RYERSON UNIVERSITY

**Ted Rogers School of Information Technology Management
And G. Raymond Chang School of Continuing Education**

(C)ITM 90A/B – Graduation Project

COURSE OUTLINE FOR Winter 2020/Spring-Summer 2020

1.0 PREREQUISITE(S)

Four-year Program/Co-op Students: Successful completion of ALL REQUIRED courses in the first three years of the program and a minimum of 25 completed credits. (Strongly recommend completing Professional Electives from Table I in Semester 5 & 6 to meet minimum requirements).
2 Year CAAT Students: Successful completion of ALL 10 courses in the 1st and 2nd semester of the curriculum.
Note: Since some of the required courses are not offered every semester, it is each student's individual responsibility to manage their course planning to ensure all prerequisites are met. Students who do not have the prerequisite will be dropped from the course.

2.0 INSTRUCTOR INFORMATION

- Name:

- Office Phone Number:

- E-mail address:

- Faculty/course web site(s): https://my.ryerson.ca

- Office Location & Consultation hours:

  - Your instructor is available for personal consultation during scheduled consultation hours which are posted on their office door or on the course shell in D2L Brightspace. However, you are advised to make an appointment by e-mail or by telephone before coming to ensure that the professor is not unavoidably absent.

- E-mail Usage & Limits:

In accordance with the policy on Ryerson Student E-mail accounts (Policy 157), *Ryerson requires that any official or formal electronic communications from students be sent from their official Ryerson E-mail account.* As such emails from other addresses may not be responded to. Students are expected to monitor and retrieve messages and information issued to them by the University via Ryerson online systems on a frequent and consistent basis.

3.0 CALENDAR COURSE DESCRIPTION

This is a full year project whose scope is the IS function of integrating business processes, functions, and technologies, as part of an enterprise solution. The focus is on the creation of functions, technologies and business processes, as part of an enterprise solution. Value creation through the integrated production and distribution of products, services, and information will be emphasized. Through this project, students will learn to apply models and frameworks, to analyze and integrate business functions, processes, and technologies and communicate solutions concisely. Students will also learn to apply business strategic management capabilities to qualify the models and frameworks being used to integrate the business functions. The project will involve a real-life client organization.

4.0 COURSE OBJECTIVES AND LEARNING OUTCOMES

Upon completion of the course, it is expected that the student will be able to:
- Integrate key concepts from management and information technology in an applied project
- Evaluate and select a sound business solution (information system or a new/improved business process) by:
  - Identifying business opportunities and/or problems,
  - Depicting existing business processes
  - Developing to-be business processes
  - Assessing workflow and process improvements
  - Identifying an IT solution for the to-be process by determining information requirements to address these opportunities/problems, and evaluating alternatives through RFP vendors and recommending the most appropriate solution
- Describe, assess and apply the methodologies and tools used to depict and develop business processes
- Identify issues related to introducing technologies and the organizational change processes needed for successful business process re-engineering and systems implementation.
- Develop a plan for implementing, maintaining and supporting the proposed business solution
- develop competences in managing client relationship, work effectively in a group environment, and manage a complex IT project
- develop competencies in managing client relationship, working effectively in a group environment, and managing a complex IT project, and
- demonstrate strong communication skills

This course is a real-life application of knowledge and skills student have acquired and developed in the BTM program. In particular, students will form a team of 5-6, and work for a real client of their choice for the two consecutive semesters. Throughout the semesters, each student team will identify a feasible IT solution based on their analysis of the external and internal business environment, business strategies, key business processes, and the alignment level between business and information technologies. Each team is required to perform a feasibility study on the proposed solution, and develop an implementation plan for their client.

5.0 TEXTS & OTHER READING MATERIALS

Title: The Complement Business Process Handbook: Body of Knowledge from Process Modeling to BPM
Author: Mark von Rosting, Henrik von Scheel, and August-Wihelm Scheer

Title: Fundamentals of Business Process Management
Author: Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo A. Reijers

These two books are e-books and available at the Ryerson library.

6.0 TEACHING METHODS

Students will be working for a real organization in the capstone project, and the course instructor will guide the students in their effort developing and delivering to the client a quality capstone project report. As the result, the course will include group consultation where the course instructor will work closely with students on the capstone project as well as instructional components to inform the students of the frameworks and tools to be used in the capstone project.

7.0 EVALUATION, ASSESSMENT AND FEEDBACK

The final grade for this course is composed of the mark received for each of the following components:

		Term of Evaluation		Group or Individual Deliverable	Interim Grade Weight	Percentage of the Final Grade
		90A	**90B**			
In-class activities	In-class participation	√		Individual	15%	22.5%
	Weekly update	√	√	Group	15% each term	
Reflection on group work		√	√	Individual	20% 1st term (90A) 10% 2nd term (90B)	15%
Reflection on client relationship management			√	Individual	25%	12.5%
Reflection on project management		√	√	Individual	20% 1st term (90A) 10% 2nd term (90B)	15%
Graduation Project	Interim report (Report I)	√		Group	30%	30%

Final report (Report II)		√	Group	30%	
Oral presentation		√	Individual	10%	5%
Total					**100%**

NOTE: Students must achieve a course grade of at least 50% to pass this course.

