INFORMATION AND COMMUNICATION TECHNOLOGY
B.Sc. Information and Communication Technology

UNIDEL-ICT 405: **ICT Management and Governance** (2 Units; **Compulsory**; LH=30; PH=0)

Senate-approved Relevance
The training of high-skilled graduates who are knowledgeable in the management and governance of IT services in different industries in Nigeria is in tandem with the vision and mission of University of Delta, Agbor, of producing well motivated, skilful graduates that are capable of exhibiting expertise in proffering managerial solutions for the workplace. This entails producing computing graduates with demonstrable potentials and skills to answer pressing modern security issues IT management, governance and administrators from businesses and industries in Delta State, Nigeria, and the world at large. The relevance of this is seeing in computing graduates of the University of Delta, Agbor being able to develop effective governance over information and communication technology which is critical to business successes and as an important driver of innovation and business transformation. The graduate will be able to development, use, and management of an organization's information system, and propose a service agreement to establish the collaboration between IT experts and the other teams in the organization.

Overview
ICT service management and governance is everything your IT department does to deliver services to internal and external customers while maintaining the quality and speed of those services as high as possible. It service management is not just about technology, it combines people, processes and tools. Effective governance over information and communication technology is critical to business successes and as an important driver of innovation and business transformation.

This course will equip students with broad and coherent knowledge and skills for both business and information system management. It aims to meet the demands for professionals with advanced technologies to serve management and staff across various teams. Students will explore the development, use, and management of an organization's information system, and propose a service agreement to establish the collaboration between IT experts and the other teams in the organization.

Objectives
The objectives of this course are: (i) explain how different models used to analyze organizations are reflected in different information and communication technology architectures (ii) differentiate various classes and types of information technology or systems developed and used in organizations (iii) present an argument for a strategic role for information systems within organizations and alternative models to support this role and to establish such strategies (iv) explain how information and communication technologies change organizations and industry structures (v) discuss the importance of the process of managing the design and implementation of information systems on the effective value generated by their adoption (vi) explain the basic principles and elements of benefit management , in the context of the alignment of the strategy of the enterprise and its information systems development

Learning outcomes
Upon successful completion of the course, the student will be able to (i) review and evaluate the current ICT management techniques and skills in the business (ii) Adjudicate and resolve ICT related management issues and problems in an organization (iii) Propose ICT service agreement for collaboration with other service teams (iv) design an ICT Strategic management plan for an organization (v) understand regulatory requirement for effective ICT governance. (vi) Plan for an inclusive ICT governance (vii) implement performance based aligned ICT strategy

Course contents
Overview of main trends in the management of digitization in an organization. Fundamentals of Governance principles (strategy development, establishment and monitoring system for management and policy). Organizational context. Staffing roles and skills (SFIA, e_CF). Organization digital transformation and disruption. Change management. Service and product management. Managing the operation of ICT using Information Technology Infrastructure Library (ITIL). Control objectives for Information related technology. Discussion of information and communication technologies importance in contemporary organizations. Logic underpinning information systems management and the importance of strategic planning when ICT deployment in organization is concerned, discussion on the most common technological solutions used by organizations to support managerial different managerial and business activities. Project management and its use to develop and implement information systems. ICT governance and outsourcing. Project planning. Project control and homogeneous deployment in enterprise. Information systems and benefit management (E-Business, Big data analytics, Knowledge management).

Minimum Academic Standards
NUC minimum academic standard requirements for facilities.