**INF 411 - MANAGEMENT OF ICT**

**Prerequisites:** INF 210: ICT support in organizations

INF 312: Organizational Behaviour and Management in ICT

**Organisational information systems**

* Review of the concept of information/data in organisations
  + Role of data/information in organisations
  + Attributes of data/ information
  + Data as an organisational resource
* Definition of information systems (Terry Lucey MIS)
* Levels of management and Types of information systems

**Information systems in organisations**

* Why information systems? Forms, Components, Objectives, Roles, functions
* IT infrastructure
* Acquisition and development of ISs in organisations
* Role of the IS manager

**Organisational IS policies**

**Planning for IS**

* IS’s desired organizational role, mission, capabilities, architectures, and strategic programs
* Aligning IS to business objectives/needs
* Factors to consider
* Budgeting for IS

**IT management frameworks**

* COBIT, ITIL,ISO

**Securing ISs**

* System Vulnerability and Abuse
* Business Value of Security and Control
* Technologies and Tools for Protecting Information Resources

**Contingency and situational factors in managing the IS**

**Modeling information systems, management and business**

**Case studies**

**Emerging issues in management of ICTs.**

Mode of Delivery

This is a theory course and delivery shall be by lectures, assignments, seminars and independent studies.

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| **Continuous Assessment Test** | |
| Quizzes | 10% |
| Assignments & Seminars | 20% |
| **Total** | **30%** |

End of Semester Written Examinations: **70%**

**Core Reading Materials**

Brown, C.V., D.W. DeHayes, J.A. Hoffer, W.E. Martin, W.C. Perkins (2012) Managing Information Technology, 7th Ed, Prentice Hall. ISBN-10: 0132146320

# Laudon, K.C. & Laudon, J. P. (2012). Management Information Systems: Managing the Digital Firm, 12th Ed, Prentice Hall. Boston

**Further Readings**

M.Konrad & S.Shrum (2003),CMMI(R): Guidelines for Process Integration and Product Improvement Aalders, R. & P. Hind (2002) The IT Manager's Survival Guide, John Wiley & Sons.

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

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

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

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

**Electronic resources.**

* Subscribed e-journals at Moi University Library. Visit the library Webpage for details: [www.mu.ac.ke\library](http://www.mu.ac.ke/library)
* http://www.sei.cmu.edu/library/assets/cmmi-overview071.pdf
* http://www.best-management-practice.com/gempdf/itsmf\_an\_introductory\_overview\_of\_itil\_v3.pdf