

**The New Corporate Information Management  
BBUS 479  
University of Washington, Bothell  
Spring Quarter 2005**

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Office hours are also by appointment. I am not likely to check the office phone except on class days. If I am not in, please leave a phone number and times when I can reach you. If necessary, I can call you back during the evening.

To request academic accommodations due to a disability, please contact Disabled Student Services (DSS) in the Counseling Center, Room 145, (425) 352-5000, (425) 352-5303 (TDD). If you have a documented disability on file with the DSS office, please have your DSS counselor contact me and we can discuss accommodations you might need in class.

**Overview:** New regulations are forcing enterprise IT systems to provide “managed accessibility” and security of sensitive documents. One essential component involves the manner in which documents are electronically stored and verified. Some professionals are referring to this IT component as a “DRM” system: Document Retrieval Management.

In this course, you will be involved with a “small-scale” project to learn:

1. Agile project development theory and techniques;
2. The impact of regulations like Sarbanes-Oxley on IT systems;
3. Basic tools - Swimlane Diagrams and Use Cases - for analyzing and documenting enterprise processes
4. Basic concepts for implementing an Enterprise Application

**Agile development** is a major approach for managing smaller software projects, from customer contact and documentation to project post-mortem. It is specifically designed for small teams that must respond quickly to changing customer requirements.

Desktop applications are single-user software applications confined to a single user’s desktop: Microsoft Word is a typical example. In contrast, **enterprise applications** interact with multiple parts of an organization. Two good examples are: Enterprise Resource Planning (e.g. SAP, Peoplesoft) and Customer Relationship Management (e.g. Siebel, Salesforce). Successfully introducing an enterprise application to company is a complex art. In this class you’ll apply your lessons to a “minature” enterprise application.

**Recent regulatory requirements**, such as Sarbanes-Oxley (**SOX**) and The Health Insurance Portability and Accountability Act (**HIPPA**), are changing the way that enterprise IT applications are implemented. IT professionals must have at least an introductory knowledge about how comply with these new standards.

**Swimlane diagrams and Use Cases** are two basic IT tools for illustrating and documenting the customer requirements. The ability to accurately portray the customer needs is often the

missing but absolutely crucial piece for project implementation. It is also important for ongoing documentation of the system.

### **About the Software Application**

Students will have hands-on experience with a “virtual file cabinet” called MegaManage. MegaManage is a web-based, easy to learn document management system that can provide the security, convenience, and audit trails that will soon become standard for most work settings. This application is currently being used at the White River Credit Union and the Invicta Law Group.

**Prereqs:** This course is especially appropriate for students interested in managing information technology, especially those who have taken BBUS 330 or are from CSS. If you lack both backgrounds, a limited number of general business students will be welcome to fill important roles on the project teams.

**Materials:** *Workflow Modeling: Tools for Process Improvement & Application Development*, Alec Sharp & Patrick McDermott, Artech House.

*Agile & Iterative Development*, Craig Larman, Addison-Wesley. (suggested)

*Agile Modeling*, Scott Ambler, Wiley (optional)

Online Reserve Readings

Free MegaManage Trial Licenses for the Entire Class

**Grading:** Assignments & Project 50%, Class Participation 10%, Tests 40%

**Assignments:** Your answers should be written in the form of a memo. Construct well thought out answers, which go beyond merely restating the readings. You must elaborate with your own creative insights. The instructor reserves the right to conduct an in-class oral exam on your submitted homework. Homework turned in after class is late and will be graded at 50% credit.

### **Grading Criteria and Method**

*Course Grade:* Your earned grade is based upon a percentage of the top score achieved in the class. The top score is assigned a value of 100%. Numerical grades are then based on how close your score is to the top score. Specifically 100% = 4.0, 99% = 3.9; 98% = 3.8; and so on. This is not a curve as everyone can theoretically qualify for a certain grade range like over 3.8 or under 2.0. I reserve the right to modify this scale  $\pm 2\%$  based upon my judgment of the overall class performance.

*Class Participation:* Class participation includes such behaviors as asking questions, listening attentively, participating in discussions, and class exercises. Be proactive in making comments or raising questions during the lecture or other class activities. You can certainly voice your dissent to someone’s stated position, but we should maintain an atmosphere of mutual respect.

**Schedule:** (The schedule may be modified to accommodate the Guest Speakers)

Week	Topics	Activities & Assignments
March 29 & 31	Project Kickoff - Team Formation Managing the Agile Project Team Intro to Workflow Modeling MegaManage Demo	Picture Taking The Naïve Software Customer & Other Interviewing Issues
April 5 & 7	Preparing the IT Customer Relationship Intro to New Document Management Systems Lab: Introduction to MegaManage	Assignment 1 Lab: The Huddle, The Mini-Mortem Team Documents Due
April 12 & 14	Guest: Sarbanes-Oxley & Document Management Guest: Dave Keen, Igrafx, Workflows for Enterprise Apps	User Groups
April 19 & 21	Craig Murphy: Sarbanes Oxley Lance Kyle, Principal, Acetta	Assignment 2 Lab: MegaManage 2.0
April 26 & 28	Cat Deleonardis Data Management	User Group Meeting Quiz
May 3 & 5	Mid-Project Tips Focus Groups	
May 10 & 12	Data Modeling Use Cases – Observational Simulation	Assignment 3
May 17 & 19	Lab Day Midterm	Final Presentations to the Customer
May 24 & 26	Setting Up for Project 2.0: Leveraging the present to set-up the next enterprise project. Class Presentations	Post-Mortems with Customer
May 31, June 2	Class Presentations Team Post-Mortems	Final Project submitted with Peer Evals by June 7