IST302 Fall 2005

PENNSYLVANIA STATE HARRISBURG
Information Sciences and Technology Program
IST 302 - Information Technology Project Management

Semester: Fall 2005
Class Time: T/Th 2:00 pm-3:15 pm
Instructor: Mr. Jesse Middaugh
E-mail: jlm10@psu.edu / jmiddaugh@psu.edu
Office Hrs: T 09:00 am – 11:00 am / Th 10:00 am – 11:00 am / T/Th 3:15 pm – 4:00 pm
T/Th 1:00 pm – 2:00 pm by appointment
Or by appointment (If you make an appointment, please be prompt.)

Course Description:
This course is designed to introduce and explore the basic concepts and practices of project management and help students understand how to plan and manage IT projects successfully. Throughout the course, students will be asked to utilize course concepts, methodologies, and tools while utilizing technology applications and addressing real-world problems. Students will learn the skills necessary to define project scope, create workable project plans, and manage projects with quality, budget, and schedule in mind. The course is structured around the key phases of project lifecycle, including initiating a project, developing project plans, executing and managing a project, and closing out a project. In addition, students will be taught how to identify and address the change management and political issues associated with project management. Finally, students will have opportunities to practice the concepts and methodologies they learn by working on case studies and/or real-world problems in teams during the semester.

Course Resources:
Required Text:

Optional Text:

SUPPLEMENTARY MATERIALS:
• Small 3-Ring-Folder (or similar style folder)

Additional Resources:
CBT / Tutorials http://wbt.cac.psu.edu
Angel https://cms.psu.edu
Additional Files http://www.course.com
Project Management Institute http://www.pmi.org
Penn State Policies www.psu.edu/ufs/policies

Course Prerequisite:
IST 210, IST 220

Course Objective:
After completing this course, students should be able to -
• Understand and apply basic project management theories and practices
• Understand and apply major phases of the project management life cycle
• Establish and direct a high performing project team.
• Identify and validate project goals and requirements.
• Define project scope
• Establish project estimates and schedules
• Develop Work Breakdown Structures
• Develop and maintain workable IT project plans
• Understand and manage project execution activities and processes
• Understand and perform the role of project manager
• Terminate a project with an effective close-out strategy
Grades:
The following grade distribution will be used in this class:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
<th>Grade*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>25%</td>
<td>95.00 and above A</td>
</tr>
<tr>
<td>Exam 2</td>
<td>25%</td>
<td>90.00 to 94.99 A-</td>
</tr>
<tr>
<td>Project/Presentation/Project Notebook / Case Study</td>
<td>30%</td>
<td>87.70 to 89.99 B+</td>
</tr>
<tr>
<td>Homework / Labs Class Participation**</td>
<td>10%</td>
<td>83.33 - 87.69 B</td>
</tr>
<tr>
<td>Topical Presentation / Quiz</td>
<td>10%</td>
<td>80.00 to 83.32 B-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>75.00 to 79.99 C+</td>
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<tr>
<td></td>
<td></td>
<td>70.00 to 74.99 C</td>
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<tr>
<td></td>
<td></td>
<td>60.00 to 69.99 D</td>
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<td></td>
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<td>Below 60.00 F</td>
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* The instructor reserves the right to grade on curve.
** Class participation includes class attendance

Homework:
Homework assignments will be assigned in class or through CMS (Course Management System / ANGEL). NO LATE ASSIGNMENTS WILL BE ACCEPTED.

Topical Presentation:
The topical presentation is intended to enhance the material covered in the course. Developing presentation skills is important for everyone, plus it’s a good way to share information. Each student will prepare and present one individual presentation. The individual presentations must include at least five outside references (not the Schwalbe text), noted in footnotes and a reference page. Two of the references must be sited from a journal or current magazine article. Hand in a hard copy of your presentation notes, including a bibliography, or include the information in your handouts/visuals, if you plan to use any. You will select one topic from a selected chapter in the text and research the topic. Then you will prepare and present a 15-minute presentation on your chosen topic. Presentations will be evaluated based on content, delivery, and audience response. Your presentation is due on the evening when we discuss your selected topic. NO LATE TOPICS WILL BE ACCEPTED –unless in case of at least 3-days prior notice or an emergency.

Deliverables:
(Hardcopy of both Executive Summary and ppt presented to instructor – Softcopy uploaded to ANGEL)
- PowerPoint Presentation
  - 15 minutes
  - Submit both hardcopy and electronic copy
- Two-Page Executive Summary of the topical
- Include Sited References
  - APA style (see http://www.apa.org)

Group Projects:
The purpose of the team project is to use a structured approach to project management in a team setting. Class members will be divided into teams, (3 people per team) Each team will be given a project to develop throughout the semester. Teams will be managing the project by keeping various documents in a 3-ring-folder (project folder). Each team will hand in a project notebook at the end of the term. The grade for the group project will be based on the group’s progress reports, final presentation, and the completeness and organization project folder.

