Syllabi   Course Syllabi

Spring 1-2003

IS 372.02: Management of Telecommunications

Robin Moeur
University of Montana - Missoula

Instructor: **Robin Moeur**

Office Hours: Daily noon to 1:30 p.m. or by appointment.

Meeting Time: Section 1 - Tues/Thurs 9:40 - 11:00 a.m.

                     Section 2- Tues/Thurs 11:10 - 12:30 p.m.

Meeting Place: GBB 108

Course Description and Goals:

IS 372 - Management of Telecommunications has a goal of exposing students to all facets of being a telecommunications end-user. The class will stress the importance of the managerial decision-making side of telecommunications by applying the use of an integrated continuing case to illustrate key concepts and show the decision process. This approach is structured to provide business students with the technical vocabulary, technical understanding, and decision-making ability necessary to be an effective business telecommunications manager.

The use of the case and other tools are intended to illustrate the decision-making process by having an understanding of technology tradeoffs in relation to costs, marketing, customer service, and competition. Students will learn how telecommunications and telecommunications-intensive information systems, in particular, are part of the strategic, tactical, and operational decision processes of an organization.

Specific areas to be addressed include:

- ? Bandwidth, Bandwidth, Bandwidth!: Discussion of the new market dynamics of the insatiable appetite for more bandwidth. Domestic and international points of view are considered. Understanding bandwidth issues encourages a student to act intelligently when choosing media delivery options.
- ? Wireless LANs: Coverage of the movement of Wireless LANs into the mainstream of business use. Discussion includes standards, speed, data integrity, and security issues. Important in today's marketplace because the growth in telecommunications products, services, and solutions resides in new technologies in both wireless and wire segments.
- ? Network-Attached Data Storage: Treatment of the rise in importance of network-attached data storage (NAS) is included. The needs based on growth of data stemming from the Internet, intranets, e-Commerce, email, videoconferencing, voice recognition, Web-TV, etc. are discussed, along with the relative costs/benefits and impact on LANs. By harnessing the technology of NAS and using it to capture new sources of information (i.e.- knowledge management) allows a corporation to understand all points of interaction with the marketplace.

Evaluation:

Eighty percent of each student's grade will come from the exams and the final. Each student may drop his/her single lowest score (or missed exam) prior to the final.

Make-up exams will ONLY be given for students who can provide documentation of illness or extenuating circumstances. A make-up exam must be completed within one week of the scheduled date for the exam that was missed. The final exam does not qualify for this policy, and must be taken for successful completion of the course. Please notify the instructor immediately if you must miss an exam.

The remaining twenty percent of the course semester grade will consist of the average scores from projects in the lab, exercises and assignments. Class participation and attendance are important for successful completion of the course.