

# **RYERSON UNIVERSITY**

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

### **COURSE OF STUDY 2017-2018**

### **(C)ITM 90A/B – Graduation Project**

#### **1.0 PREREQUISITES & COREQUISITE**

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 1<sup>st</sup> and 2<sup>nd</sup> 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.

The corequisite for this course is ITM707.

Students who do not have the prerequisites 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:

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. ***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.

### **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 OVERVIEW**

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 COURSE OBJECTIVES**

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

## 6.0 EVALUATION

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	10%	20%
	Weekly update	√	√	Group	15% each term	
Reflection on group work		√	√	Individual	15% each term	15%
Reflection on client relationship management		√	√	Individual	15% each term	15%
Reflection on project management		√	√	Individual	15% each term	15%
Graduation Projec	Interim report (Report I)	√		Group	30%	30%
	Final report (Report II)		√	Group	30%	
Oral presentation			√	Individual	10%	5%
<b>Total</b>						<b>100%</b>

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

- 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](http://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:

a) Ryerson Writing Support Web site:

<http://www.ryerson.ca/content/dam/studentlearningsupport/resources/citation-conventions/APA%20Basic%20Style%20Guide.pdf>

b) Ryerson Library for APA style guide: <https://library.ryerson.ca/guides/style/>

## 7.0 POSTING OF GRADES

- ❖ All grades, on assignments or tests must be posted or made available to students through the return of their work. Grades on final exams must be posted. However, as there may be other consideration in the determination of final grades, students will receive their official final grade in the course only from the Registrar. Final official course grades may not be posted or disclosed anywhere by an instructor.
- ❖ Posting of grades on the Course Management System (D2L Brightspace) is preferred. If grades are posted in hard copy they must be posted numerically sorted by student identification number after at least the **first four digits** have been removed. Instructors must inform students in all course management documentation of the method to be used in the posting of grades. Students who wish not to have their grades posted must inform the instructor in writing.
- ❖ Some graded work will be returned to students prior to the last date to drop a course without academic penalty.

## 8.0 TOPICS – SEQUENCE & SCHEDULE

Session Schedule for 90A	Topic & Readings	Activities with learning objectives	Deliverable
1	Introduction	Course overview <ul style="list-style-type: none"><li>• Describe the purpose of the capstone project</li><li>• Explain course design and evaluation</li><li>• Discuss common challenges faced by students in the capstone project</li></ul>	
2	Introduction to Business Process Management	Process Fundamentals <ul style="list-style-type: none"><li>• Review the concept process</li></ul>	<ul style="list-style-type: none"><li>• Group contract</li><li>• Project charter (signed by the</li></ul>

		<ul style="list-style-type: none"> <li>• Explain on how to capture a process</li> <li>• Explain process analysis</li> <li>• Introduce the concept value</li> <li>• Review process diagramming</li> </ul>	client and the group)
3	Business Process Improvement	<p>Process Improvement</p> <ul style="list-style-type: none"> <li>• Explain value-added activities</li> <li>• Explain the lean approach to process improvement</li> <li>• Practice on the lean approach</li> </ul>	
4	Strategic and Operational Process Models	<p>Process Modeling</p> <ul style="list-style-type: none"> <li>• Explain process modeling at different levels</li> <li>• Explain gap analysis and heat map</li> </ul>	Draft report on process analysis
5	Implementing Change in Processes	<p>Managing changes in process improvement</p> <ul style="list-style-type: none"> <li>• Explain the Leavitt's Diamond model</li> <li>• Explain the 3D change management model</li> <li>• Discuss change management tactics</li> </ul>	
6	Review	<p>Group Consultation</p> <ul style="list-style-type: none"> <li>• Review group progress on the capstone project</li> <li>• Identify and address project issues (project content, client, and group)</li> </ul>	Draft report on process design
7	Review	<p>Group consultation</p> <ul style="list-style-type: none"> <li>• Review group progress on the capstone project</li> <li>• Identify and address project issues (project content, client, and group)</li> </ul>	
8	Review	<p>Group consultation</p> <ul style="list-style-type: none"> <li>• Review group progress on the capstone project</li> <li>• Identify and address project issues (project content, client, and group)</li> </ul>	Draft report on change management (if applicable)
9	Review	<p>Group consultation</p> <ul style="list-style-type: none"> <li>• Review group progress on the capstone project</li> <li>• Identify common issues</li> <li>• Address common issues</li> </ul>	Reflection on client relationship management
10	Review	Group consultation	

