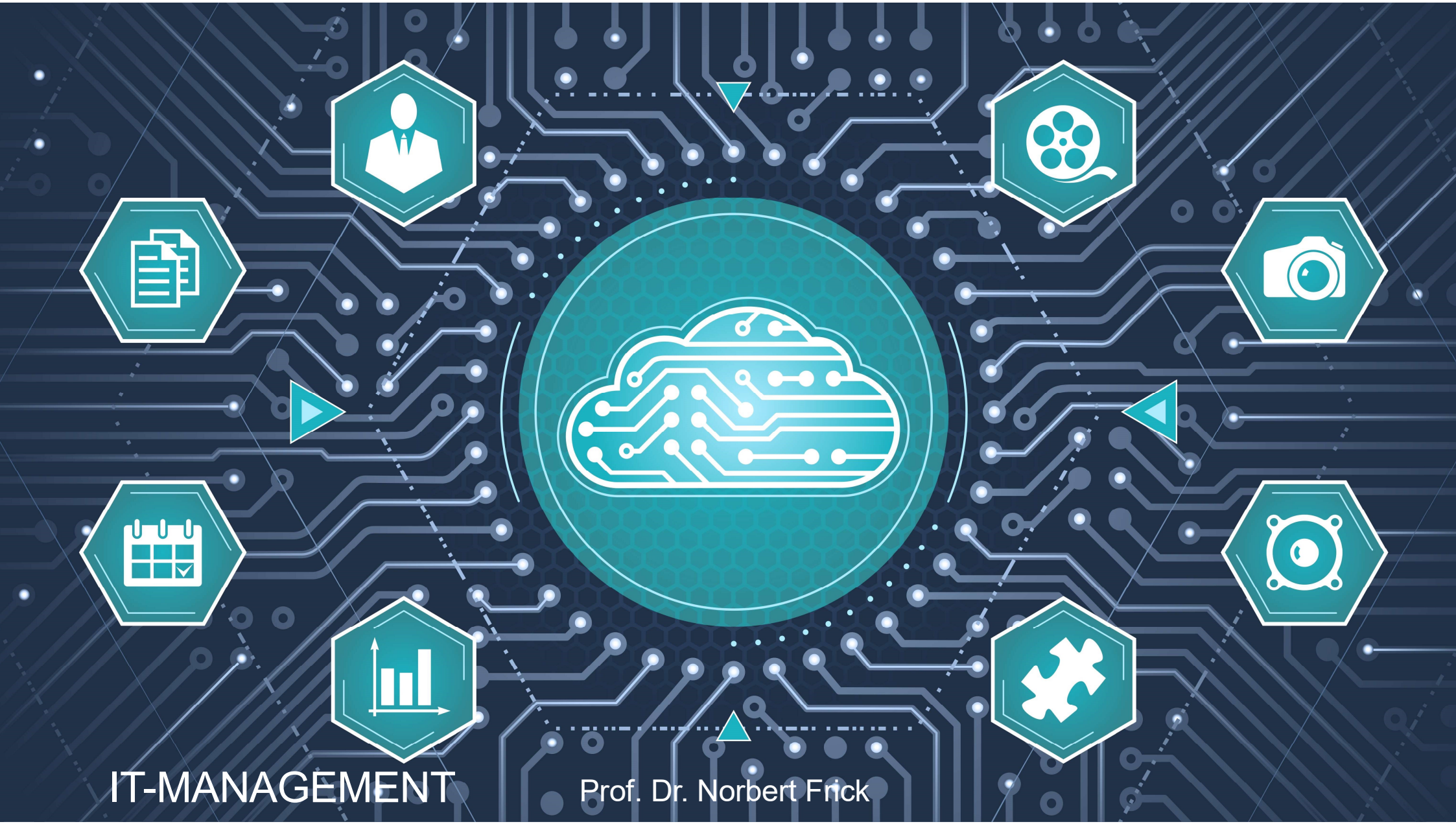

IT-MANAGEMENT
Prof. Dr. Norbert Frick

AGENDA

Course Overview

Exercise Overview

Organizational remarks

Introduction IT-Management

INTRODUCTION

My name is Prof. Dr. Norbert Frick

- Studies of computer science/ information systems (University of Koblenz-Landau)
- Research assistant, University of Koblenz-Landau
- Research assistant, University of Münster
- Dr. rer. pol., University of Koblenz-Landau
- Consultant and Team Lead Process Management, Debeka Versicherungsverein a.G.
- Managing Consultant, CONET Solutions GmbH
- Professor for Information Systems Research, Deutsche Bundesbank University of Applied Science, Hachenburg (Federal Reserve Bank – Deutsche Bundesbank)

