

# Syllabus for ITM 740: IT Operations

## Course Description

This course explores best practices and techniques for managing IT infrastructure and operational environments in support of the organization's strategic goals in the development and deployment of applications and services. Coverage includes network infrastructure; servers and devices; computer operations; service management; facilities; help desk services; DevOps; process automation; and governance frameworks.

---

## Prerequisites

None

## Course Alignment with Program Outcomes

This course addresses the following competencies and program outcomes of the Master of Science in Information Technology Management:

Competency C: Manage security and compliance, accounting for governance and ethical implications.

- Program Outcome 8: Create and manage technology policies and procedures that account for regulatory requirements.
- Program Outcome 9: Implement IT governance goals of leadership.

## Course Activities and Assessments

### Discussions

The discussions will largely focus on case studies throughout the course. You will be expected to make an initial post that answers the given prompts and responds to your peers. Discussions will be graded using a rubric that evaluates the quality, relevance, and timeliness of your posts and whether your contributions advance the discussion.

### Written Assignments

The written assignments take a more detailed look at the topics listed below:

- IT and other parts of the organization
- Resource allocation

- Data security
- Regulatory frameworks
- Management of employees
- Use of cloud services
- DevOps

Each assignment will be evaluated on content and creativity, coherence and organization, and the use of supporting material. Rubrics will be provided.

## Grading

Coursework will be graded as follows:

Grading Categories	% of Final Grade
Discussions	40%
Written Assignments	40%
Final Presentation	20%

Letter Grade	Percentage Range
A	100–90%
A-	<90–85%
B+	<85–80%
B	<80–75%
B-	<75–70%
C+	<70–65%
C	<65–60%
C-	<60–55%
F	<55–50%
I	<50–0%