Academic Reports and Projects Overview

Masters of Science
Information Systems Management

Created By:
Clifton G. Gibbons

<h2 style="text-align:center">Principles of Systems Development: Use Case Modeling</h2>

In this assignment, I was challenged to understand the role of the Software Development Life Cycle, how that life cycle applies to the development and implementation of new software and how to address "fallout" when changes are made to the components of the application. The goal was to equip and ensure that me of how to develop, document, modify and implement Use Cases within an application's development process. Additionally, the goal was to ensure that, as a manager, if I reviewed the documented use case profile and attempted testing, I could easily understand how this aspect of the application "should" work. This aspect of my educational instruction better prepares me for the real-world challenges of looking at software and notating its deficiencies while empowering me, in a management field, to stress the need to correct and improve the work submitted to meet the requirements requested from the stakeholders involved in the project.

<h2 style="text-align:center">Data Management: Use Case Relationships</h2>

My Data Management course implemented the task of developing use case relationships. This process involved created relationship patterns within the development of a database. Much like the Use Cases learned in Principles of Systems Development, this class had us create and implement Use Cases within a database setting. The difference here is that each element within the database had to be given a relationship – connected to each other – in various ways. This process involved development of both Logical Designs and Enhanced Entity Relationship Design Models. The purpose of this project was to test how well we understood the difference between parent and subordinate relationships and how to model those processes into a visual diagram. As a manager of Information Systems, I am likely to, at some point, manage a database and manipulate information within it. This class helps me to understand the use of DBMS's and how to manipulate them with appropriate relationships that do not defy the rules of data integrity.

<h2 style="text-align:center">Corporate Information Systems Management: Service Level Agreements</h2>

Service Level Agreements are found on any software either purchased or obtained from free exchange. These agreements are necessary to ensure that users utilize the software, hardware, applications and/or network services as intended. The thing is, most people rarely read these SLA's and find themselves subject to the terms

when they select "I Agree". The purpose of this project was to ensure that we, as I.S. Management, understand the ramification of violating an SLA as well as understand how to develop and implement your own Service Level Agreement. In order to understand this, this project required that we actually our own SLA for a company, real or imaginary, of our own choosing. The purpose of this is to get us to understand the significance of both writing and reading an SLA as to avoid legal concerns from improper usage or distribution without proper authorization to do so. It also outlines the expectations from the provider and what he/she will do to address concerns as they arise.

Corporate Information Systems Management: Service-Level Management

The topic of Service Level Management, at the time, had little meaning in its creation; however, with the discussion of outsourcing, this aspect has greater meaning. This purpose of this document was to establish expectations from outside sources and to provide instructions concerning the communication of events, service concerns, service changes and identifying the stakeholders responsible for the agreement. A well written SLM will highlight metrics, stakeholders, best practices, services being outsourced and establishing the differences between governance and management. All of these aspects will affect an I.S. Manager, his/her team and their ability to effect meet the challenges of the company. This is important to share, know and implement in the field of information systems as many times, non-core business elements are likely to be outsources to providers in the interest of either capitalizing off of previous inaccessible technology and/or software in addition to lowering operational costs. The SLM is crucial to understanding and managing your IT environment.

Organizational Information Security: Incident Response Plan

No matter what department one works in, as a manager, you must be fully abreast of the company's Disaster Recovery, Incident Response and Continuity plan. In this project, I was tasked with creating an incident response plan for a small business situation. The response plan outlined the definitions of an event, noted persons to contact in the case of an event, defined the responsibilities of those individuals/groups and outlined how to discover, contain, redress, recover and document learned lessons from the event to better address a similar action in the future. The purpose of this project was to ensure that we, as future I.S. managers,

understand the importance of being aware of each aspect of Disaster Planning. Exposure to this exercise affords us insight into to how to prepare and plan for the occurrence of unique incidents whether they are specific to network related attacks, internal threats or "acts of God" incidents. It also prepares us to be of greater value to a company that has probably not considered these eventualities by being able to help construct and implement their own Disaster Recovery Plan.

Screencast Link

https://www.screencast.com/t/QdpLiigkAb6