



IT Consulting and Professional Services

ITP 499x (2 Units)

- Objective** On completing this course students will:
- Get an understanding of the IT Consulting industry
 - Learn about technology consulting framework
 - Learn how to respond to RFP's
 - Learn how to design and propose IT solutions

Concepts This course is designed to introduce students to basic IT professional services theories and practices, including an examination of the professional services industry. A consulting-oriented systems life cycle framework is used as the outline of the course. The phases of this framework include: problem/system analysis and evaluation, requirements definition, solution design, solution development, solution implementation, and on-going evaluation and maintenance. Students will learn how to identify and define client problems, map workflows, develop recommendations, and prototype solutions. They will be given opportunities to practice the concepts and methodologies they learn by working on a group project.

Prerequisite Instructor Approval

Lecture 2 hrs/week

Lab

Textbook

1. The IT Consultant: A Commonsense Framework for managing the Client Relationships
Pfieffer, ISBN: 0787951730

Grading The following point-structure will be used in determining the grade for the course. Final grade will be based upon the total points received, the highest total in the class, and the average of the class.

Projects	200
Midterm Exam	100
Final Exam	100
Total	400

- Policies**
- Make-up policy for exams: In order to make up for a missed exam, the student must provide a satisfactory reason along with proper documentation. Usually make-ups are allowed only under extraordinary circumstances.
 - Projects: It is YOUR responsibility to turn in your lab projects on, or before, the deadlines as set by the instructor. IT IS NOT THE RESPONSIBILITY OF THE LAB TA!
 - Late Projects: Late submission of projects will lead to loss on point, so please turn in your projects on time! No projects will be accepted after 2 weeks beyond the project's original due date. Everything regarding a project should be settled within 2 weeks of the project's due date.
 - Though working together is encouraged, the projects must be your own effort. "Duplicate" projects will all receive zero points and possible referral to the Office for Student Conduct.
 - All students should read, understand and abide by the University Student Conduct Code
<http://www.usc.edu/dept/publications/SCAMPUS/governance/gov03.html>

- Students with Disabilities**
- Any student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to me (or to your TA) as early in the semester as possible. DSP is located in STU 301 and is open 8:30 a.m. - 5:00 p.m., Monday through Friday. The phone number for DSP is (213) 740-0776.

IT Consulting

ITP 499x (2 Units)

Course Outline

Week 1 – Introduction to IT Consulting

- Introduction to the course
- Basics of Consulting
- The business of advice
- Overview of the Consulting Industry
- Technology Consulting

Reading Assignment: *Instructor Notes*

Week 2 – Technology and Consulting

- Strategic use of IT : ERP, CRM, Security, Portals, Mobile
- Types of IT Project
- Technology Consulting Projects

Reading Assignment: *Instructor Notes*

Week 3 – IT Consulting Skill Set

- What makes a good IT consultant?
- Technical Skills
- Business Skills
- Communication Skills

Reading Assignment: *Chapter 1 and 2*

Homework 1

Week 4 – Consulting Life Cycle

- IT Consulting Framework
- Engagement lifecycle
- Deliverables

Quiz #1

Reading Assignment: *Chapter 3 + Instructor Notes*

Homework 2

Week 5 – Technology Consulting Projects - I

- IT Strategy
- IT Implementation
- Case Studies

Reading Assignment: *Chapter 4 + Instructor Notes*

Week 6 – Technology Consulting Projects II

- IT Architecture and Design
- IT Integration
- Case Studies

Homework 3

Reading Assignment: *Chapters 5 + Instructor Notes*

Week 7 - Technology Consulting Projects III

- IT Security
- ERP Systems
- Case Studies

Week 8 – Project Planning

- Team Formation
- Project Overview and planning

Reading Assignment: *Chapters 6 + Instructor notes*

Homework 4

Final Project Assigned

Week 9 – Request for Proposals (RFP)

- Introduction to RFP
- RFP Analysis and Response Strategy
- Case Study

Reading Assignment: Instructor Notes

Homework 5

Week 10 – Solution Research

- Problem Identification: Strategic
- Problem Identification: Technical
- Requirements Gathering

Reading Assignment: *Chapter 6*

Week 11 – Solution Research II

- Problem Analysis
- Vendor and product research
- Strategic Comparison

Reading assignment : Chapter 9,10

Week 12 – Solution Recommendation

- Designing solution options

- Recommending a solution
 - Creating a Business Case
- Reading assignment** : Chapter 7,8
Homework 6

- Week 13** – Proposal Writing
- Guidelines and Sample outline
 - Key components to a successful proposal
 - Case Study

Reading Assignment: *Chapter 9*

- Week 14** – Developing superior consulting strengths
- Building lifelong relationships
 - Troubleshooting problems
 - Sources of continued learning
 - Building trust

Reading Assignment: *Chapter 10,11,12*

- Week 15** – Final Project Presentation
- Reading Assignment:** *Chapter 14,15*
Final project is due