

OPERATIONAL & STRATEGIC MANAGEMENT OF WEB APPLICATIONS

LEVEL OF COURSE UNIT

Master

LEARNING OUTCOMES OF COURSE UNIT

The students will acquire in-depth knowledge of the operational design and control possibilities of an IT organization and in designing web-based systems. In this context the students will become conversant with the details of IT management areas such as personnel deployment planning, quality management, portfolio management, IT strategy management, IT governance and compliance concepts, etc.

COURSE CONTENTS

In this integrated course, instruction will be given in basic aspects of the operational management of IT systems. Emphasis is placed on the following:

- personnel deployment planning and resource management
- contract management and finance management (cost and activity accounting)
- quality management and quality assurance (reviews, audits, etc.)
- staff information and communication; IT strategy and IT portfolio management;
- risk management; IT governance and compliance
- ITIL, CoBIT
- service level agreements and outsourcing
- balanced score card methodology
- IT management tools (ADOit, etc.)

LANGUAGE OF INSTRUCTION

English

NUMBER OF ECTS CREDITS ALLOCATED