Deliverables:
- Team’s Project Notebook
- PowerPoint Presentation
  - 20 minutes
  - Submit both hardcopy and electronic copy prior to presenting

Project Folder:
Each member of the team is required to keep a project 3-ring folder. These notebooks will be collected, reviewed and graded occasionally throughout the semester. These notebooks are individually graded.
<table>
<thead>
<tr>
<th>Week</th>
<th>Week of</th>
<th>Topics</th>
<th>On-line 302</th>
<th>Schwalbe</th>
<th>Running Case</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aug 29</td>
<td>Introduction to Project Management Introduction of Semester Project</td>
<td>Module 0 Assignment 1 Topic 1</td>
<td>Chapter 1 Pg. 32 ex. 2 or 3</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Sept 5</td>
<td>PM and Information Technology Context Project Team</td>
<td>Module 0 Assignment 2 DA 1 and DA 2 Topic 2</td>
<td>Chapter 2 Quiz (Ch 1, 2) Pg. 66 1 ex. (Your choice)</td>
<td>Team Contract &amp; MOU</td>
</tr>
<tr>
<td>3</td>
<td>Sept 12</td>
<td>Project Management Process Groups Introduction Microsoft Project Templates</td>
<td>Topic 3 DA 3</td>
<td>Chapter 3 Pg. 111 ex. 1 and 4 Appendix A pg.1-27 Appendix D</td>
<td>MYH Tasks (pg 112)</td>
</tr>
<tr>
<td>4</td>
<td>Sept 19</td>
<td>Project Integration Management</td>
<td></td>
<td>Chapter 4 Pg. ex 1 (Sept 20) Quiz (Ch 3, 4)</td>
<td>Weekly Status Rpt Due Sept 22nd MYH Tasks (pg 161)</td>
</tr>
<tr>
<td>5</td>
<td>Sept 26</td>
<td>Project Scope Management</td>
<td>Topic 4 DA 4 Lab 1 – Scoping</td>
<td>Chapter 5 Pg. 195 ex. 1, 2, 3 Appendix A pg. 28 - 37</td>
<td>MYH Tasks (pg 196)</td>
</tr>
<tr>
<td>6</td>
<td>Oct 3</td>
<td>Project Planning Project Time Management</td>
<td>Topic 5 DA 5 Lab 2 – Scheduling</td>
<td>Chapter 6 Pg. 240 ex. 2, 3 Appendix A pg. 38-56 Quiz (Ch 5, 6)</td>
<td>Weekly Status Rpt Due Oct 6th MYH Tasks (pg 243)</td>
</tr>
<tr>
<td>7</td>
<td>Oct 10</td>
<td>Mid-term – Thursday 13th</td>
<td>(Topic 1-5)</td>
<td>Chapter (1-6)</td>
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<tr>
<td>8</td>
<td>Oct 17</td>
<td>Project Cost Management</td>
<td>Lab 4 – Budgeting (suggestion build it in Excel)</td>
<td>Chapter 7 Pg. 281 ex. 1, and 5 Appendix A pg. 57 – 76</td>
<td>Weekly Status Rpt Due Oct 20th MYH Tasks (pg 283)</td>
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<tr>
<td>9</td>
<td>Oct 24</td>
<td>Project Quality Management</td>
<td></td>
<td>Chapter 8 Pg. 330 ex. 2 Quiz (Ch 7, 8)</td>
<td>MYH Tasks (pg 331)</td>
</tr>
<tr>
<td>11</td>
<td>Nov 7</td>
<td>Project Communications Management</td>
<td></td>
<td>Chapter 10 Pg. 419 ex. 1, 3, 5 Appendix A pg. 77 – 86 Quiz (Ch 9, 10)</td>
<td>MYH Tasks (pg 420)</td>
</tr>
<tr>
<td>12</td>
<td>Nov 14</td>
<td>Project Risk Management</td>
<td>Topic 7 DA 7 Lab 3 – Risk</td>
<td>Chapter 11 Pg. 461 ex. 4</td>
<td>Weekly Status Rpt Due Nov 17th MYH Tasks (pg 461)</td>
</tr>
<tr>
<td>13</td>
<td>Nov 21</td>
<td>Tues 11/22 No Class – Friday Schedule Thur 11/24 Thanksgiving – Enjoy your Holiday</td>
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<tr>
<td>14</td>
<td>Nov 28</td>
<td>Project Procurement Management</td>
<td>Topic 8 DA 8 Lab 5 – Closing</td>
<td>Chapter12 Pg. 492 ex. 3 Quiz (Ch 11, 12)</td>
<td>MYH Tasks (pg 493)</td>
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<tr>
<td>15</td>
<td>Dec 5</td>
<td>Project Presentations</td>
<td></td>
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<td>Monthly Progress Report/ Ppt &amp; Final Presentation Due Dec 6th</td>
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<tr>
<td>16</td>
<td>Dec 12</td>
<td>Final Exam Thurs., December 15, 10:00-11:50 am</td>
<td>Final must be taken on date and time of scheduled final – Verify your schedule</td>
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**NOTES.**
1) Due to the pace of the course and student needs, the following outline and schedule may change during the semester. Changes will be announced in class or through PSU’s Course Management System (CMS or ANGEL).
2) Individual notebooks are collected at the time of the monthly and final presentations.
3) Status Reports are due every two weeks on Thursday from Sep 24th to Dec 21st. No additional reminders will be given upload your reports to ANGEL.
4) All assignments and readings are due prior to coming to class. NO LATE ASSIGNMENTS WILL BE ACCEPTED.
Curriculum Included in the Content:

