

**Nepal Open University**  
Manbhawan, Lalitpur, Nepal  
Faculty of Science, Health and Technology

**Master of Philosophy in Information and Communication Technology (MPhil in ICT)**

**Course Title:** IT Management

**Credit Hours:** 3 (45 Hrs)

**Course Code Number:** ICT 705

**Semester:** First

**Year:** First

**Course Introduction:**

The IT Management is about managing IT as a core resources to realize the full potential of IT investments in different areas. The course is useful for students to get a good grasp of the role of IT as a key enabler to achieve business objectives. The IT is an agent for better transformation. This course covers major topics so that a foundation is laid for learning as the field unfolds in the future. The course will examine strategic as well as operational issues of IT management. Real-world case examples illustrating best practices of what works, and failures to highlight what does not work, and why, will provide a balance of theory and practice.

**Course Objectives:**

The main objective of this course is to expose the potential of IT in managing different aspects locally as well as globally. Besides this main objective, these are the objectives of the course:

- To find the strengths of every IT tool and concept for better management
- To understand the differences between Operational Systems for transaction processing and Information Support Systems for decision-making, and their impact on setting IT priorities and the IT organization
- To understand how IT can improve, or even transform, the management process through access to better information.
- Recognize, analyze, and suggest various types of information-communication systems/services that are encountered in everyday life and in the business world.
- Integrate business and IT strategies and services, and analyze their strategic impact on the business world.
- Identify issues and implications of IT management.

## **Course Contents:**

### **Unit 1: Introduction of IT**

**[ 5 hrs]**

- 1.1 Introduction to course
- 1.2 Differences between Information Technology and Information Science
- 1.3 Understanding the System and Information System
- 1.4 Organizations and Strategy
- 1.5 Ethical and social issues in Information Systems

### **Unit 2: Information Technology Infrastructures**

**[ 8 hrs]**

- 2.1 Introduction to Emerging Technologies
- 2.2 Business Intelligence: Databases and Information Management
- 2.3 Telecommunication and Internet
- 2.4 Business Innovation
- 2.5 Innovation Strategy

### **Unit 3: IT Governance**

**[ 7 hrs]**

- 3.1 Introduction to IT Governance
- 3.2 Government vs Governance
- 3.3 Information System for good Governance
- 3.4 Challenges and solutions of IT System for Governance
- 3.5 Privacy and Security

### **Unit 4: Globalization**

**[ 6 hrs]**

- 4.1 Introduction to Globalization
- 4.2 Global E-Business and Collaborations
- 4.3 The Integration of Business and Systems Strategies
- 4.4 Global Information Systems Acquisition
- 4.5 Transformers and Agile Organizations

### **Unit 5 : Web Technology**

**[ 6 hrs]**

- 5.1 Introduction to Web 2.0
- 5.2 Business Data Warehousing
- 5.3 Open Data and its importance
- 5.4 Enterprise Resource Planning
- 5.5 Customer Relationship Management

**Unit 6 : Information Security and Emerging Technologies****[ 5 hrs]**

- 6.1 Introduction to basic security issues
- 6.2 Cryptography
- 6.3 Digital Signature
- 6.4 Ubiquitous System
- 6.5 Cloud Computing and Big Data

**Unit 7 : IT Case Studies****[ 8hrs]**

- 7.1 Balanced Scorecard for Government
- 7.2 IT Policy
- 7.3 IT Strategies and Plan
- 7.4 Open Government
- 7.5 Cyber Security issues in Government

**Mode of Delivery:**

The mode of course delivery consists of open and distance (online/offline) and face-to-face or both. 25% of the course is designed to be delivered on online mode, 60% on offline, and remaining 15% on face-to-face mode.

**Evaluation Scheme:**

- In-semester: 40%
- End-semester: 60%

<b>In Semester Evaluation (40%)</b>	<b>End Semester Evaluation (60%)</b>
a) Unit Assignment/Project/Task (20%) b) Critical Comment/Review (15%) c) Interaction with the Tutor (5%)	a) Short answer questions b) Long answer questions or research paper writing (With a focus on higher order thinking skills such as analysis, synthesis, evaluation, etc.)

**Semester Guidelines:**

- (i) The semester system is not only an examination system. The main objective of this system is to enhance student's knowledge, skill and capacity continuously, extensively and in depth.
- (ii) The normal and maximum duration for obtaining the master's degree is 24 months and 72 months respectively. Students failing to complete the requirements in 72 months have to re-enroll.
- (iii) Students need to maintain 80% online presence (attendance) for both theory and laboratory classes. They should be regular or part time as per the course registration in online classes. They should enter before starting the classes.

**Reference Books:**

Loudon and Loudon "Information Systems, Organizations, Management, and Strategy"