COURSE OVERVIEW – SEMESTER OUTLINE

Lecture Date	Lecture Schedule	Exercise Date (MS Teams Meetings)	Deliverables (due 23:59)
16.04.2025	Introduction to the course **(online, VoD)**	Bonus exercise	22.04.
23.04.2025	IT Strategy/ Strategic & Operational IT Management	25.04.	29.04.
30.04.2025	Architecture Management	02.05.	06.05.
07.05.2025	**NO LECTURE!!!**	no exercise	---
14.05.2025	IT Outsourcing **(Guest lecture)**	16.05.	20.05.
21.05.2025	Business Architecture	23.05.	27.05.
28.05.2025	Application Architecture	30.05.	03.06.
04.06.2025	Requirements Engineering 1/2	06.06.	10.06.
11.06.2025	Requirements Engineering 2/2	13.06.	17.06.
18.06.2025	IT Service Management **(online, VoD)**	20.06.	24.06.
25.06.2025	**NO LECTURE!!!**	no exercise	---
02.07.2025	IT Security **(Guest lecture)**	05.07.	09.07.
09.07.2025	IT Project & Program Management	11.07.	15.07.
16.07.2025	Recap & Exam preparation	no exercise	---
13.08.2025	**EXAM** ***(10:00-11:30, rooms tbd)***		
tbd	**RETRY EXAM** ***(??:00-??:00, room tbd)***		

COURSE OVERVIEW – LEARNING OBJECTIVES

On completion of the course, students will be able to:

- Understand and explain relevant areas of IT Management
- Describe and apply the concepts, theories, methods and models taught in the course
- Follow a methodical approach to the evaluation of solutions for IT Management
- Critically discuss the pros and cons of IT Management concepts and solutions

COURSE OVERVIEW – METHOD

- Participants adopt the role of an IT professional to solve concrete case scenarios of real-world organizations. The scenarios are presented in case studies.
- During the sessions the participants will discuss different courses of action to solve the given problem scenario. Subsequently, the solution will be introduced and explained. By that, the participants learn to analyze a given IT-Management scenario, to identify potential problems and to develop possible solutions.
- The lecture will mainly be held in the form of a dialogue.

COURSE OVERVIEW – EXAM

- 90 minutes
- Electronic examination based on the material covered in the class
- Examination will be at campus Koblenz (13.08.2025, 10:00-11:30), rooms tdb
- Exam language: English
- In the last class we will review the course material and look at some examples of exam questions

ORGANIZATIONAL REMARKS – OLAT/ MS TEAMS COMMUNITY

OpenOlat
infinite learning

ORGANIZATIONAL REMARKS

- Eligible: students in Master programs
- Required: fundamental prior knowledge about business administration

- The outline of the exercise reflects the topics discussed in the class sessions
- The exercise sessions will be held online via MS Teams
- You will submit your results in OLAT
- To register in **OLAT,** use the following **access code: ITM_2025_%)!**
- You need to achieve >= 50% of the exercise points to be eligible for the examination!

- **IMPORTANT: Things to do to stay in the course**
- You have to register in OLAT and KLIPS for access
- You have to complete at least two of three exercises (bonus exercise/ exercise 1/ exercise 2) by 07.05.2025!

