

Point Loma Nazarene University  
ISS 342 Project Management and Quality Assurance (2 units)  
Fall 2016

**Time and Place:** Tuesday and Thursday 1:30 – 2:25: RS 13

**Instructor:** Mike Leih, Ph.D. (619) 349-3008  
[mleih@pointloma.edu](mailto:mleih@pointloma.edu) office: RS 224

**Office Hours:**

Monday	By appointment
Tuesday	12:00 – 1:30 p.m. by appointment
Wednesday	2:30 – 3:30 p.m. by appointment
Thursday	12:00 – 1:30 p.m. by appointment
Friday	By appointment

I am also accessible via e-mail and video call.

**Text:**

*Information Technology Project Management, 5th Edition*

*Jack T. Marchewka.*

ISBN: 978-1-119-03160-4

*CompTIA Project+ Study Guide Authorized Courseware: Exam PK0-003 (optional)*

*Kim Heldman, William Heldman*

ISBN: 978-0-470-58592-4

**Needed Supplies:**

Access to a computer (preferably running windows or a mac with a windows virtual environment), standard office software, and the ability to install software on your computer. Access to a computer (preferably running windows or a mac with a windows virtual environment), standard office software, and the ability to install software on your computer. You are encouraged to bring your computer to class to more easily start in class assignments. You should bring your textbook to each class sessions. We will be using information from the textbook each week as part of in class assignments.

**Catalog Description:**

This course discusses the processes, methods, techniques and tools that organizations use to manage their information systems and software development projects. This course covers a systematic methodology for initiating, planning, executing, controlling, and closing projects. It also looks at techniques including unit testing for quality assurance.

**Course Learning Outcomes:**

The course is designed to help you:

- Students will be able to explain and apply project management methodologies to a given business problem.
- Students will be able to create a project plan around a given business problem.
- Students will be able to identify project risks and way to mitigate those risks.
- Students will use information management as a tool to support decision making in business environments.
- Students will be able to apply their technical knowledge to solve problems.
- Students will be able to speak about their work with precision, clarity and organization
- Students will be able to write about their work with precision, clarity and organization

- Students will collaborate effectively in teams.
- Students will be able to identify, locate, evaluate, and effectively and responsibly use and cite information for the task at hand.

### Course Organization:

**Reading:** The assigned reading each week should be completed before class. Lecture, class discussion and class activities will be based on the assumption that the reading has been completed before the Tuesday class of a given week.

**Chapter Quizzes:** Quizzes are open book and will focus on having read and understood the reading assignment. Quizzes will be taken online using Canvas before class and will be available 24 hours before they are due. Each quiz will have 10 questions and students will have 10 minutes to complete the quiz. Each quiz is due before we discuss the topic in class. This is to encourage students to complete the reading prior to class discussion. Missed quizzes will receive zero points and there will be no make-up for missed quizzes.

**In Class Activities:** Each week we will have activities which will be started in class and sometime completed outside of class and due before the end of the week. These assignments will vary each week, but will include case study review and reflections, quick thinking analysis and activity reports.

**Husky Air Team Assignments:** Each chapter, teams will complete a Husky Air assignment as outlined in the textbook. Teams will consist of two to three students. Assignments will be delivered as a team and the team will generally receive a common grade for the assignment. A team participation report will be included with each assignment and the instructor may reduce points for a given team member who does not fully participate in the team assignments.

**Course Project Report:** Each student will find a real IT project at a company and report the details of that project as a term report. Drafts of the report will be due throughout the course. Details of what is required in the report drafts and the final report will be provided in class.

**Exams:** A mid-term and final exam will be given in class. The mid-term exam will cover all material covered from chapter 1 through chapter x. The final exam will cover all material throughout the course. The exams will be closed book and closed note and will include multiple choice, short answer, and problem solving questions. **If you will miss an exam for a school function, you must arrangements to take it in advance. If you ever miss an exam without giving the instructor prior notice, there is a good chance you will receive a zero unless, of course, there was clearly an emergency**

**Extra Credit:** This course will cover the majority of the knowledge domains tested on the CompTIA Project+ certification exam. Any student who takes and passes the CompTIA Project+ certification exam prior to the final day of the course (excluding the final exam day) will receive 500 extra credit points. (Students who already have a current Project+ certification, are not eligible.) The cost to take the CompTIA certification exam is \$141.00. Students must pass a practice test at least twice before attempting the certification exam and to be eligible to receive the 500 extra credit points.

