

<b>COURSE TITLE BLACKBOARD SITE</b>	Course MIS 6253 CRN 3891-Managing Outsourced Projects Fall 2011  Blackboard site <a href="http://my.ltu.edu">http://my.ltu.edu</a> Login and select CRN 3891
<b>INSTRUCTOR</b>	Andy Desai, MBA, PMP, ITIL Master Certified Adjunct Professor Phone: 1.313.308.6684 andy.desai@hp.com  Office hours by appointment. Preferred Appointment Time - Wednesday 5:00 PM to 7:00 PM Saturday 9:00 AM to 11:00 AM
<b>SCHEDULE</b>	Start Date: September 12, 2011 End Date: December 17, 2011  See Link <a href="#">LTU academic calendar</a> for LTU academic calendar information.
<b>LEVEL/ HOURS PREREQUISITE</b>	Graduate Degree / 3 credit hours
<b>REQUIRED TEXT</b>  (See Blackboard for additional resources)	1. International Project Management By Lientz, Kathryn P Rea ISBN – 0-12-449985-6  2. The World Is Flat : A Brief History of the Twenty-first Century By Thomas L. Friedman ISBN: 0374292795  or  Also available in Audio CD Format ISBN: 9781598956412  Available for online purchase through LTU Bookstore at: <a href="http://lawrence-tech1.bkstore.com/bkstore/TextbookSelection.do?st=489">http://lawrence-tech1.bkstore.com/bkstore/TextbookSelection.do?st=489</a>
<b>ADDITIONAL RESOURCES</b>	LTU Online student resources: <a href="http://www.ltu.edu/tuonline/">http://www.ltu.edu/tuonline/</a>
<b>TECHNICAL SUPPORT</b>	Technical support for using Blackboard is provided by the Helpdesk, 248.204.2330 or <a href="mailto:helpdesk@ltu.edu">helpdesk@ltu.edu</a>

**COURSE SCHEDULE FOR TRADITIONAL SEMESTER COURSES**

This fully online course begins with a partial week online course orientation period to familiarize yourself with the online learning environment and to meet online or via the phone with your instructor. Each subsequent week starts on a Monday and ends on a Sunday.

Date	Module	Theory (Lientz & Rea)	Practice (World is Flat - WIF)	Assignment
Prior to Semester Start and Sep 7 – Sep 11	Module 0			Pre-Test
Monday, September 12, 2011	Module 1	Introduction to Project Management	WIF – Chapter 1, While I was Sleeping WIF – Chapter 2 Flattener 1, 2	
Monday, September 19, 2011	Module 2	Introduction to Outsourcing	WIF - Chapter 2 Flattener 3, 4	
Monday, September 26, 2011	Module 3	Introduction to ITIL (Service Support)  Introduction to ITIL (Service Delivery)	WIF – Chapter 2 Flattener 5,6,7	Quiz 1 - ITIL + PM + Outsourcing
Monday, October 03, 2011	Module 4	I *Chapter 1 Introduction *Chapter 2 Define Project	WIF – Chapter 2 Flattener 8,9,10	
Monday, October 10, 2011	Module 5	*Chapter 3 Identify Project Leaders * *Chapter 4 Nail Down the Project Organization and Team	WIF – Chapter 3 Tripple Convergence,	Country Selection for Outsourcing Project
Monday, October 17, 2011	Module 6	* Chapter 5 Develop the Project Plan * * Chapter 6 Use Technology to Your Advantage	Chapter 4 Great Sorting Out WIF – Chapter 5 America & Free Trade	Quiz 2 – Lintz & Rea