		<ul style="list-style-type: none"> <li>Review group progress on the capstone project</li> <li>Identify and address project issues (project content, client, and group)</li> </ul>	
11	Requirements and Request for Proposal/Information(RFP/I)	RFP(I) Fundamentals <ul style="list-style-type: none"> <li>Describe the basic structure of RFP(I)</li> <li>Explain the components of RFP(I)</li> </ul>	<ul style="list-style-type: none"> <li>Capstone Project Report I due and the end of the 11<sup>th</sup> week</li> </ul>
12	Review	Group Consultation <ul style="list-style-type: none"> <li>Review work on RFP(I)</li> </ul>	<ul style="list-style-type: none"> <li>Reflection on group work</li> <li>Reflection on project management</li> </ul>

Session Schedule for 90B	Topic & Readings	Activities	Deliverable
1	Review	Group consultation <ul style="list-style-type: none"> <li>Review group progress on the capstone project</li> <li>Identify and address project issues (project content, client, and group)</li> </ul>	<ul style="list-style-type: none"> <li>Draft RFP(I) due before the 1<sup>st</sup> class</li> </ul>
2-3	Review	Group consultation <ul style="list-style-type: none"> <li>Review group progress on the capstone project</li> <li>Identify and address project issues (project content, client, and group)</li> </ul>	<ul style="list-style-type: none"> <li>RFP(I) due before the end of the 3<sup>rd</sup> week</li> </ul>
4-10	Review	Group Consultation <ul style="list-style-type: none"> <li>Review group progress on the capstone project</li> <li>Identify and address project issues (project content, client, and group)</li> </ul>	<ul style="list-style-type: none"> <li>Reflection on client relationship management (due in week 9)</li> </ul>
11-12	Group Presentation	Final presentation <ul style="list-style-type: none"> <li>Understand the format and content requirements of a high-level presentation</li> <li>Deliver a professionally designed presentation</li> <li>Demonstrate effective communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Complete Capstone Project report I and II due at the end of the 11<sup>th</sup> week.</li> <li>Reflection on group work</li> <li>Reflection on project management</li> </ul>

## 9.0 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.

## 10.0 TEXTS & OTHER READING MATERIALS

**Title:** Real-Life BPMN (2nd Edition): Using BPMN 2.0 to Analyze, Improve, and Automate Processes in Your Company

**Author:** Jakob Freund, Bernd Rucker

**Publisher:** CreateSpace

**ISBN:** 978-1502972323

## 11.0 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.

## 12.0 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, <http://www.ryerson.ca/content/dam/itm/documents/cos/Appendix.pdf>. This appendix covers the following topics:
  - 12..1 Attendance & Class Participation
  - 12..2 Email Usage
  - 12..3 Request for Academic Consideration
    - 12..3.1 Ryerson Health Certificate
    - 12..3.2 Academic Accommodation for Students with Disabilities
    - 12..3.3 Religious, Aboriginal or Spiritual Observance
    - 12..3.4 Re-grading and Recalculation
  - 12..4 Examinations & Tests
    - 12..4.1 Period of Prohibition from Testing
    - 12..4.2 Make-Up of Mid-Term Tests, Assignments and Other Assessments During the Semester
    - 12..4.3 Make –Up of Final Exams
    - 12..4.4 Missing a Make-Up
  - 12..5 Late Assignments
  - 12..6 Standard of Written Work
  - 12..7 Academic Grading Policy
  - 12..8 Academic Integrity
    - 12..8.1 Turnitin.com
  - 12..9 Student Rights