### E-mail and Messages:

I expect that you regularly use e-mail. I will periodically send you information and updates via e-mail and/or via canvas. In the first week of class you must activate your PLNU e-mail account if you are not currently using it. Please try to send questions about specific problems or course details to me via Canvas so that all members of the class can see the response.

### Activity Point Distribution:

Activity	Points	Percent
Reading Quizzes	120 points (10 points each)	12%
In Class Assignments	140 points (10 points each)	14%
Husky Air Team Assignments	240 points (20 points each)	24%

Course Project Report	150 points	15%
Mid Term	100 points	10%
Final Exam	250 points	25%
Total	1000 points	100%

### Grading Scale:

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
<b>+</b>		(87,90)	(77,80)	(67,70)
	[92,100]	[82,87]	[72,77]	[62,67]
<b>-</b>	[90,92)	[80,82)	[70,72)	[60,62)

### Credit Hour Information: Distribution of Student Learning Hours

In the interest of providing sufficient time to accomplish the stated course learning outcomes, this class meets the PLNU credit hour policy for a 2 unit class delivered over 15 weeks. Specific details about how the class meets the credit hour requirements can be provided upon request. It is anticipated that you will spend a minimum of 37.5 participation hours per credit hour in your course. The estimated time expectations for this course are shown below:

Activity	Hours
Reading and Online Quizzes	24
In-Class Meetings and Exams	30
In-Class Activities	15
Husky Air Assignments	24
Course Project Report	15
Exams Preparation	5
TOTAL	113

### Late Homework/Classwork:

Reading Quizzes are not accepted late. If you fail to take the reading quiz before the due date/time, you will receive a zero for the quiz. Other assignments can be submitted late but will receive a 10% point deduction for each day late (24 hour period after the due date/time). Late assignments will not be accepted more than five days late. No assignment will be accepted after the last day of the semester (not counting final exams week).

### University Mission:

Point Loma Nazarene University exists to provide higher education in a vital Christian community where minds are engaged and challenged, character is modeled and formed, and service becomes an expression of faith. Being of Wesleyan heritage, we aspire to be a learning community where grace is foundational, truth is pursued, and holiness is a way of life.

### Department Mission:

The Mathematical, Information, and Computer Sciences department at Point Loma Nazarene University is committed to maintaining a curriculum that provides its students with the tools to be productive, the passion to continue learning, and Christian perspectives to provide a basis for making sound value judgments.

### Attendance:

Attendance is expected at each class session. In the event of an absence you are responsible for the material covered in class and the assignments given that day. Regular and punctual attendance at all classes in which a student is registered is considered essential to optimum academic achievement. Therefore, regular attendance and participation in each course are minimal requirements to be met. There are no allowed or excused absences except as approved in writing by the Provost for specific students participating in certain university-sanctioned activities. Excused absences still count toward the 10%-20%

limits, but allow students to make up work, quizzes, or tests missed as a result of a university-sanctioned activity. Activities of a unique nature, such as labs or other activities identified clearly on the syllabus, cannot be made up except in rare instances when instructors have given advanced, written approval for doing so.

Whenever the number of accumulated absences in a class, for any cause, exceeds ten (10) percent of the total number of class meetings, the faculty member should send an e-mail to the student and the Vice Provost for Academic Administration (VPAA) warning of attendance jeopardy. If more than twenty (20) percent of the total number of class meetings is reported as missed, the faculty member or VPAA may initiate the student's de-enrollment from the course without further advanced notice to the student. If the date of de-enrollment is past the last date to withdraw from a class, the student will be assigned a grade of W or WF consistent with university policy in the Grading section of the catalog. There are no refunds for courses where a de-enrollment was processed. For more details see the PLNU catalog:

[http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Class\\_Attendance](http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Class_Attendance)

### **Class Enrollment:**

It is the student's responsibility to maintain his/her class schedule. Should the need arise to drop this course (personal emergencies, poor performance, etc.), the student has the responsibility to follow through (provided the drop date meets the stated calendar deadline established by the university), not the instructor. Simply ceasing to attend this course or failing to follow through to arrange for a change of registration (drop/add) may easily result in a grade of F on the official transcript.