Monday, October 24, 2011	Module 7	II. * Chapter 7 Manage International Team and the Work * Chapter 8 Manage Outsourcing and Vendors	Chapter 6 – The untouchables Chapter 7 – Right Stuff	
Monday, October 31, 2011	Module 8	* Chapter 9 Sustain Communications * Chapter 10 Deal With Issues and Use Experience *	Chapter 8 – Quite Crisis Chapter 9 – This is NOT a test	Country Project Draft Due
Monday, November 07, 2011		<b>Mid Semester Break</b>		
Monday, November 14, 2011	Module 9	III *Chapter 11 Multinational Software Deployment	WIF – Chapter 10 – Virgin of Guadalupe Chapter 11 – How companies cope	Quiz 3 – World is Flat
Monday, November 21, 2011	Module 10	* Chapter 12 Mergers & Acquisitions * Chapter 13 Marketing of a New Product	Chapter 12 – The un-flat World	Quiz 4 Lintz & Rea
Monday, November 28, 2011	Module 11	IV * Chapter 14 Project Issues * Chapter 15 Business Issues	Chapter 13 – Globalization of locals	Country Project Final Paper due
Monday, December 05, 2011	Module 12	* Chapter 16 Management Issues * Chapter 17 External Issues	Chapter 14 – Dell theory of conflict prevention Chapter 15 - Conclusion	
Monday, December 12, 2011	Module 13	Catch-up week 1~1 meetings      Final Test	Book summery due	Country Project Presentation
Saturday, December 17, 2011		End of Semester		

## STUDENT EVALUATION

The course has assignments totaling 200 points. Letter grades are awarded based on the total number of points achieved. Points are deducted for late assignments.

Orientation Quiz	5
Quiz @ 10 points each	40
Country Paper Draft	15
Country paper Final	20
Final Presentation	25
Discussion board submission and two peer responses. Citations from book or other research sources required for full grade. (Yes / No / I agree responses do not count). @ 5 points per posting	60
Post Exam	15
<b>Total Points</b>	<b>170*</b>

\*Point structure may change marginally during the course based on progress of SimProject.

Class Points	Letter Grade
96 and above	A
90 – 95	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
61 – 70	D (Undergrad Only)
60 and below	E

*Note: Grades lower than a "B" fall below the LTU graduate standard*

## EDUCATIONAL GOALS

This course provides a socio-technical perspective to the management of international projects. The content deals with planning, scheduling, organizing, and implementing global projects. Students apply these concepts to create a plan to do a project exploring an international destination to respond to specific business challenges. The course contents and concepts are supported by book about globalization movement through journalistic views shared by Thomas Friedman.

## STUDENT LEARNING OBJECTIVES / OUTCOMES

*To master key concepts, techniques, and decision tools used by project managers for global projects  
To identify critical behavior for successfully manage international projects.*

*To pursue the course objectives effectively, students will engage in the following activities:  
Attend class prepared by reading assigned course material;  
Complete course assignments and submit on time  
Actively Participate in book review project  
Research and develop project plans for moving work offshore  
Participate and contribute to course discussions  
Complete quiz and exams*

### **INSTRUCTIONAL METHODS AND COURSE ORGANIZATION**

This is an Online class. Instructional methods are for most part asynchronous. As project management requires collaborative skills, the course requires you to make arrangements for team collaboration. Key instructional medium include –

- Weekly Blackboard posting of classroom postings
- Weekly Discussions
- Project Management Simulation
- Quizzes
- Project Report submissions
- 1~1 student participation

**Blackboard Learning Environment** – Blackboard at my.ltu.edu contains the syllabus, all assignments, reading materials, streaming videos, narrated PowerPoint mini-lectures, podcasts, written lecture notes, chapter quizzes, links to Web resources, and discussion forums. You will submit all assignments via Blackboard, and are expected to participate regularly in discussion topics. Please take time to familiarize yourself with the organization of the Blackboard site. You will want to check the site frequently for announcements reminding you of new resources and upcoming assignments.

**Student/Instructor Conversations** – Students keep in touch with the instructor via e-mail messages, telephone conference calls, and IM conversations. On Campus meetings may be requested if emails and telephone conference seems inadequate.

**Self-Assessments** – Pre- and post- self-assessment tools will help students measure their entering skills and progress during the course.

**Required Reading** – Textbook chapters should be read according to the schedule outlined in the syllabus. Chapters will be discussed online.

### **CLASS POLICIES AND EXPECTATIONS**

*I am committed to offer you a valuable learning experience, and expect us to work together to achieve this goal. Here are some general expectations regarding this course:*

Each student has a LTU email account. If you wish to use a different email address for this course, please **change your email address in Blackboard under “Blackboard Tools”, then “Personal Information”** and send an email to me so I can store your address in my email directory.

Readings, discussion forum participation, and written assignments must be completed according to the class schedule. It is important to contact the instructor as needed to discuss personal needs regarding course requirements and assignments.

