

# Information Systems (ITIS)

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## **ITIS 5401 [0.25 credit]**

### **Fundamentals of IT Service Management**

ITIL and ISO 20000 topics including service support and service delivery fundamentals. Service support includes service/help desk, configuration, incident, problem, release, and change management. Service delivery includes security, service level, capacity, continuity, availability and IT financial management.

## **ITIS 5403 [0.25 credit]**

### **ICT for Development**

Conceptual frameworks to understand the prospects and challenges and roles of information and of information and communications technologies (ICTs) in social and economic development; knowledge and skills to help in the effective planning, development, implementation and management of ICT for development initiatives; case studies.

## **ITIS 5411 [0.25 credit]**

### **IT Service Support**

Management of IT processes crucial to business operations. IT service management (ITSM) best practices including service desk management, incident management, problem management, change management, release management, and configuration management.

Prerequisite(s): ITIS 5401.

## **ITIS 5412 [0.25 credit]**

### **IT Service Delivery**

Service level management, services reporting, service continuity and availability management, budgeting and accounting for IT services, capacity management and information security management. Service level agreements (SLAs) and information technology security techniques or subjects.

Prerequisite(s): ITIS 5401.

## **ITIS 5413 [0.25 credit]**

### **Enterprise Architecture and Governance**

Exploration and analysis of enterprise architecture frameworks used to guide organizations in aligning business and IT strategies and goals while enhancing organizational efficiency in the adoption and use of IT. Models of IT Governance.

Prerequisite(s): ITIS 5401.

## **ITIS 5414 [0.25 credit]**

### **Emerging Information Technologies and Business Innovation**

Examines the emerging information technology trends and how new technologies can be incorporated to drive process innovation and improve operational performance.

Prerequisite(s): ITIS 5401, or ITIS 5403 for students in the International Development Management Concentration.

## **ITIS 5421 [0.25 credit]**

### **Strategic Management of Technology Concentration Integration**

Components and aspects of technology strategy formulation and its successful implementation in an organization. Technology strategy from a general management perspective, designing and developing technology strategy for sustaining competitiveness.

Project-based course.

Prerequisite(s): ITIS 5401, ITIS 5411, ITIS 5412, ITIS 5413.

## **ITIS 5431 [0.25 credit]**

### **Business Analytics for Managers**

Decision support systems in organizations; moving from business intelligence to business analytics; big data trends in organizations; theories and trends in data analytics.

Prerequisite(s): ITIS 5401 or permission of the School of Business.

## **ITIS 5432 [0.25 credit]**

### **Business Analytics Methods**

Tools for data analytics; analyzing data beyond statistics; data mining and predictive modeling; time series analysis and forecasting; neural networks algorithms in business analytics.

Prerequisite(s): ITIS 5431 and BUSI 5801 (or equivalent).