USF Sarasota-Manatee College of Hospitality and Technology Leadership

CIS 4518 – 3 Credit Hours

Quality Issues in Project Management

Spring 2015, USF Sarasota-Manatee

Instructor: Marie T. Reeve
E-Mail: marie34@sar.usf.edu

Classroom: Virtual class via Elluminate
Time: Attendance Optional: Monday, 5:00 PM – 7:50 PM

PREREQUISITES: Consult your Advisor for the latest prerequisites.

COURSE DESCRIPTION: This course focuses on the quality aspect of Project Management and how it integrates into the overall project management process.

COURSE TOPICS:
This course will cover the following content areas:
1. Concepts, principles and thinking behind the tenets of quality management
2. Practical methodologies to implement quality management
3. Misconceptions and alternative theories
4. Tools and techniques
5. How to build a case for change in order to convince top management of the need for change
6. Why systems fail
7. What can be done to avoid systems failure

COURSE OBJECTIVES: Recent research indicates that about fifty percent of businesses had an IT project fail (Innotas, 2013). Over the past few years, demand for project managers and growth in project management has remained consistent. However, the qualitative role of the project manager has evolved in today’s environment which is characterized by such trends as 1) shrinking financial and human resources, and 2) changes, developments and advancements in the software world. For example there is increased use of the Agile development methodology. Software as a service, cloud computing and open source software have also moved into the mainstream in many organizations. This course will provide an understanding of the activities and tools needed to meet customer expectations and to institutionalize project quality.

The Project Management Institute (PMI) provides certification as a Project Management Professional (PMP). This course will assist students in preparing for this certification exam.

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY MISSION STATEMENT: The mission of the Information Technology Program is to provide high quality educational opportunities for students interested in pursuing careers in the broad range of fields that support our computer/information-based society and economy. Additionally, the goal is to utilize the resources of the program to provide service to society; and to emphasize to students the need for lifelong learning, to have ethical conduct, and an understanding of the diverse social context in which Information Technology is practiced.

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY PROGRAM LEARNING OUTCOMES (PLOs):
1. Demonstrate technical knowledge and skill sets (computational and analytic) needed for success in careers related to Information Technology.
2. Demonstrate an understanding of professional ethics in the development and application of Information Technology.
3. Design and develop computer processes and systems of advanced complexity.
4. Assess the potential value of new technologies and see possibly beneficial applications.
5. Conduct computer research, organize a structured presentation, and deliver it in a way that communicates to novice users as well as computer experts.

COURSE STUDENT LEARNING OUTCOMES:
Upon completion of this course, students will be able to:
1. Understand the unique challenges of quality management
2. Develop concepts, skills and processes for quality practices
3. Leverage best practice skills to assist in making technology-based recommendations that achieve business value
TEXT AND MATERIALS
A. Texts:

B. Suggested Supplementary Materials:

GRADING, EVALUATION AND ATTENDANCE POLICIES:
Student performance will be evaluated based on tests, exercises, assignments and projects, as detailed below. All assignments are expected to be turned in on time, by noon of the date assigned. They must be emailed to the course-specific email address noted above, and only to this email address. Submitting them via email provides a date and time stamp as proof of timely transmission. Late assignments will not be accepted unless prior permission has been granted by your Instructor. Each assignment will be reviewed in class after the Due Date.

Below are a summary for the determination of the final grade and an explanation for each component:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Percentage of grade</th>
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<tbody>
<tr>
<td>Exams (2)</td>
<td>20%</td>
</tr>
<tr>
<td>Assignments, Class Participation (class, online)</td>
<td>60%</td>
</tr>
<tr>
<td>Projects/Presentations</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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A grade will be determined based on the total of possible points earned, as follows: A = 90-100; B = 80-89; C = 70-79; D = 60-69; F = 59 or below

**Exams – 20%**
There will be two (2) exams, a Midterm and a Final. Each will be worth 10% of your grade (20% in all). Exams will not be cumulative – each will cover the topics covered prior to the exam, although an understanding of earlier material may be necessary as background. There will be no makeup exams. Exceptions on medical grounds will require a doctor’s letter, which will be verified by the appropriate department personnel.

**Assignments and Participation – 60%**
These will account for 60% of your grade. All work should be submitted on time, by noon of the due date. Late submissions will be penalized (or not accepted for some assignments, as announced).

**Projects/Presentations – 20%**
Each student will research, prepare and present two (2) individual or team projects/presentations, which together will account for a total of 20% of your grade. These projects/ presentations must include at least three (3) outside references documented in footnotes and a reference page. Students should turn in a copy of their notes, including a bibliography, or include the information in their visuals. Potential topics may be brainstormed in class; the class may actively participate in deciding what presentations and projects they do. Projects/presentations will be evaluated on quality, content, delivery and audience response.