It is essential that all students actively contribute to the course objectives through their experiences and working knowledge. This is especially true when sharing experiences through discussion board.

All assignments must be submitted on schedule, via Blackboard, and using Microsoft Office compatible software. If you need to submit an assignment via email, contact the instructor in advance.

Assignments must be completed to an adequate standard to obtain a passing grade. Requirements for each assignment are detailed in this syllabus.

Be prepared to log into Blackboard at least once each day. Please focus your online correspondence within the appropriate Blackboard discussion forums so that your colleagues can learn from you.

At midterm and at the end of the course, you will be invited to participate in a University evaluation of this course. Your feedback is important to the University, to LTU Online, and to me as an instructor, and I encourage you to participate in the evaluation process.

It is important for you as students to know what to expect from me as your instructor:

- I will be available to you via e-mail and phone, and will promptly reply to your messages.
- I will be available to you for face-to-face appointments when emails and phone does not work
- I will maintain the Blackboard web site with current materials, and will resolve any content-related problems promptly as they are reported to me.
- I will send out a weekly e-mail update to all class members to guide upcoming work and remind you of assignment due dates.
- I will return all assignments to you promptly, and will include individualized comments and suggestions with each assignment.
- I will hold our personal written or verbal communications in confidence. I will not post any of your assignments for viewing by the class without requesting your approval in advance.
- I will treat all members of the class fairly, and will do my best to accommodate individual learning styles and special needs.
- If any of these points need clarification, or when special circumstances arise that require my assistance, please contact me so that we can discuss the matter personally.

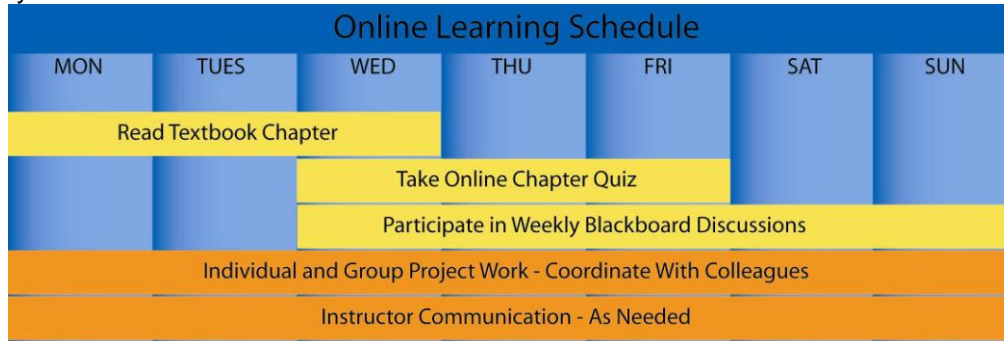
## **PRACTICAL GUIDELINES FOR CLASS LOAD EXPECTATIONS**

A three-credit course generally requires at least nine hours per week of time commitment. Here are some practical guidelines to help schedule your time commitments for this online course:

- A 14-week semester (the Summer semester is compressed into 10 weeks) would require at least 126 hours of time commitment to successfully complete all readings, activities, assignments, and texts as described in this syllabus.
- You should reserve at least 6 hours per week to read the required textbook chapters and resources, participate in online discussions, review presentation materials, and work through online quizzes. This effort will total at least 84 hours over the course of the semester.
- You should organize your remaining time to roughly correspond with the point value of each major assignment. This means that you should plan to spend at least:
  - 8-9 hours preparing your case study review;
  - 12~24 hours working with your group on the SimProject decision meetings;
  - 8-9 hours working on the various components of your reflective consolidation (final exam).

These guidelines may not reflect the actual amount of outside time that you – as a unique individual with your own learning style – will need to complete the course requirements. The number of hours each week will vary based on assignment due dates, so please plan ahead to insure that you schedule your

academic, work, and personal time effectively. The following graphic can be used to guide you in planning your weekly course work to remain on schedule:



### ASSIGNMENT DETAILS

Course assignments and evaluation criteria are detailed below. Please review these requirements carefully. See the section Academic Resources / Assessment Guidelines for information about assessment of written and oral presentations.

Details for all assignments are shown below. Assignment must be submitted using the Bb functionality for assignment submissions.