

OKLAHOMA CITY UNIVERSITY

Meinders School of Business

Native American Enterprise Management Certificate Program

Information Technology

June 2016

Syllabus

Instructor: Bob Greve, Ph.D.	E-Mail: rgreve@okcu.edu
Office: 405 208-5437	Cell: 405 488-7610

Course Description: Module 5, Information Technology, will provide an overview of Information Technology as it relates to Enterprise Management. Students will gain: an understanding of the role of IT within an enterprise and an ability to communicate effectively with IT specialists. Topics covered include:

Information Systems:

Overview:

- Customer Relationship Management

- Enterprise Resource Planning

Systems used by the Chickasaw Nation:

- ACSC

- Agilysys

- Kronos

- Infor EAM

- Microsoft Great Plains

Systems Analysis & Design Basics:

- Phases of Systems Development Life Cycle

- Development Methods

Information Technology & Operations:

- Information Technology Service Management (ITSM)

- ITIL, Cobit,

- TICS & MICS

Cloud Computing:

- SaaS, IaaS, Paas

- Implications for Sovereignty

Data:

- Database Management Systems

- Relational Database Design

- Big Data

- Business Intelligence

Decision Making:

- Decision Support Systems

- Executive Information Systems

- Expert Systems

- Data Visualization

Class Participation and Grading:

Grades will be determined based on student performance in the following two areas:

Participation and Assignments:	40%
Quizzes:	60%

A final “grade average” of 70% is required for passing.

For example, if you received 92% for participation and assignments and an average score of 88% on quizzes, then your “grade average” would be:

$$40\% * 92 + 60\% * 88 = 89.6\%$$

Tentative Schedule

Week 1	Activities
Information Systems: Customer Relationship Management Enterprise Resource Planning Chickasaw Nation Systems Systems Analysis & Design Basics: Phases of Systems Development Life Cycle Development Methods	TBD
Week 2	
Information Technology & Operations: Information Technology Service Management (ITSM) ITIL, Cobit, SOX	TBD
Week 3	
Cloud Computing: SaaS, IaaS, PaaS Implications for Sovereignty Data: Database Management Systems Relational Database Design Big Data Business Intelligence	TBD
Week 4	
Decision Making: Decision Support Systems Executive Information Systems Expert Systems Data Visualization	TBD