

Course Syllabus

Course Name: System Support Project
Course Number/Section: CTS 289 / OL1

Spring Semester 2011 Class Hours: Online (8 Weeks)

Instructor:	Lee Anne H. Bryan, M.EGR.	Office Location:	Building 17 – Office 103 Parker High Technology Building
Office Phone:	(910) 879-5653	Office Hours:	Monday: 9:25-10:25 am Tuesday: 9:15-10:15 am, 2:45-3:15 pm Wednesday: 9:25-10:25 am Thursday: 9:15-10:15 am, 2:45-3:15 pm
E-mail:	lbryan@bladenc.c.edu		
Instructor Webpage:	http://www.n4rsa.com		

TEXT, REQUIRED SOFTWARE and MATERIALS:

Information Technology Project Management, Revised sixth edition, Author: Kathy Schwalbe, Course Technology, 2011; ISBN 9781111221751

Premium Online Content Printed Access Card; ISBN 9781111471385

(1) USB 2.0 Portable Flash Drive

DESCRIPTION:

This course provides an opportunity to complete a significant support project with minimal instructor assistance. Emphasis is placed on written and oral communication skills, project definition, documentation, installation, testing, presentation, and user training. Upon completion, students should be able to complete a project from the definition phase through implementation.

Special Needs Information: Students with special needs related to a diagnosed disability should contact Tommy Rains (910.879.5570; trains@bladenc.c.edu) in student services for assistance. Mr. Rains should be contacted within 48 hours of the beginning of class if any special accommodations are needed.

GOALS/STUDENT LEARNING OUTCOMES (Students will be able to demonstrate competency in the following areas):

1. Display proficiency of written and oral communication skills in support projects.
2. Understand what project management means and how it improves the success of information technology projects.
3. Demonstrate knowledge of project management terms and techniques.
4. Apply project management concepts by working on a group project as a project manager or active team member.

REQUIREMENTS:

Assignments
Exams
Individual Presentation
Group Project & Presentation
Final

EVALUATION:

Regular attendance is required to pass this course. After 16 hours of absence, the student is dropped. This roughly equals 2 weeks of classes.

Course Syllabus (cont.)

All assignments will be given a point value; grades will be recorded as having achieved an amount of the total points possible.

Attendance and Participation	10%
Exams	20%
Individual Presentation	10%
Group Project & Presentation	20%
Assignments	30%
Final	10%*

*Exempt from Final Exam if student has an A average with 2 or less absences.

100 - 90 = A	89 - 80 = B	79 - 70 = C	69 - 60 = D	59 and below = F
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Academic Integrity: Students are held accountable for the academic honesty of all work completed in this course. The BCC Academic Honesty policy can be found on pages 13-14 of the *BCC Student Handbook* and on pages 27-28 of the *BCC Catalog*. If a question arises about the originality of student work, the burden of proof lies with the student. As indicated in the honesty policy, students who plagiarize or otherwise violate the policy may fail either or both the assignment and/or the course at the instructor's discretion.

Ground Rules:

1. Course Management:

- Prerequisite: CTS 285
- The course is located at the Moodle link on the college web page, <http://www.bladencc.edu>.
- Anticipated E-Mail Response Time is within above stated Office Hours.
- Anticipated Graded Assignment Turn-Around Time is one week.

2. Course Attendance:

- Course attendance of 100% is expected.
 - If contact is not made prior to the 10 percent point of the course, then the student will be dropped from the course with a grade of "W".
 - If absences exceed 20% of all scheduled contact hours, the student will be dropped from the course with a grade of "W" or "WF" depending on the official withdrawal date.
 - If absent from class for two consecutive weeks, the student will be dropped from the course with a grade of "W" or "WF" depending on the official withdrawal date.
- See the college catalog for current policy concerning class attendance, tardiness, drop / add periods, etc.

3. Course Assignments:

- All submissions must be made through the appropriate Moodle links unless instructor specifies differently. No email attachments or paper copies will be accepted.
- Late assignments will be accepted at the discretion of the instructor. However, no late assignments will be accepted during final exam week.
- The student will be responsible for completing and saving assignments in the specified file types. Any other format will not be accepted.
- The student will be responsible for completing the lab assignments and will be expected to fully understand the material. Completion of all assigned labs is a requirement for successful course completion.

Course Syllabus (cont.)

4. Course Quizzes and Exams:

- Quizzes, tests, and exams must be taken on the scheduled date; otherwise a grade of zero will be assigned. Any exceptions to this policy must be the result of a documented emergency or prior arrangement with the instructor.

PRESENTATIONS

Developing presentation skills is important for everyone, and it is a good way to share information. Each student will prepare and present one individual presentation and help with the group project presentations. The individual presentations must include at least three outside references that are documented in footnotes and a reference page. Students should hand in a hard copy of their presentation and notes, including a bibliography, and handouts/visuals if they plan to use any. Topics will require instructor approval. Presentations will be evaluated on content, delivery, and audience response.

GROUP PROJECTS

The purpose of the group project is to use a structured approach to project management in a team setting. As a class, select a project (or running case), groups, and group project managers. Each group will hand in a project notebook at the end of the term, or as determined by the instructor. Fifty percent of the grade for the group project will be based on the group's progress reports and final presentation, and 50 percent will be based on the project notebook. Group project managers will earn a small amount of extra credit for successfully leading their project teams.

CTS 289: System Support Project

Course Schedule (*Highly Volatile and Subject to Change!*)

Week 1 Mar.14-20	Syllabus; Moodle Orientation; Introduction to Project Management; The Project Management and Information Technology Context
Week 2 Mar. 21-27	The Project Management Process Groups: A Case Study; Project Integration Management
Week 3 Mar. 28-Apr. 3	Exam 1; Project Scope Management
Week 4 Apr. 4-10	Project Time Management; Project Cost Management
Week 5 Apr. 11-17	Project Quality Management; Exam 2; Project Human Resource Management
Week 6 Apr. 18-24	Project Communications Management; Project Risk Management
Week 7 Apr. 25-May 1	Project Procurement Management; Final Project Presentations
Week 8 May 2-4	Final Exam