

<p>MIS 7397 IT PROJECT MANAGEMENT Spring 2019</p>
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<b>Office:</b> 275 H Melcher Hall
<b>Office Hours:</b> Tuesday 1:00 PM or by appointment
<b>E-mail:</b> cscott@uh.edu

For sec	time	Room
18816	TuTh 11:30AM - 1:00PM	MH 213
18817	TuTh 2:30PM - 4:00PM	MH 126
19547	MoWe 11:30AM - 1:00PM	MH 114

<p>Teaching Assistant Priscilla Imandi</p>
<b>Office:</b> MH 275 F
<b>Office Hours:</b> TTH 10:30 –11:30
<b>E-mail:</b> primandi@uh.edu

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

	<i>Percentage</i>
<i>Grade</i>	<i>Ranges</i>
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 or five 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.

Meeting rooms are available in MH 275 H and Cemo Hall. To reserve Cemo Hall rooms, students will have to contact our Rockwell Career Center at 832-842-6120 or [hirebauer@bauer.uh.edu](mailto:hirebauer@bauer.uh.edu). To reserve MH 275 H see your TA.

Activity Report: The team project lead provides a weekly activity report via e-mail, to the client stakeholder (if approved by ESCH and Instructor), 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.

Term Paper: At the end of the course, each graduate student will provide a 20 page on term paper on a topic assigned by the professor.

### **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 will be tolerated in this course. A discussion of the code is included in found at, <https://www.bauer.uh.edu/centers/.../Bauer-Code-of-Ethics-Professional-Conduct.pdf>. 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](http://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](http://www.uh.edu/caps/outreach/lets_talk.html).

**Tentative Schedule**

Week Beginning Monday	Chapter Number	Topic
Jan 14	1	The Nature of Information Technology Projects, Team Selection. Requirements Gathering (Mr. Garrison), Client Relationships (Mr. Reed). <b>Student profile due the second meeting of class. This is the first quiz grade.</b>
Jan 21		University Holiday in Honor of Dr. Martin Luther King
Jan 21	2	Project Assignment, Conceptualizing and Initiating The IT Project, Business Modeling
Jan 28	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.
Feb 4	4	Defining and Managing Project Scope/ The Work Breakdown Structure and Project Estimation.
Feb 11		<b>Monday/Tuesday Agile Intro, Wednesday/Thursday First Exam</b>
Feb 18	5	IT Project Scope and Integration Management
Feb 25	6	IT Project Time Management
Mar 4	7 11	IT Project Cost Management Project Risk Management
Mar 11		Spring Break
Mar 18		IT Project Change Management
Mar 25		<b>Monday/Tuesday Agile Part 2 Wednesday/Thursday Second Exam</b>
Apr 1	8	IT Project Quality Management
Apr 8	9	IT Project Human Resource Management

Apr 15	10 13	IT Project Communications Management, IT Project Stakeholder Management
Apr 22		<b>Monday/Tuesday Final Presentation. Wednesday/Thursday Third Exam.</b>
Apr 29		Last day of Classes <b>Online Peer Evaluation. Course Evaluation due. Term Paper Due.</b>

## Team Presentation Schedule and Tollgates

Week Beginning	Topic
Jan 21	<b>Presentation:</b> Business Model for client.
Jan 28	<b>Presentation:</b> Business case
Feb 18	<b>Presentation:</b> Statement of Work and Baseline Project Plan
Apr 1	<b>Presentation:</b> User documentation and Training
Apr 22	<b>Presentation:</b> 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

## **Customer Deliverables**

- 1) Provide photos

### **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 Gantt chart

### **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.businessemail etiquette.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 Gantt Chart

**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

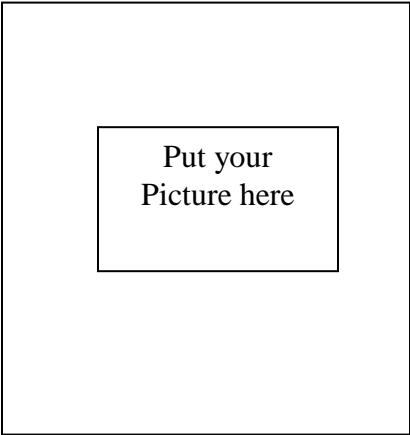
<b>Agency Name:</b>	<b>Semester:</b> <input type="checkbox"/> Spring <input type="checkbox"/> Fall
<b>Executive Director:</b>	<b>Agency Contact (if not Exec Dir):</b>
<b>Executive Director Phone #:</b>	<b>Agency Contact Phone (if not Exec Dir):</b>
<b>Agency Address:</b>	<b>Agency Contact E-mail (if not Exec Dir):</b>
<b>Number of Employees at Agency?</b>	<b>Is Agency recognized as 501 (c) (3)?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>What is Mission Statement of Agency?</b>	

## PROJECT REQUEST INFORMATION

**Project Description:**

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

**Student Profile**



Student Name \_\_\_\_\_

Student Section Number \_\_\_\_\_

Team Name \_\_\_\_\_

Your Interests \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I want to learn the following in this class:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_