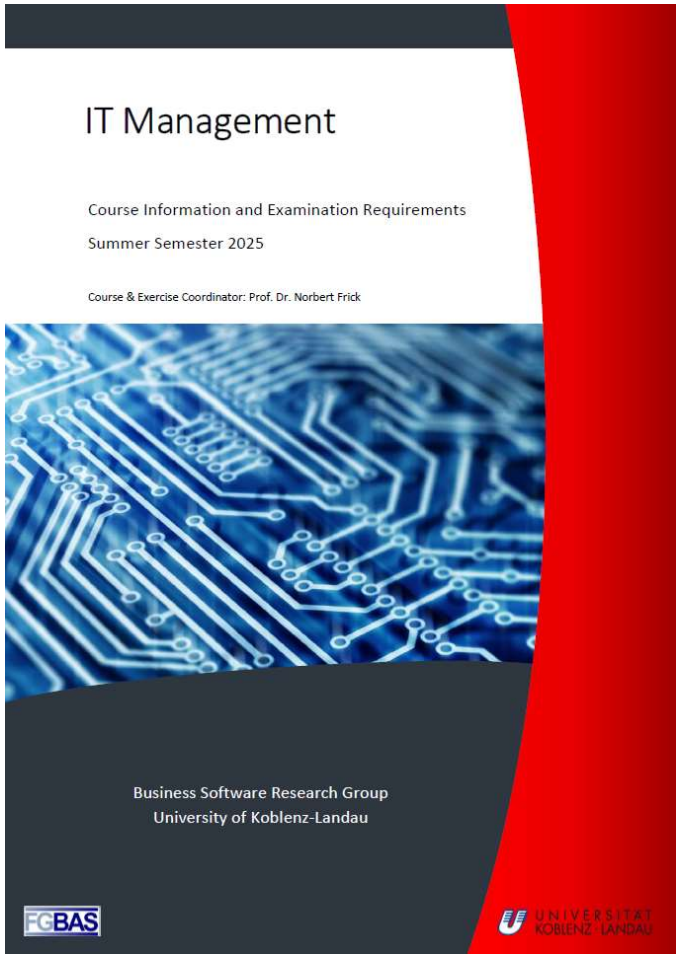
→ If you have fulfilled both requirements you will be accepted in KLIPS!

Otherwise, you will be removed from OLAT and rejected in KLIPS

COURSE INFORMATION/ EXAM REQUIREMENTS

- Course overview
  - Content
  - Exercise information
  - Examination requirements
- Changes will be posted in OLAT/ MS Teams
- Exam registration:
  - You have to **be accepted in KLIPS** for this course
  - You have to **achieve 50% or more**

    of all available exercise points!
  - You have to **register for the exam** in KLIPS



INTRODUCTION IT MANAGEMENT

BUT WAIT… YOUR EXPECTATIONS?


2005


2013

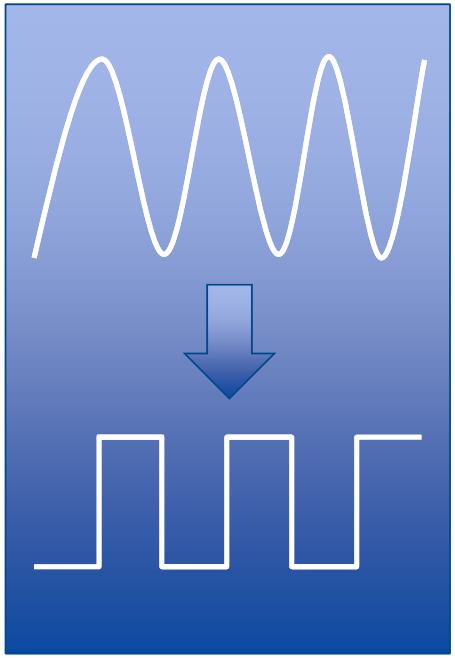
DIGITAL TRANSFORMATION/ DIGITAL DISRUPTION

DEFINITIONS 1/3

Digital Disruption

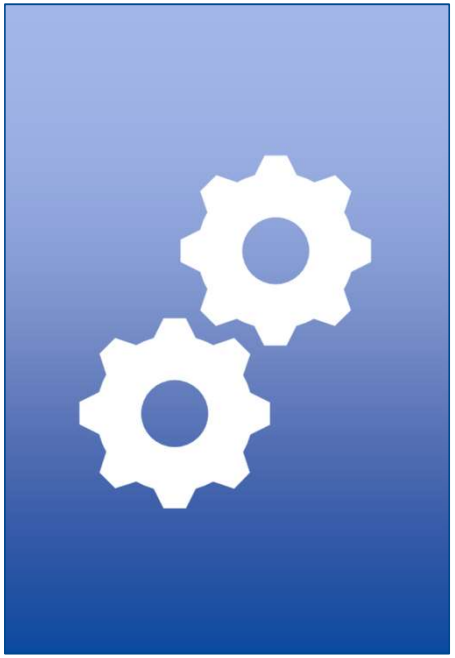
The rapidly unfolding processes through which digital innovation comes to fundamentally alter historically sustainable logics for value creation and capture by unbundling and recombining linkages among resources or generating new ones. Skog et al. (2018)

