

COURSE OUTLINE

BMGT-113

Technical Issues for the Non-Technical Manager

3 Semester Hours

HOWARD COMMUNITY COLLEGE

Description

This course is designed to provide a theoretical and practical basis for the non-technical manager to deal successfully with technical issues inherent in the operation of a small to medium sized business office or professional services practice. Investigation and discussion of pertinent technical issues will provide a framework within which the manager can implement and manage the organization's computer systems. Six months experience in a business setting using computers is suggested. (3 hours weekly)

Overall Course Objectives

Upon completion of this course, the student will be able to:

1. Identify the basic elements of business information systems used to process data in today's typical office environment.
2. Analyze business needs and prepare a computer system requirements document.
3. Develop selection criteria to assist in the selection of hardware and software.
4. Discuss the various aspects of managing technology including keeping systems current, establishing a technology plan and accommodating government regulations.
5. Describe the importance of aligning technology decisions with the organization's strategic/business plan.
6. Discuss technology issues from the user's perspective including technology training plans, user support, user access, acceptable use of technology, email, Internet and remote access.
7. Discuss variables to consider in selecting technology vendors.
8. Identify best practices in contracting for technology services.
9. Discuss strategies for realizing value from the use of computer technology.
10. Identify methods for implementing new technology and managing change.
11. Describe the importance of monitoring quality and describe various types of quality measures.
12. Conduct a technology risk assessment; prepare a disaster recovery and contingency plan.
13. Discuss necessary policies and procedures to minimize organizational risk.

Major Topics

- I. Introduction to business information systems, computer hardware and software
- II. Aligning technology with the business
- III. The value of technology
- IV. Vendor management
- V. The user's perspective
- VI. Managing the technology environment
- VII. Policies, procedures, roles and responsibilities
- VIII. Quality assurance
- IX. Preparing for a disaster

Course Requirements

Grading/exams: Grading procedures will be determined by the individual faculty member but will be calculated on the basis of written reports, class exercises and a comprehensive final exam.

Writing: Some written analysis and reports are required. Individual faculty members may determine other writing assignments.

Other Course Information

This course is a business elective. This course is recommended for those managing or preparing to manage a small to medium sized business or professional services office such as a law firm, accounting firm or physician's practice.