MIS 435/ Telecommunications Management Spring 2004

Instructor
Dr. Anthony Townsend

Office
3222 Gerdin Business Building

Phone
(515) 294-7834 (office)

E-Mail
amt@iastate.edu

Web Address
www.bus.iastate.edu/amt

Facsimile
(515) 294-2534

Office Hours
By appointment

Required Text
Guide to Telecommunications Technology, Tamara Dean: Thomson/Course Technology.

Course Description
Catalogue Description
Issues involved in the management of telecommunications function. Overview of communications technology used in various business applications, local area network, wide area network, broad band network, wireless and voice networks. Internet technologies and protocols. Analyzing the strategic impact of these technologies on organizations. Strategic planning for telecommunications, including network planning and analysis.

Our Goals

Our goals in this class will vary from student to student; some students’ goal will be to have an administrative understanding of telecom, while others’ anticipate managing or designing networks directly. Clearly, each requires a different course experience. As you examine the course deliverables, you will see that you have a number of choices as to where you dedicate your time in this course; if you wish to concentrate on an administrative-level view
of telecom, then do two cases in addition to your mid-term and final. If you are technically-oriented, then take the option of preparing for the MCSA exam and really get into the technical aspects of telecom. My own goal for this class is to make sure that when you are done, that you have developed a skill set that you value.

- Students needing special learning accommodations should make them known to the instructor as soon as possible.

**Course Requirements**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation/attendance (individual)</td>
<td>5</td>
</tr>
<tr>
<td>Prep papers</td>
<td>5</td>
</tr>
<tr>
<td>Mid-term exam</td>
<td>25</td>
</tr>
<tr>
<td>4 project/cases</td>
<td>10</td>
</tr>
<tr>
<td>Final Exam</td>
<td>25</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**Class participation and attendance**

Each individual will be graded on class participation, which means the contribution made to class discussion and to the group’s analytic efforts. The instructor will keep track of daily class proceedings. Each student is expected to make a substantive class contribution at each session. The objective of this requirement is to help create a forum for the exchange of ideas, especially with regard to the cases.

While I will not be taking attendance, an individual’s class attendance record affects the participation grade—given students are expected to participate each session. The goal of participation and attendance is simply for us to collaborate and learn together.

**Exams**

There will be two exams for the course; one at midterm and one at final time. Tests will be in class and will consist of multiple choice/ fill-in-the-blanks and essay questions. While multiple choice and fill-in-the-blanks questions may seem a little different for a Master’s level course, given the large amount of
technical data that the course entails, they provide an appropriate means for assessing mastery of the material.

Projects

Our projects involve in-class and out-of-class work using our VMWare and ITGuru simulation environments. You will have two MS Server 2000 projects to accomplish within the VMWare environment, and two networking assignments using ITGuru. Full instructions toward completing these assignments are available on-line.

Grading

94-100% = A
90-93% = A-
87-89% = B+
83-86% = B
80-82% = B-
77-79% = C+
73-76% = C
70-72% = C-
67-69% = D+
63-66% = D
60-62% = D-
< 60% = F