Digitization



The process of converting analog signals into a digital form, and ultimately into binary digits (bits) Tilson et al. (2010)

Digitalization



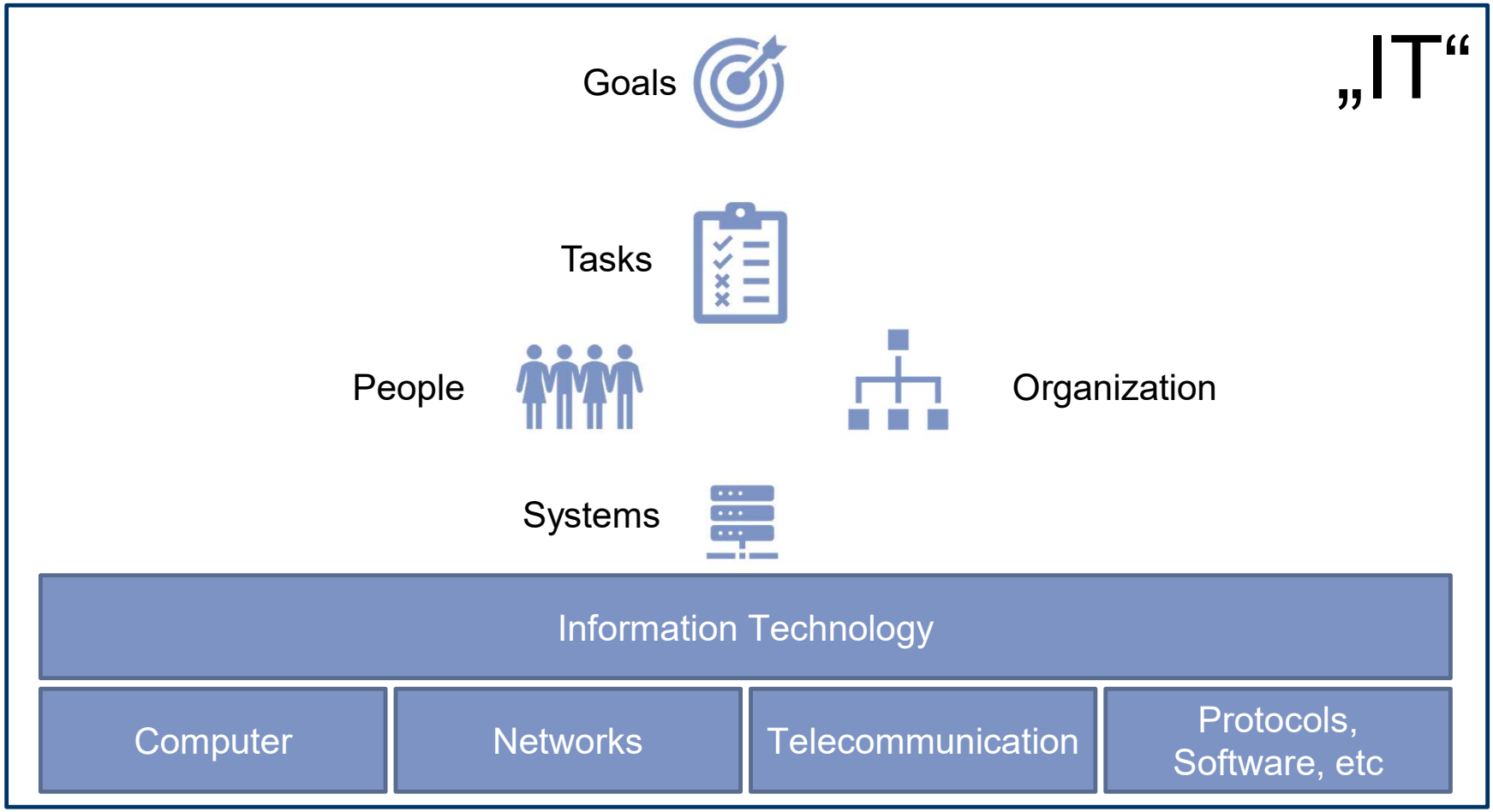
A sociotechnical process of applying digitizing techniques to broader social and institutional contexts that render digital technologies infrastructural Tilson et al. (2010)

