CST412 - IT Project Management
(3 credit hours)
Course Syllabus

Course Description

This course is mainly designed to prepare IT project managers with project management skills needed to better manage IT projects. Built along the IT project management lifecycle, this course covers detailed topics of the basic concepts of IT project management, including initiating, planning, controlling, executing, and closing projects. The course also illustrates how IT projects should be managed, from inception to post implementation review. This course will qualify a student to sit for the Certified Associate in Project Management (CAPM) certification exam through the Project Management Institute (PMI).

Course Learning Outcomes

By the end of this course, you will be able to:

1. Explain and contrast the key dimensions of the Project Management Body of Knowledge (PMBOK) framework.
2. Apply fundamental IT project planning techniques for scope, estimating, and scheduling.
3. Develop Work Breakdown Structures (WBS).
4. Formulate an IT Project Management Plan using Microsoft Project.
5. Discuss emerging trends and issues in IT project management.

Prerequisites/Corequisites

CST230

Required Textbook(s) and Resources

For this course you will need to obtain the following materials:

Schwalbe, K. (2019). Information technology project management (9th ed.). Cengage.

Be sure to also review the weekly **Explore** sections for additional resources. For access to databases, research help, and writing tips, visit the Tiffin University Library. For further assistance email a librarian, at: library@tiffin.edu.

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Time Commitment

Effective time management is possibly the most critical element to your academic success. To do well in this course you should plan your time wisely to maximize your learning through readings, discussions, and assignments. Due to the accelerated, seven-week term, TU online courses are designed with the expectation that you dedicate a little over **six (6)** hours per credit hour to course activities **each week**. For example, for successful completion of a three-credit, seven-week online course you should reserve roughly **twenty (20) hours per week**.

To help plan your time and keep on track toward successful course completion, note the distinctive rhythm of assignment due dates:

1. All times assume Eastern Time (GMT-4).

2. Weeks begin at 12:00 a.m. ET on Monday and end at 11:55 p.m. ET on Sunday.

3. Unless otherwise noted, initial assignments or discussion posts are due by **11:55 p.m. ET** on **Wednesdays.**

4. Additional assignments or follow-up discussion posts are due by **11:55 p.m. ET** on **Saturdays, and**

5. Major assignments and reflections are typically due by **11:55 p.m. ET** on **Sundays.**

Learning Activities

Assessment for CST412 consists of two or three activities each week. All weeks except for the last begin with a forum discussion and include a quiz and/or crossword puzzle to assess your current knowledge. The major activity in all weeks is completion of several tasks for an on-going case study. In Week 7, instead of a quiz, you will take a comprehensive exam. You will also take a practice certification exam and write a reflection on that experience.

Grading

The chart below identifies the individual contributions from each type of activity, per week.

Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Total
Discussions	35	35	40	--	40	--	--	**150**
Assignments	50	30	--	30	--	30	30	**170**
Case Study	--	40	65	55	55	55	30	**300**
Quiz	40	40	40	40	40	40	--	**240**

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Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Total
Final Exam	--	--	--	--	--	--	140	**140**
Total	125	145	145	125	135	125	200	**1000**

Grading Scale

Grade	Percentage
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	< 60%

Please see the Academic Bulletin for grade appeal information.

Course Outline and Weekly Checklist

Topic	Learning Activities (Due by 11:55 p.m. ET on day designated)
Start Here	❏ MON: Activity 1.1 (Forum): Course Anticipation
Week 1: Introduction to Project Management	❏ WED: Activity 1.2 (Forum): Projects and Constraints ❏ SAT: Forum Responses (Activity 1.2) ❏ SUN: Activity 1.3 (Paper): Opportunities and Certifications ❏ SUN: Activity 1.4: Week 1 Quiz (Chapters 1 and 2)
Week 2: Project Processes and Integration Management	❏ WED: Activity 2.1 (Forum): Scrum and Agile Methods ❏ FRI: Activity 2.2: Crossword Puzzle on Terminology (Chapters 2-4) ❏ SAT: Forum Responses ❏ SUN: Activity 2.3: Case Study ❏ SUN: Activity 2.4: Week 2 Quiz (Chapters 3 and 4)

