

Point Loma Nazarene University  
ISS 342 Project Management and Quality Assurance (2 units)  
Fall 2018

**Time and Place:** Tuesday and Thursday 1:30 – 2:25: Latter 101

**Instructor:** Mike Leih, Ph.D. (619) 349-3008  
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**Office Hours:**

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

**Text:**

*Information Technology Project Management, 5th Edition*  
Jack T. Marchewka.  
ISBN: 978-1-119-03160-4

*CompTIA Project+ Study Guide Authorized Courseware: Exam PK0-004, 2<sup>nd</sup> Edition (optional)*  
Kim Heldman  
ISBN: 978-1-119-28052-1

**Needed Supplies:**

Access to a computer, standard office software, and the ability to install software on your computer if desired. You are encouraged to bring your computer to class to 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. Alternating Years. Offered 2018-19.

**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
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- 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.

**Chapter Questions:** After reading a given chapter, students should submit one or more questions they have regarding the chapter before 6am on the due date (typically, before the chapter is discussed in class). Questions posted after the due date will receive zero points.

**In Class Activities:** Each week we may have an in class activity, which should be completed in class and submitted or turned in. These assignments will vary each week, but will include case study review and reflections, quick thinking analysis and activity reports. Missing in-class activities cannot be made up if absent from the class.

**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 arrange 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 (subject to change). 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	12%
Chapter Questions	60	6%
In Class Assignments	60	6%
Husky Air Team Assignments	240	24%
Course Project Report	150	15%
Mid Term	100	10%
Final Exam	250	26%
Total	980	100%

### Grading Scale:

	A	B	C	D
+		(87,90)	(77,80)	(67,70)
	[92,100)	[82,87)	[72,77)	[62,67)
-	[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	18
In-Class Meetings and Exams	25
Husky Air Assignments	20
Course Project Report	10
Exams Preparation	3
TOTAL	76

### Late Homework/Classwork:

Reading Quizzes and in-class activities are not accepted late. If you fail to take the reading quiz before the due date/time or fail to turn in an in-class activity, 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).

### Missed Exams:

If you will miss an exam for a school function, you must arrange 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.

**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 is an expression of faith. Being of Wesleyan heritage, we strive 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 is considered essential to optimum academic achievement. If the student is absent from more than 10 percent of class meetings, the faculty member can file a written report which may result in de-enrollment. If the absences exceed 20 percent, the student may be de-enrolled without notice until the university drop date or, after that date, receive the appropriate grade for their work and participation. See [Attendance Policy](#) in the Undergraduate Academic Catalog.

**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 standards for completion of this course as established by the instructor, students with disabilities may require academic adjustments, modifications or auxiliary aids/services. At Point Loma Nazarene University (PLNU), these students are requested to register with the Disability Resource Center (DRC), located in the Bond Academic Center. ([DRC@pointloma.edu](mailto:DRC@pointloma.edu) or 619-849-2486). The DRC's policies and procedures for assisting such students in the development of an appropriate academic adjustment plan (AP) allows PLNU to comply with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. Section 504 (a) prohibits discrimination against students with special needs and guarantees all qualified students equal access to and benefits of PLNU programs and activities. After the student files the required documentation, the DRC, in conjunction with the student, will develop an AP to meet that student's specific learning needs. The DRC will thereafter email the student's AP to all faculty who teach courses in which the student is enrolled each semester. The AP must be implemented in all such courses.

If students do not wish to avail themselves of some or all of the elements of their AP in a particular course, it is the responsibility of those students to notify their professor in that course. PLNU highly recommends that DRC students speak with their professors during the first two weeks of each semester about the applicability of their AP in that particular course and/or if they do not desire to take advantage of some or all of the elements of their AP in that course.

**Academic Honesty:**

Students should demonstrate academic honesty by doing original work and by giving appropriate credit to the ideas of others. Academic dishonesty is the act of presenting information, ideas, and/or concepts as one's own when in reality they are the results of another person's creativity and effort. A faculty member who believes a situation involving academic dishonesty has been detected may assign a failing grade for that assignment or examination, or, depending on the seriousness of the offense, for the course. Faculty should follow and students may appeal using the procedure in the university Catalog. See [the catalog](#) for definitions of kinds of academic dishonesty and for further policy information.

**Final Exam: Date and Time:**

The final exam date and time is set by the university at the beginning of the semester and may not be changed by the instructor. This schedule can be found on the university website and in the course calendar. No requests for early examinations will be approved. Only in the case that a student is required to take three exams during the same day of finals week, is an instructor authorized to consider changing the exam date and time for that particular student.

### 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.

Week	Reading	Quiz (Due 1:00pm)	Topic	Husky Air (Due 6:00 am)	Project Report (Due 6:00am)
1 - Aug 27	None		Introduction and Course Overview		
2 - Sept 3	Chapter 1	Due 9/4	The Nature of IT Projects	Due 9/11	
3 - Sept 10	Chapter 2	Due 9/11	Project Methodologies and Processes	Due 9/18	
4 - Sept 17	Chapter 3	Due 9/18	Measureable Organizational Value and the business Case	Due 9/25	
5 - Sept 24	Chapter 4	Due 9/25	Project Planning – Infrastructure	Due 10/2	Draft 1 – 9/27
6 - Oct 1	Chapter 5	Due 10/2	Project Planning – Score and Work Breakdown Structure	Due 10/9	
7 - Oct 8	Chapter 6	Due 10/9	Project Planning – Schedule and Budget	Due 10/16	
8 - Oct 15 (Fall Break)	Chapter 7	<b>Due 10/18 (Thursday)</b>	<b>Mid-term Exam – 10/16</b> Managing Project Risk	Due 10/23	
9 - Oct 22	Chapter 8	Due 10/23	Managing Project Stakeholders and Communication	Due 10/30	Draft 2 – 10/25
10 - Oct 29	Chapter 9	Due 10/30	Managing Project Quality	Due 11/6	
11 - Nov 5	Chapter 10	Due 11/6	Leading the Project Team	Due 11/13	
12 - Nov 12	Chapter 11	Due 11/13	Managing Organizational Change, Resistance and Conflict	Due 11/20	Draft 3 – 11/15
13 - Nov 19 (Thanksgiving)	Chapter 12	Due 11/20	Project Completion (no class on 11/22)		
14 - Nov 26			Project Completion (cont.) Project Presentations – 11/29	Due 12/4	Final – 11/29
15 - Dec 3			Project Presentations – 12/4 Final Review – 12/6		
Finals - Dec 10		Final Exam – Dec. 13 1:30 – 4:00 pm			