Collaborative Skills:
- Teams collaborate to complete various assignments of a running semester-long case.
- A final project management report is developed and presented to the class by the student teams.

Communication Skills:
- Every student is required to submit one written project report.
- Every student is required to submit twelve written homework assignments.
- Every student participates in the oral presentation of a final team project plus an individual user interface research project and two monthly progress reports.
- Oral and Written – Every student is required to submit at least one written reports (not including exams, tests, quizzes, or commented programs) of typically two-four pages and to make two oral presentations of typically 15 – 30 minute’s duration.

Ethical, Legal, Security and Global Policy Issues:
- Every student is required to address the security implications of their application and protection of the application’s data.
- Topics covered or Address

<table>
<thead>
<tr>
<th>Topic</th>
<th>How used</th>
<th>Techniques</th>
<th>Time</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethical</td>
<td>Use of hardware, system, and customer information Discussion of copying code</td>
<td>Policies</td>
<td>Include in one class</td>
<td>Papers and Presentations and Exam</td>
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<tr>
<td>Legal</td>
<td></td>
<td>Policies</td>
<td>Include in one class</td>
<td>Papers and Presentations and Exam</td>
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<td></td>
<td></td>
<td>Disclaimer forms</td>
<td></td>
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</tr>
<tr>
<td>Security</td>
<td>Information System Protection</td>
<td>Hardware protection Software protection Network protection Data protection</td>
<td>Include in one class</td>
<td>Papers and Presentations and Exam</td>
</tr>
<tr>
<td>Global</td>
<td>Discussion of Virtual team</td>
<td>Team-building</td>
<td>Include in one class</td>
<td>N/A</td>
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Professional Responsibility/Development:
- An emphasis is placed on the project management process in an effort to recognize professional requirements for information technology development.
- Students will learn the project management process based on the recognized project management professional organizations.

Tips for Success in IST 302:
The most important things you can do this semester are:
- Attend class regularly. Class attendance in mandatory.
- Participate in interactive class activities. This class is for you, so make it as worthwhile and interesting as possible. We’ll all have a good time and learn something from each other.
- Don’t wait until the last minute to start assignments.
- Keep all your work neat and organized.
- Take responsibility for your work. I.T. will be your career someday, so apply yourself and learn as much as possible.
- Keep up with homework and class readings.
- Take good notes in class.
- Check CMS before class for updates, notes, project specifications, class cancellations, etc. They’ll all be posted throughout the semester.
- Come to me early if you have problems or difficulties this semester. If you miss something early, you’ll have trouble keeping up because the material builds upon itself throughout the semester.
- BE SPECIFIC WITH YOUR DETAILS
- Turn no assignment in late.
Project Policies and General Information:

Projects and labs are an essential part of this course. They are the means by which you will learn database design programming concepts. Information regarding project format, grading information, and relevant policies follow.

Policies:
Projects, with the exception of team portions of an assignment, must be the individual work of a student. It is, however, perfectly acceptable to discuss assignments but, no one may share program code. Copying code from others hinders the learning process and therefore, serves no purpose. Violations of this policy will be considered cheating and are subject to Penn State University procedure. It is each student's responsibility to ensure that his/her program code is deleted from the PC in the student lab before leaving the lab after each session. This includes deleting the folder and emptying the recycle bin. 

NOTE: In cases of cheating, both parties will be held equally responsible, i.e. both the student who shares code and the student who copied the code.

All projects must be completed (and working) and turned in for a grade. For teamwork, this infers that each member of the team participate according to his/her assigned role. Failure to complete all project assignments will result in an "F" for the semester.

