anti-malware management

These tasks are categorized in the following manner:

- User's activities monitoring
- Capacity monitoring
- Security management
- Storage management
- Network capacity and utilization monitoring

Time management is perhaps the most important skill needed for successful completion of the course.

Required Text

View larger cover

Managing Information Technology, 6/E
Carol V Brown
Daniel W. DeHayes
Jeffrey A. Hoffer
Wainright E. Martin
William C Perkins
ISBN-10: 0131789546
ISBN-13: 9780131789548
Publisher: Prentice Hall
Copyright: 2009
Format: Cloth; 784 pp
Published: 03/12/2008

Course Goals

- To provide the participant with a comprehensive overview of current trends in information technology and applications.
- Enhanced business communications skills through written assignments and other course elements.
- To provide the participant with a template for analyzing IT requirements within an organization.
- Basic needs assessments techniques.
- Exposure to current trends in the use of IT (information Technology) in e-Commerce.

Enrollment and Registration

Students have responsibility to ensure that they are properly enrolled in classes. You are advised to review your official course schedule during the first two weeks of the semester (session) to ensure that you are properly enrolled in this class and section. Should you find an error in your class schedule you must correct it immediately with your advising office. If registration errors are not corrected by the date specified by the Office of the Registrar for this session 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 this semester for any class in which you are not properly enrolled.

Students with Disabilities

In accordance with University policy, if you have a documented disability and require accommodations to obtain equal access in this course, please contact the instructor at the beginning of the semester (session) or when given an assignment for which an accommodation is required. Students with disabilities must verify their eligibility through the Office of Student Accessibility Services (SAS) in the Michael Schwartz Service Center (330) 672-3391. Hours of operation:

Monday, Thursday and Friday 8:00 a.m. - 5:00 p.m.
Tuesday & Wednesday 8:00 a.m. - 7:00 p.m. (during the academic year only)

Lecture Topics

Chapter 1, Managing IT in an e-World

Chapter 2, Computer Hardware

Chapter 3, Computer Software

Chapter 4, Telecommunications and Networking

Chapter 5, The Data Resource

Chapter 6, Enterprise Systems

Chapter 7, Managerial Support Systems

Chapter 8, E-Business Systems

Chapter 9, Basic Systems Concepts and Tools

Chapter 10, Methodologies for Custom Software Development

Chapter 11, Methodologies for Purchased Software Packages

Chapter 12, IT Project Management

Chapter 13, Supporting Computer Users

Chapter 14, Planning Information Systems Resources

Chapter 15, Leading the Information Systems Function

Chapter 16, Information Security

Chapter 17, Legal, Ethical, and Social Issues

Important Dates:

Exam 1	Chapters 1 - 4	02/18/09
Exam 2	Chapters 5 - 7	03/11/09
Exam 3	Chapters 8 - 10	04/08/09
Exam 4	Chapters 11 –13	04/22/09
Paper Due		04/01/09
Final Exam		Please review university schedule

Useful Links and Resources

FCAPS
Information Technology Infrastructure Library

List of Network Management Systems

Network administrator

Network monitoring

Network performance management

Network traffic measurement

Out-of-band management

Systems management

Website monitoring

Network Management (1) at the Open Directory Project

Network Management (2) at the Open Directory Project

NMSWiki - Network Management Wiki

Committee on Network Operation and Management

Networks and Management Laboratory

Open Management Consortium

Cisco Network Management page

About the Paper

A ten (10) page paper will be required as part of this course. The 10 pages are counted from introduction to conclusions.

Students are responsible for topic selection.

Required Elements:

- Headings, titles, etc.
- Introduction and conclusion
- Page numbers
- MLA or other standard citations
- Table of contents
- List of acronyms
- Bibliography
- List of figures

Please note that you must demonstrate your topic choice within the context of current business applications or environments.

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

Four 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. No make-ups or rescheduling of the exams is permitted. A grade of 0 will be given if an exam is missed.

From the Instructor

Information Systems Management 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

Exam 1	10%
Exam 2	10%
Exam 3	10%
Exam 4	10%
Paper	25%
Final	35%
Total	100%

Please note:

Each student is asked to access whether there personal and professional obligations will allow them to meet the stated requirements of the course.

The professor reserves the right to alter class assignments and elements as deemed necessary. All assignments are due on the schedule date at the start of class; no email submissions accepted. There are no extensions or make0ups for assignments or exams. A grade of (0) zero will be posted for all missed or late assignments.

Grade Scale

Points	Grade	Meaning of the grade
97-100	A	Clear articulation of concepts, issues and application skills. Possesses high level content knowledge and ability to apply it to the field.
92-96	A-	
87-91	B+	Needs improvement in content knowledge and articulation. Sound knowledge of concepts.
82-86	B	
77-81	B-	
72-76	C+	Lack of articulation of concepts, content knowledge or ability to apply them to the field.
67-71	C	
62-66	C-	
57-61	D	
52-56	D-	
51-BELOW	F	No recommendation for student's continuation in the program.

Staying in Touch

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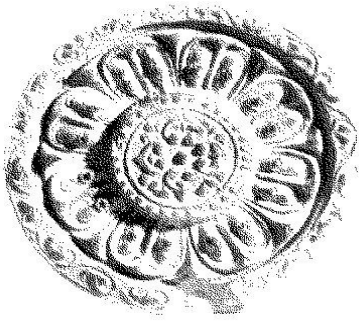
Ethics and Academic Honesty



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.