**Extra Credit**
Some assignments, exams and other activities may have an extra credit component associated with them. Points earned in this manner will not be included in the assignment or exam grade or in the final course average. They will be considered after course letter grades have been tentatively assigned and may result in an increase in your final letter grade, especially in borderline situations, and will never reduce your grade.
Incomplete Grade
An Incomplete grade is reserved for those with good reason for having missed a small amount of work, and must be agreed by the student and instructor during the course as circumstances require. Otherwise, exams not taken or assignments not turned in will receive a zero grade and will be counted in the final grade accordingly. Please note that it is the student’s responsibility to ensure that work is completed before the end of the following semester and the Incomplete changed to a regular grade. If this is not done before the end of the following semester, the Incomplete automatically becomes an F.

Attendance Policy
CLASS ATTENDANCE IS OPTIONAL. Attendance is automatically recorded by Elluminate. Due to the highly interactive nature of the course and its subject matter, students are strongly encouraged to attend the live sessions. Material covered in class will not necessarily be contained in the textbook. Falling behind in assignments will affect students’ grades. Students are responsible for material covered in class, any announcements, schedule changes, etc. Absenteeism is not an excuse for late work or missed exams unless approval from your Instructor is obtained in advance. Sessions are recorded and will be made available to students after the class.

The last day to drop a course with a grade of “W” is March 21. There will be no refund and no academic penalty.

USFSM Policies
A. Academic Dishonesty: The University considers any form of plagiarism or cheating on exams, projects, or papers to be unacceptable behavior. Please be sure to review the university’s policy in the catalog, USFSM Undergraduate Catalog or USFSM Graduate Catalog, the USF System Academic Integrity of Students, and the USF System Student Code of Conduct.

B. Academic Disruption: The University does not tolerate behavior that disrupts the learning process. The policy for addressing academic disruption is included with Academic Dishonesty in the catalog: USFSM Undergraduate Catalog or USFSM Graduate Catalog, USF System Academic Integrity of Students, and the USF System Student Code of Conduct.

C. Contingency Plans: In the event of an emergency, it may be necessary for USFSM to suspend normal operations. During this time, USFSM may opt to continue delivery of instruction through methods that include but are not limited to: CANVAS, Elluminate, Skype, and email messaging and/or an alternate schedule. It’s the responsibility of the student to monitor CANVAS site for each class for course specific communication, and the main USFSM and College websites, emails, and MoBull messages for important general information. The USF hotline at 1 (800) 992-4231 is updated with pre-recorded information during an emergency. See the Safety Preparedness Website for further information.

D. Disabilities Accommodation: Students are responsible for registering with the Office of Students with Disabilities Services (SDS) in order to receive academic accommodations. Reasonable notice must be given to the SDS office (typically 5 working days) for accommodations to be arranged. It is the responsibility of the student to provide each instructor with a copy of the official Memo of Accommodation. Contact Information: Disability Coordinator, 941-359-4714, disabilityservices@sar.usf.edu; http://www.usfsm.edu/students/disability.

E. Fire Alarm Instructions: At the beginning of each semester please note the emergency exit maps posted in each classroom. These signs are marked with the primary evacuation route (red) and secondary evacuation route (orange) in case the building needs to be evacuated. See Emergency Evacuation Procedures.

F. Religious Observances: USFSM recognizes the right of students and faculty to observe major religious holidays. Students who anticipate the necessity of being absent from class for a major religious observance must provide notice of the date(s) to the instructor, in writing, by the second week of classes. Instructors canceling class for a religious observance should have this stated in the syllabus with an appropriate alternative assignment.

G. Web Portal Information: Every newly enrolled USF student receives an official USF e-mail account. Students receive official USF correspondence and CANVAS course information via that address.
**Student Wellness**
The Counseling and Wellness Center is a confidential resource where you can talk about incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. You can receive assistance in confidence. This confidential resource can help you without having to report your situation to the Office of Student Rights and Responsibilities (OSSR) or the Office of Diversity, Inclusion, and Equal Opportunity (DIEO); unless you request that they make a report. Please be aware that educators must report incidents of sexual harassment and gender-based crimes including sexual assault, stalking, and domestic/relationship violence. If you disclose any of these situations in class, in papers, or to me personally, I am required to report it to OSSR or DIEO for investigation. The Deputy Coordinator for USFSM is Mary Beth Wallace, AVP for Student Enrollment, Engagement and Success, 941-359-4330 or marybeth@sar.usf.edu. Other numbers and resources:

- Counseling Center and Wellness Center: 941-487-4254
- Victim Advocate (24/7): 941-504-8599

**List of off-campus resources:**
- Hope of Manatee: 941-755-6805
- Safe Place & Rape Crisis Center (SPARCC) – Sarasota: 941-365-1976
- Manatee Glens: 941-782-4800

**GENERAL INSTRUCTION FOR STUDENTS**

Students are not permitted to take notes or tape lectures for the purpose of sale. This includes Elluminate recordings. Microsoft Office may be used to supplement this course. The online course tools package, which may be accessed from campus computer labs and via the Internet at https://my.usf.edu, will be used to enhance the course. Internet access and a reasonable up-to-date web browser are required. Except for response speed, there should be no difference in functionality between accessing from a lab and from home. Any exceptions to this will be announced as they become apparent.
COURSE SCHEDULE: Please note this is a tentative schedule – some shifting could occur as we progress into the semester.

<table>
<thead>
<tr>
<th>Week of</th>
<th>Topic</th>
<th>Reading</th>
<th>Assignment Due</th>
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<tbody>
<tr>
<td>January 5</td>
<td>Class Introductions</td>
<td>Hoyle, Chapter 1</td>
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<td></td>
<td>Syllabus Review</td>
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<td>Overview: Quality Issues in Project Management</td>
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<td></td>
<td>Quality Management Essentials: Chapter 1</td>
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<tr>
<td>January 12</td>
<td>Quality Management Essentials: Chapters 1 (continued) and 2</td>
<td>Hoyle, Chapter 2</td>
<td>Assignment 1</td>
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<tr>
<td>January 19</td>
<td>Martin Luther King Day – No Class</td>
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<tr>
<td>January 26</td>
<td>Quality Management Essentials: Chapters 3 and 4</td>
<td>Hoyle, Chapters 3 and 4</td>
<td>Assignment 2</td>
</tr>
<tr>
<td>February 2</td>
<td>Quality Management Essentials: Chapter 5</td>
<td>Hoyle, Chapter 5</td>
<td>Assignment 3</td>
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<tr>
<td>February 9</td>
<td>Quality Management Essentials: Chapter 6</td>
<td>Hoyle, Chapter 6</td>
<td>Assignment 4</td>
</tr>
<tr>
<td>February 16</td>
<td>Project Deliverable 1: Presentations</td>
<td>Hoyle, Chapter 7</td>
<td>Project Deliverable 1</td>
</tr>
<tr>
<td>February 23</td>
<td>Why New Systems Fail: Chapters 1, 2 and 3</td>
<td>Simon, Chapters 1, 2 and 3</td>
<td>Assignment 5</td>
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<tr>
<td>March 2</td>
<td>Spring Break – No Class</td>
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<tr>
<td>March 9</td>
<td>Why New Systems Fail: Chapters 4, 5 and 6</td>
<td>Simon, Chapters 4, 5 and 6</td>
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<td></td>
<td>Midterm Exam (covers Quality Management Essentials)</td>
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<tr>
<td>March 16</td>
<td>Why New Systems Fail: Chapters 7 and 8</td>
<td>Simon, Chapters 7 and 8</td>
<td>Assignment 6</td>
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<td>Note: The last day to drop a course with a grade of “W” is March 21.</td>
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<tr>
<td>March 23</td>
<td>Why New Systems Fail: Chapters 9, 10 and 11</td>
<td>Simon, Chapters 9, 10 and 11</td>
<td>Assignment 7</td>
</tr>
<tr>
<td>March 30</td>
<td>Why New Systems Fail: Chapters 12, 13 and 14</td>
<td>Simon, Chapters 12, 13 and 14</td>
<td>Assignment 8</td>
</tr>
<tr>
<td>April 6</td>
<td>Why New Systems Fail: Chapters 15, 16 and 17</td>
<td>Simon, Chapters 15, 16 and 17</td>
<td>Assignment 9</td>
</tr>
<tr>
<td>April 13</td>
<td>Why New Systems Fail: Chapters 18, 19 and 20</td>
<td>Simon, Chapters 18, 19 and 20</td>
<td>Assignment 10</td>
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<tr>
<td>April 20</td>
<td>Project Deliverable 2: Presentations</td>
<td>Simon, Chapters 21, 22 and 23</td>
<td>Project Deliverable 2</td>
</tr>
<tr>
<td>April 27</td>
<td>Final Exam (covers Why New Systems Fail)</td>
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