However, if there is a reason for your assignment to be late, discuss this with me. I can be flexible when a student is ill or encounters some difficulty but has been keeping up with his/her assignments. NO ASSIGNMENT WILL BE ACCEPTED ONCE OTHERS ARE GRADED AND RETURNED. Points will be deducted from projects and labs that are not turned in on time.

Class Cancellation:
In case of class cancellation due to weather or other conditions, the class will be notified by ANGEL or group telephone tree at least two hours before the start of class.

Team Projects:
Where applicable, project grades may at the end of the semester be adjusted to include team participation and individual contributions. In other words, a grade on any project may be adjusted up or down based upon my individual observation of teamwork, individual contributions to a team project, and peer evaluation.

Each student will be expected to participate in team projects. This participation will be during regularly scheduled classes or outside of class time.

Note to Students with disabilities: It is Penn State’s policy not to discriminate against qualified students with documented disabilities in its educational programs. If you have a disability-related need for modification in this course, contact the Disability Service Coordinator in the Student Assistance Center (W117 Olmsted; 948-6025).

Learning Center Support:
The Learning Center provides tutoring to support your work in this class. The service is free to students. Your visit will be confidential. Visit the website, www.hbg.psu.edu/LearningCenter/, email, call 948-6475, or drop in to Olmsted C-216.

Tutor:
Janice Smith, jes57@psu.edu, is the professional tutor in math/science, and Kathy Brode, kbb3@psu.edu, is the professional tutor in writing. The Learning Center also employs a graduate assistant, part-time writing tutors, and peer tutors. The writing tutors can help you with all areas of your writing, including helping you develop your ideas, offering objective feedback during the drafting process or on completed drafts, and explaining MLA or APA documentation formats.

Small Group Room:
You can sign up to use the small group room in the Learning Center for group projects. It seats 8, has a whiteboard, and 2 PC’s. Contact Mimi at 948-6475, eew3@psu.edu, or stop in to C-216 to schedule a day and time.
Course Conduct:

- Class Attendance is mandatory. If you must miss class, please inform me about the absence prior to the class. Unexcused absences will affect your participation grade. Attendance is a prerequisite to understanding course content. If you miss class, it is your responsibility to find out what work was missed, make up work and also to be responsible for any course related announcements. Students missing class must obtain missed work assignments from other class members. Active learning, team building, and collaboration are principles subscribed to by the Information Systems faculty. Thus, frequent absences from class may impact the final course grade.

- Class will start on time. Please take your seat prior to the start of class.

- No makeup quizzes or exams will be given without prior, legitimate excuse and accompanied by documentary evidence.

- You should attend each class and actively participate in the discussions during class. If you are uncomfortable with public speaking, or if English is not your native language, we should meet in the first week of school to establish ways to make you more comfortable in speaking and interacting with your peers.

- If your class is held in a computer lab, count it a privilege. The computer on your desk is to be used as a class resource. It is not meant to be a personal communication device while class is in session. Thus, you may check email and messages before class, during breaks or after class. You may not check email or AOL Instant Messenger during class.

- For every hour of lecture, I anticipate that you will need to budget about 3 hours of out-of-class time. For every lab session, you may need to budget one-to-two hours of out-of-lab time. This time estimate is a guide and you may need to budget more. For example, if the material is new to you or difficult to comprehend, it may require more of your time.

- You are responsible for all the readings, even if the material is not explicitly covered in class. You should read the class materials prior to class and be prepared to discuss and ask questions about the readings and assignments. You should also re-read the material after class, as not every topic will be covered during class time.

- All work must be completed and turned in at the start of class on the assigned date. No late work will be accepted. Late means after the class has begun. Note that a computer’s failure (including CMS being down for maintenance) is not an excuse (it represents poor planning on your part).

- All assignment should be computer-printed, double-spaced, on 8.5"x 11" paper. All pages should have 1" margins. Papers should be stapled and collated.

- I read to the fifth mistake. Your grade will be based on what we have read to that point. Mistakes include spelling, grammatical errors, and typos. Carefully proofread your work.

- Your work should be properly referenced and adhere to standards of both academic integrity and proper form. Generally, I prefer the APA style (see http://www.apa.org).

- I expect individual work should be just that – it should be done by you, alone.

- I expect group work should be just that – from the entire group. If I become aware that you are not contributing to your group equally, I will intervene.

- Class participation is my way of assessing your intellectual engagement with the topics we are covering. You can demonstrate this engagement through a number of ways. For example, speaking in class, bringing in to the class relevant material (such as copies of articles) from outside sources, contributing to on-line discussions with peers via CMS, working with the team-members, and visiting me during office hours to discuss material being covered in class.