Digital Transformation

A process that aims to improve an entity by triggering significant changes to its properties through combinations of information, computing, communication, and connectivity technologies Vial (2019)

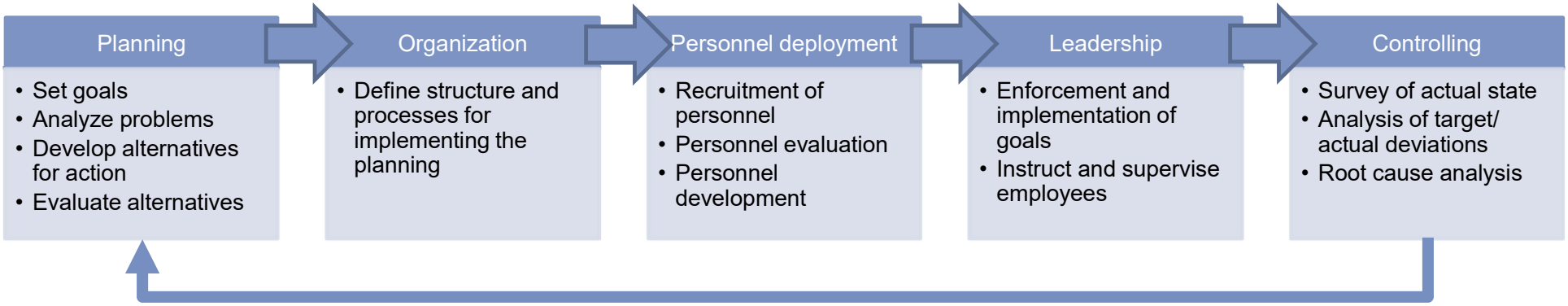
Figure based on Bumann & Peter (2019)

DEFINITIONS 2/3 - WHAT IS IT?

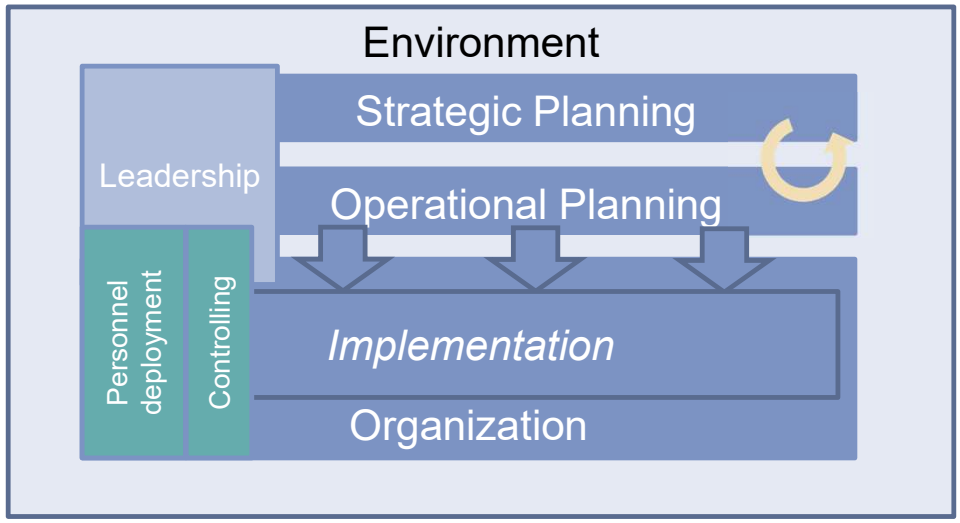


Resch (2020)

DEFINITIONS 3/3 - WHAT IS MANAGEMENT?



