MOI UNIVERSITY

SCHOOL OF INFORMATION SCIENCES

ACADEMIC YEAR (2023/2024)

COURSE OUTLINE

INF 411/CMM 213: MANAGEMENT OF ICT (Theory – 3 Units)

Aim: This course is designed to equip the learner with knowledge and skills in ICT Management to enhance service delivery to achieve organizational goals.

Expected Learning Outcomes:

By the end of the course, the learner should be able to:
- Demonstrate the understanding of business processes and ICTs;
- Align ICT with the business processes in order to achieve organizational goals;
- Explain the role of data and information in decision making;
- Implement ICT security systems;
- Understand ICT Management frameworks; and
- Be conversant with emerging issues in Management of ICT.

Course Content:
- Overview of Data and Information Processing and its role in decision-making.
- Attributes of good and valuable information.
- Introduction to management and organizations.
- Information Systems and Management of Information Systems.
- Organizational information systems, information systems components including hardware, software, data sets, procedures and people.
- Types of information systems.
- Enterprise Resource Planning (ERP)
- Success and failure of information systems.
- ICT and Information Security.
- The role, objectives and functions of Information Systems in organizations; acquisition and development of IS.
- Organizational information systems policies.
- Aligning Information Systems to business objectives.
- Ethical issues in ICT.
- IT management frameworks - ITIL, COBIT, IT Service CMM, ISO etc.
- Emerging issues in Management of ICTs: cloud computing, big data, IoT etc.

Pre-requisites:
INF 210: ICT support in organizations
INF 312: Organizational Behaviour and Management in ICT

Mode of Learning: The delivery shall be by lectures (blended), seminars and case studies.

Learning Materials: Textbooks, Journals, Internet Sources

1. Brown, C.V., D.W. DeHayes, J.A. Hoffer, W.E. Martin, W.C. Perkins (2012). *Managing Information Technology*. 7th Ed, Prentice Hall.

2. McNurlin, B., R.Sprague & T. Bui (2008). *Information Systems Management*. 8th Ed, Prentice

3. Holtsnider, B. & B.D. Jaffe (2007). *IT Manager's Handbook: Getting your new job done*. 2nd Ed.Morgan Kaufmann Publishers.

4. Lucey T. (2005). *Management Information Systems*. 9th Edtion Thomas Learning Publishers, London

5. Aalders, R. & P. Hind (2002). *The IT Manager's Survival Guide*. John Wiley & Sons.

6. Fedanzo, A. (2000). *Information Technology Management*. Xlibris Corp.

Assessment

Continuous Assessment Tests (CATs): 30% (40% for CMM 213)
End of semester written examinations: 70% (60% for CMM 213)

Time: Thursday (8:00 a.m – 10:00 a.m) & Thursday (4:00 – 5:00 p.m)

Name of Lecturer: **DR. JOHN K. TARUS**   **Sign:**   **Date:** 14/09/2023

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