INF 2500 Operational IT-management - RE-SIT EXAMINATION

Programme
Re-sit examination

Responsible for the course
Petter Gottschalk

Department
Department of Leadership and Organizational Behaviour

Term
According to study plan

ECTS Credits
6

Language of instruction
Norwegian

Introduction
Operational IT management is concerned with day-to-day leadership of introduction and use of information technology in business and public organizations.

Objective
The course aims to give a working knowledge of the IT-challenges facing a business centric IT-department. This includes the organization and management of the IT-function. The linkage between IT and business is highlighted in a business perspective. Students should be capable of evaluating whether internal IT function or outsourced IT function in the perspective of outsourcing theories.

Prerequisites
The course builds on knowledge acquired in the course Business Modelling of the 2.year.

Compulsory reading
Books:
Gottschalk, Petter og Tom Erling Henriksen. 2004. Operativ IT-ledelse. Fagbokforlaget

Recommended reading
Books:
Gottschalk, Petter. 2005. Outsourcingsledelse : strategisk styring etter tjenesteutsetting av IT-funksjoner. Oslo : Cappelen Akademisk Forlag

Course outline
• IT in organizations
• Managing IT-resources
• IT governance
• Administration roles
• Balancing the IT and user community
• Service Level Agreements
• Outsourcing
• Pricing of IT-services
• Cost management
• Hiring/staffing
• Key issues in IT management
• Roles of IT managers (CIOs)
• Budget control
• Sourcing IT services
• Outsourcing IT functions
• Outsourcing theories
• Outsourcing trends

Computer-based tools
Course I: Spreadsheet for solving assignment.

Course structure

Examination
The final grade in the course is based on a term paper that has to be solved individually, or in groups of 2-3 students, and also an one-hour control examination.

Examination code(s)
INF 25001 - Project paper which accounts for 100% of the grade in the course INF 2500 Operational IT-management, 6 ECTS credits.
INF 25002 - An one-hour control examination that will be judged passed/failed.

Examination support materials
Project paper: All support materials are allowed for the project paper.
Control examination: No support materials are allowed.

Re-sit examination
This course was lectured for the last time autumn 2010. Re-sit exam will be offered every term from autumn 2011 even spring 2013.

Additional information