Classic Management Cycle

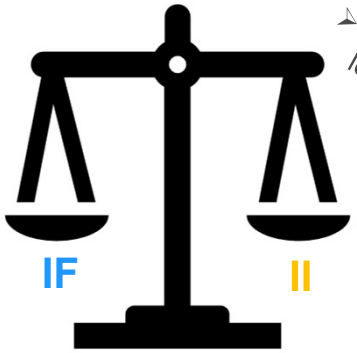


Resch (2020)

Modern Management Process

INFORMATION MANAGEMENT VS IT MANAGEMENT? 1/2

- Information Function (IF): Bundling of all information and communication tasks of an organization
- Information Infrastructure (II): Bundling of resources with which Information Function tasks are performed



Overstretching
- II provides limited support for IF
- II could provides support with less effort

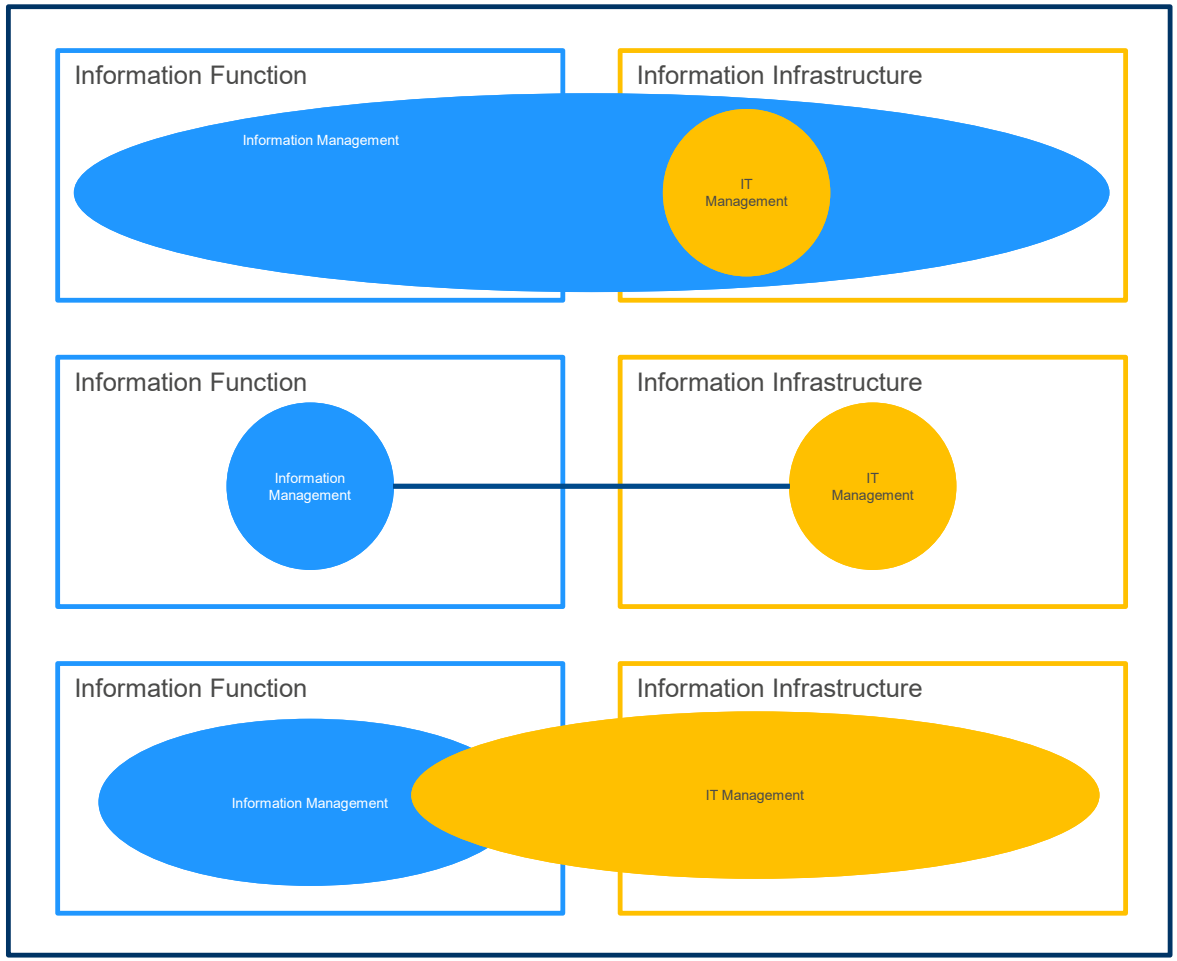
Starvation
- II provides limited support for IF
- II provides support with the least possible effort

