CTS 289
SYSTEM SUPPORT PROJECT

COURSE DESCRIPTION:

Prerequisites:  CTS 285
Corequisites:  None

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. Course Hours Per Week: 1. Lab, 4. Semester Hours Credit, 3.

LEARNING OUTCOMES:

Upon completion of this course, the student will be able to:

a. Design, develop, implement, test and document an IT project.
b. Use best practices of systems development and project management.
c. Work effectively in a team or group.

OUTLINE OF INSTRUCTION

I. Six Phases of Project Management
   A. Project Initiation
   B. Project Definition
   C. Project Design
   D. Project Implementation
   E. Project Test
   F. Project Documentation

II. Project Management Components
   A. Team
   B. Goal
   C. Limited Resources
   D. Uncertainty (risk)
   E. Control Factors
      i. Time
      ii. Money
      iii. Quality
      iv. Organization
      v. Information
III. Work Products of Project Management
   A. Defining team roles
   B. Project Charter
   C. Project Plan
   D. Budget and Financial Statement
   E. Action-and-Decision Lists
   F. Issue Logs
   G. Risk Logs
   H. Meeting Reports

IV. Communication and Collaboration Tools
   A. Email
   B. Discussion Board
   C. Instant Messaging, Chat
   D. Audio- and web- conferences
   E. Shared Calendars
   F. Websites
   G. Shared file storage

V. Working in Teams
   A. Creating effective work groups (keys, obstacles, functions)
   B. Elements, issues and diseases work groups face
   C. What to observe in a group
   D. Influence Tactics used in groups
   E. Running effective meetings
   F. Techniques in group decision making
   G. Phases of group development

REQUIRED TEXTBOOK AND MATERIALS:

Text to be assigned by the instructor each semester.