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Topic	Learning Activities (Due by 11:55 p.m. ET on day designated)
Week 3: Scope and Schedule	❏ WED: Activity 3.1 (Forum): Scope and Scope Creep ❏ SAT: Forum Responses ❏ SUN: Activity 3.2: Case Study ❏ SUN: Activity 3.3: Week 3 Quiz (Chapters 5 and 6)
Week 4: Cost and Quality	❏ FRI: Activity 4.1: Crossword Puzzle on Terminology (Chapters 5-8) ❏ SUN: Activity 4.2: Case Study ❏ SUN: Activity 4.3: Week 4 Quiz (Chapters 5 and 6)
Week 5: Resources and Procurement	❏ WED: Activity 5.1 (Forum): Project Teams ❏ SAT: Forum Responses ❏ SUN: Activity 5.2: Case Study ❏ SUN: Activity 5.3: Week 5 Quiz (Chapters 9 and 12)
Week 6: Communication and Risk	❏ FRI: Activity 6.1: Crossword Puzzle on Terminology (Chapters 9-12) ❏ SUN: Activity 6.2: Case Study ❏ SUN: Activity 6.3: Week 6 Quiz (Chapters 10 and 11)
Week 7: Stakeholders	❏ FRI: Activity 7.1: Case Study ❏ SAT: Activity 7.2: Practice Certification Self-Assessment ❏ SUN: Activity 7.3: Final Exam (Chapters 4-13)

Tips for Success

Online learning requires self-discipline and self-direction. As seekers of the truth, we should be willing to challenge one another's academic work in a spirit of respectful comradery. Your course is a place for you to grow as you benefit from the expertise, experience, and diverse perspectives of your instructor and peers. Constructive feedback will challenge you to stretch your own thinking, thereby expanding your knowledge and understanding.

To get the most out of your learning experience, you should actively engage (participate) in **ALL** course activities. Course elements are arranged chronologically. To complete a week, simply work your way "down the page" through all of the course materials and activities.

Your Instructor Will Expect You to:

- Thoroughly review orientation materials (Start Here) within the first 48 hours of the term.

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- Monitor your TU email account **daily** for important updates and announcements.

- Take ownership of your learning and act in a self-directed manner. That means:

  o Fully participate in all learning activities.

  o Complete assignments as described in rubrics or other instructions.

  o Submit all work on time and in the specified format (e.g. APA format for citations).

  o Utilize and incorporate instructor provided feedback to improve your work.

  o Ask questions so you can better understand course materials or assignments.

  o Use the highest standards of intellectual honesty and integrity. For more information, see the TU guide: [Digital Literacy: Netiquette and Internet Safety](#).

  o Treat others respectfully and demonstrate "netiquette" (online politeness and respectfulness) at all times. TU celebrates cultural uniqueness and expects all students to be considerate and thoughtful throughout their learning experiences.

You Should Expect Your Instructors to:

- Post an introductory announcement/email at the beginning of each week to provide updates and help you prepare for the week's activities.

- Maintain an active and engaged presence in all course activities throughout the course.

- Respond to your emailed questions within 48 hours, if not sooner.

- Clearly communicate any absences or expected non-participation due to extenuating circumstances. For example, "I will be traveling to attend a funeral this week and may not be able to respond to questions or participate in forums for a couple of days."

- When grading your work:

  o clearly indicate their grading approach (what they like to see in submitted work as well as what types of errors they tend to penalize more harshly),

  o thoroughly review and evaluate your submissions in a timely manner (in less than 5 days for most assignments), and

  o provide constructive feedback that indicates the strengths and weaknesses of your work, with suggestions for how to improve your performance in the future.

- Advocate for your success as a learner and help guide you toward successful completion of the course activities and most importantly, attainment of the course learning outcomes.

Accommodations (Disability Services)

The Office of Disability Services supports the institutional commitment to diversity by providing educational opportunities for qualified individuals with disabilities through accessible

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programs and services in compliance with Section 504 of the Rehabilitation Act of 1973 and Title III of the Americans with Disabilities Act (ADA) of 1990. If you need reasonable accommodations due to a documented disability, contact the Office for Equity, Access, & Opportunity via email at disabilityservices@tiffin.edu or by calling 419-448-3021.

Technical Support

For Moodle support, either email moodlesupport@tiffin.edu or call the 24/7 Technical Support Call Center at 855-664-1200 (3430, Option 2, from on-campus). For non-Moodle support, contact the Tiffin University ITS helpdesk at the number above or submit a support ticket.

Veterans

The Veteran and Military Resource Center assists veterans, active Military, and spouses of current service members in utilizing their education benefits. VMRC provides information regarding benefit processes and procedures, as well as support in navigating the transition from military to academic life by facilitating connections with the appropriate support services on campus. More information can be found on the Veteran and Military Resource Center website, at http://www.tiffin.edu/va.

Additional Support

If you need to consult an academic advisor refer to TU's Meet the Team page. For information about TU's peer tutoring program see the Murphy Center's Tutoring Policies and Procedures page.

Comments or Concerns

TU's online programs are designed to be student *driven*: to empower you with a voice and stake in your learning. Our courses feature multiple and varied ways that you can share feedback, and we invite you to become an active voice and help drive our improvement efforts. In addition to providing in-course feedback, we encourage you to submit questions or comments directly to the online team at online@tiffin.edu.

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