Balance
- II provides full support for IF
- II provides support with the least possible effort

Waste
- II provides full support for IF
- II could provides support with less effort

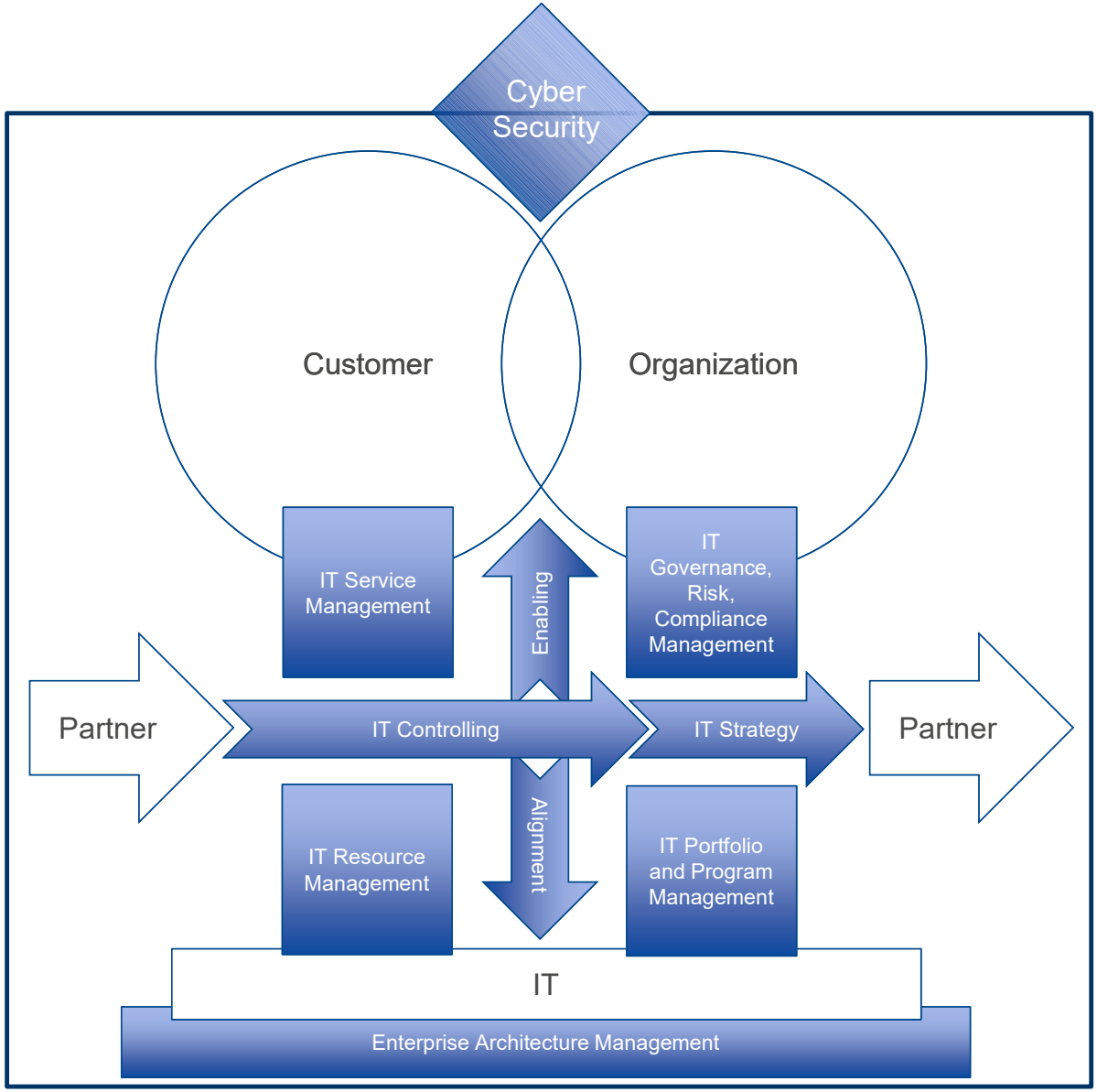
Based on Resch (2020) and Heinrich & Lehner (2005)

INFORMATION MANAGEMENT VS IT MANAGEMENT? 2/2



Resch (2020)

IT MANAGEMENT TASKS



Resch (2020)

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