WILMINGTON UNIVERSITY
COLLEGE OF TECHNOLOGY
BASIC COURSE INFORMATION

COURSE TITLE: Information Technology Policy and Strategy

COURSE NUMBER: ISM 350

I. MAJOR INSTRUCTIONAL OBJECTIVES:

Objective B: Understand how IT delivers value to a business by delivering solutions, providing services, and managing assets.

B-1: Explain how IT creates value through analyzing n( )Tj 0.16 Tw 0.41 0 u (y)200 Td (17 5E-2 (ng)10 (s)-1]TJ

B-2: Discuss how IT provides ongoing business value through administering the IT infrastructure and providing support services;

B-3: Describe the importance of managing technology-based assets for the business;

B-4: Recognize the need to partner with the business to manage its information resources;

B-5: Understand the significance of managing business perceptions of IT and of managing change introduced by IT within the business.

Objective C: Understand the need for IT governance policies and managing processes to meet performance goals.

C-1: Describe the need for IT standards/guidelines and an overall IT roadmap/architecture;

C-2: Illustrate examples of IT metrics to measure performance and the reasons for external benchmarking;

C-3: Explain IT managing processes such as: budgeting and controlling

II. CLASS PARTICIPATION:

Students are expected to attend class and participate actively and in a positive way. Questions and relevant observations are encouraged and enrich the experience of the entire class. Computers in the classrooms are intended to be used as tools to enhance the students' learning experience. Instant messaging, gaming, emailing, and surfing the web are distractions to the student, the surrounding students, and the instructor and constitute inappropriate behavior. Students are ethically obliged to avoid these and similar practices.