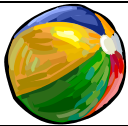


5102 Schedule

(Keep in mind that all dates are tentative – check the Community site regularly for changes in the schedule!)

You are expected to review the assigned readings and other course material before each class.

| Week (Date) | Topic | Cases for Discussion | In-Class Activity | Assignment Due |
|--------------|--|---|--|--|
| Jan. 12 | Course Introduction <ul style="list-style-type: none"> Review Syllabus What is Business Systems Analysis? | | Projects and Process | |
| 2 Jan. 19 | Process and Systems Thinking <ul style="list-style-type: none"> What is a system? Systems thinking versus process thinking? Innovation theory and process improvement | Colby General Hospital | Determining Process Boundaries | |
| 3 Jan. 26 | Understanding Process <ul style="list-style-type: none"> Process modeling Process decomposition | Wawa: Supply Change Management | Decomposing a Process | |
| 4 Feb. 2 | Defining the Problem <ul style="list-style-type: none"> Problem scope Identifying stakeholders Techniques for problem definition | Pharmacy Service Improvement at CVS | Defining the Problem | Group Member List and Topic Proposal Due |
| 5 Feb. 9 | Requirements Gathering <ul style="list-style-type: none"> Asking good questions What makes a good requirement? The Request for Proposal (RFP) process | Building Watson: It's Not So Elementary, My Dear! | Gathering Requirements | |
| 6 Feb.16 | Project Portfolio Management <ul style="list-style-type: none"> Choosing from possible options Articulating the value of a project | The AtekPC Project Management Office | Creating and Assessing a Project Portfolio | Individual Report Due |
| 7 Feb. 23 | MIDTERM EXAM | | | |

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|---------------|--|---|------------------------------|-----------------------------------|
| Mar. 1 | SPRING BREAK | | | |
| |  | | | |
| 8 Mar. 8 | GLOBAL MBA | | | |
| 9 Mar. 15 | Overview of Project Management <ul style="list-style-type: none"> • The triple constraint • Allocation of resources • Contrasting development methodologies | Reinventing the Practices of Distance Information Systems Development: CGI and the Hubble Project (A and B) | Allocating Project Resources | |
| 10 Mar. 22 | Project Planning <ul style="list-style-type: none"> • Breaking down a project • Understanding task dependencies • Creating a project plan | | Creating a Project Plan | Project Management Simulation Due |
| 11 Mar. 29 | Change Management <ul style="list-style-type: none"> • Communicating changes • Change in systems versus change in culture • Understanding the effects of change on the organization | Partners Healthcare System: Transforming Healthcare Delivery Through Information Management | Communicating Change | |
| 12 Apr. 5 | Conflict Management <ul style="list-style-type: none"> • Causes of IT project failures • Why conflict occurs • Resolving and avoiding conflicts | MediSys Corp.: The IntensCare Product Development Team | Resolving Conflict | |
| 13 Apr. 12 | Lessons Learned from Managing Large Projects | | | |
| 14 Apr. 19 | Group project presentations | | | Group Report and Presentation Due |
| Apr. 26 | Study Period | | | |
| May 4 | FINAL EXAM | | | |