❖ At least **20%** of student's grade based on individual work will be returned to students <u>prior</u> to the last date to drop a course in <u>good academic standing</u> .

❖ This is a multi-term course, as such the first half is "A" and the second half is "B". The "A" portion of a multi-term course is ungraded and does not appear on a student's transcript. The final grade is assigned only to the "B" portion of the course.

- **To pass the course, student must achieve at least an average of 50% over all evaluation components of the course and pass the capstone project. The minimum acceptable standard for the Capstone Project Reports is 65%. Any report which falls below this standard will be returned to the student team as unsatisfactory and a date set by the professor for its resubmission. If it is not resubmitted by then to an acceptable standard, it will become a failure.**

Citation Format for Essays and Term Papers
All essay assignments, term paper and other written works must adhere with APA citation format. Technical errors (spelling, punctuation, proofing, grammar, format, and citations) and/or inappropriate levels of language or composition will result in marks being deducted. You are encouraged to obtain assistance from the Writing Centre (www.ryerson.ca/writingcentre) for help with your written communications as needed.

You can find APA guidelines and academic referencing from the following online resources:

Student Learning Support > Online Resources > Writing Support Resources
- APA Basic Style Guide

Ryerson Library Citations and Style Guides
- APA Style

8.0 TOPICS – SEQUENCE & SCHEDULE

Session Schedule for 90A	Topic & Readings	Activities with learning objectives	Deliverable
1	Introduction	Course overview - Describe the purpose of the capstone project	

		• Explain course design and evaluation • Discuss common challenges faced by students in the capstone project	
2	Introduction to Business Process Management	Process Fundamentals • Review the concept process • Explain on how to capture a process • Explain process analysis • Introduce the concept value • Review process diagramming	• Group contract • Project charter (signed by the client and the group)
3	Business Process Improvement	Process Improvement • Explain value-added activities • Explain the lean approach to process improvement • Practice on the lean approach	
4	Strategic and Operational Process Models	Process Modeling • Explain process modeling at different levels • Explain gap analysis and heat map	Draft report on process analysis
5	Implementing Change in Processes	Managing changes in process improvement • Explain the Leavitt's Diamond model • Explain the 3D change management model • Discuss change management tactics	
6	Review	Group Consultation • Review group progress on the capstone project • Identify and address project issues (project content, client, and group)	Draft report on process design
7	Review	Group consultation • Review group progress on the capstone project • Identify and address project issues (project content, client, and group)	20% student feedback will be available on D2L

8	Review	Group consultation • Review group progress on the capstone project • Identify and address project issues (project content, client, and group)	Draft report on change management (if applicable)
9	Review	Group consultation • Review group progress on the capstone project • Identify common issues • Address common issues	
10	Review	Group consultation • Review group progress on the capstone project • Identify and address project issues (project content, client, and group)	
11	Requirements and Request for Proposal/Information(RFP/I)	RFP(I) Fundamentals • Describe the basic structure of RFP(I) • Explain the components of RFP(I)	• Capstone Project Report I due and the end of the 11th week
12	Review	Group Consultation • Review work on RFP(I)	• Reflection on group work • Reflection on project management

Session Schedule for 90B	Topic & Readings	Activities	Deliverable
1	Review	Group consultation • Review group progress on the capstone project • Identify and address project issues (project content, client, and group)	• Draft RFP(I) due before the 1st class
2-3	Review	Group consultation • Review group progress on the capstone project • Identify and address project issues (project content, client, and group)	• RFP(I) due before the end of the 3rd week

4-10	Review	Group Consultation • Review group progress on the capstone project • Identify and address project issues (project content, client, and group)	• Reflection on client relationship management (due in week 9) • Reflection on CRM due in week 7 • 20% student feedback will be available on D2L by week 10
11-12	Group Presentation	Final presentation • Understand the format and content requirements of a high-level presentation • Deliver a professionally designed presentation Demonstrate effective communication skills	• Complete Capstone Project report I and II due at the end of the 11th week. • Reflection on group work • Reflection on project management

9.0 VARIATIONS WITHIN A COURSE

All sections of a course (Day and CE sections) will follow the same course outline and will use the same course delivery methods, methods of evaluation, and grading schemes. Any deviations will be posted on D2L Brightspace once approved by the course coordinator.

10.0   OTHER COURSE, DEPARTMENTAL, AND UNIVERSITY POLICIES

For more information regarding course management and departmental policies, please consult the **'Appendix of the Course of Study'** which is posted on the Ted Rogers School of Information Technology Management website.

NOTE: Students must adhere to all relevant university policies found in their online course shell in D2L and /or on the following URL: senate-course-outline-policies.

The appendix covers the following topics:

1. Attendance & Class Participation

2. Email Account

3. Request for Academic Consideration

4. Examinations & Tests

5. Late Assignments

6. Standard of Written Work

7. Academic Grading Policy

8. Academic Integrity

9. Student Rights