### **Academic Accommodations:**

While all students are expected to meet the minimum academic standards for completion of their courses as established by the instructors, students with special needs may require academic accommodations. At Point Loma Nazarene University, students requesting academic accommodations must file documentation with the Disability Resource Center (DRC), located in the Bond Academic Center. Students can also reach the Disability Resource Center by phone at 619-849-2486 or by e-mail at [DRC@pointloma.edu](mailto:DRC@pointloma.edu). Once the student files documentation, the Disability Resource Center contacts the student's instructors and provides written recommendations for reasonable and appropriate accommodations to meet the individual needs of the student. This policy assists the university in its commitment to full compliance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities (ADA) Act of 1990, and ADA Amendments Act of 2008, all of which prohibit discrimination against students with special needs and guarantees all qualified students equal access to the benefits of PLNU programs and activities. For more details see the PLNU catalog:

[http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Academic\\_Accommodations](http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Academic_Accommodations)

Students with learning disabilities who may need accommodations should discuss options with the instructor during the first two weeks of class.

### **Academic Honesty:**

The Point Loma Nazarene University community holds the highest standards of honesty and integrity in all aspects of university life. Any violation of the university's commitment is a serious affront to the very nature of Point Loma's mission and purpose. Violations of academic honesty include cheating, plagiarism, falsification, aiding academic dishonesty, and malicious interference. The details of PLNU's meaning of each of these words can be found in the PLNU catalog at:

[http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Academic\\_Honesty](http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Academic_Honesty)

A student remains responsible for the academic honesty of work submitted in PLNU courses and the consequences of academic dishonesty beyond receipt of the final grade in the class and beyond the awarding of the diploma. Ignorance of these catalog policies will not be considered a valid excuse or defense. Students may not withdraw from a course as a response to a consequence.

A student who is caught cheating on any item of work will receive a zero on that item and may receive an "F" for the semester. See the PLNU Catalog for a further explanation of the PLNU procedures for academic dishonesty ([http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Academic\\_Honesty](http://catalog.pointloma.edu/content.php?catoid=18&navoid=1278#Academic_Honesty)).

### **Copyright Protected Materials:**

Point Loma Nazarene University, as a non-profit educational institution, is entitled by law to use materials protected by the US Copyright Act for classroom education. Any use of those materials outside the class may violate the law.

## Weekly Schedule

Week	Reading	Quiz (Due 1:00pm)	Topic	In Class Assignment (Due 6:00 am)	Husky Air Assignment (Due 6:00 am)	Project Report (Due 6:00am)
1 - Aug 29	None		Introduction and Course Overview	Due 9/6		
2 - Sept 5	Chapter 1	Due 9/6	The Nature of IT Projects	Due 9/13	Due 9/13	
3 - Sept 12	Chapter 2	Due 9/13	Project Methodologies and Processes	Due 9/20	Due 9/20	
4 - Sept 19	Chapter 3	Due 9/20	Measureable Organizational Value and the business Case	Due 9/27	Due 9/27	Draft 1 – 9/27
5 - Sept 26 (Spiritual Renewal)	Chapter 4	Due 9/27	Project Planning – Infrastructure	Due 10/4	Due 10/4	
6 - Oct 3	Chapter 5	Due 10/4	Project Planning – Scope and Work Breakdown Structure	Due 10/11	Due 10/11	Draft 2 – 10/11
7 - Oct 10	Chapter 6	Due 10/11	Project Planning – Schedule and Budget	Due 10/18	Due 10/18	
8 - Oct 17 (Fall Break)	Chapter 7	<b>Due 10/20 (Thursday)</b>	<b>Mid-term Exam – 10/18</b> Managing Project Risk	Due 10/25	Due 10/25	
9 - Oct 24	Chapter 8	Due 10/25	Managing Project Stakeholders and Communication	Due 11/1	Due 11/1	Draft 3 – 11/1
10 - Oct 31	Chapter 9	Due 11/1	Managing Project Quality	Due 11/8	Due 11/8	
11 - Nov 7	Chapter 10	Due 11/8	Leading the Project Team	Due 11/15	Due 11/15	
12 - Nov 14	Chapter 11	Due 11/15	Managing Organizational Change, Resistance and Conflict	Due 11/22	Due 11/22	
13 - Nov 21 (Thanksgiving)	Chapter 12	Due 11/22	Project Completion (no class on 11/24)			Final – 12/1
14 - Nov 28			Project Completion (cont.) Project Presentations – 12/1	Due 12/3	Due 12/6	
15 - Dec 5			Project Presentations – 12/6 Final Review – 12/8	Due 12/10		
Finals - Dec 12			<b>Final Exam Thursday December 15 1:30-4:00 p.m.</b>			