

Application for a New Course v10.7

Consult with program director and dean before changing responses in red type.

Course ID (<i>Subject and Number</i>)	ITO 610
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I. Systems and Catalog Information Complete each item.

1	Course Developer	Joe Feliciano
2	Course Instructor	Joe Feliciano
3	Course Title	IT Services and Administration
4	Course Abbreviation for Banner if title is more than 30 characters	
5	College	College of Graduate and Professional Studies
6	Department or School	SPS
7	Number of Credit Hours	3
8a.	Number of contact hours – lecture	3
8b.	Number of contact hours – lab/activity	0
9	Is the course for a fixed or variable number of credit hours?	Fixed
10	Explanation for variable credit	N/A
11	Is the course repeatable for additional credit?	no
12	Maximum total number of credit hours a student can earn for this course	3
13	What type of course is this? (Select one option. Please see Schedule Type definitions on Page C.)	☒ Traditional lecture ☐ Traditional lab ☐ Traditional lecture/lab ☐ Experiential Learning ☐ Seminar ☐ Studio ☐ Thesis ☐ Dissertation
14	Number of faculty workload hours	3
15	Grade Mode	☒ Standard ☐ Credit/No Credit (undergrad only)

16	Maximum Enrollment	
17	Catalog Description (50 words or less)	<i>Presents contemporary topics affecting the day-to-day operational aspects of an IT organization, including asset tracking, customer care, human resources, support services and service metrics, budgeting, capacity planning, vendor relationships, and contracting and purchasing.</i>
18	List any prerequisites (course/s, test scores, class standing, major, etc.)	<i>None</i>
19	List any corequisites (these <i>must</i> be taken at the same time; note that a single requirement cannot be both a prerequisite <i>and</i> a corequisite)	
20	If the course is cross-listed, specify the Course ID(s)	<i>N/A</i>
21	Does this course require any additional student course fees?	☐ No ☒ Yes CFREE Resource Fee If yes, attach a completed "Request to Add or Change Course Fees" form. Describe in section IV-7.
22a	Will the course be offered in fall terms?	☐ No ☒ Yes If yes: all, even, or odd years?
22b	Will the course be offered in spring terms?	☐ No ☒ Yes If yes: all, even, or odd years?
22c	Will the course be offered in summer terms?	☐ No ☒ Yes If yes: all, even, or odd years?
23	First semester this course will be offered under new Course ID. <i>May not be earlier than two parts of the term in the future.</i>	Fa1 (2021)
24	Is this course required for a degree/s?	☐ No ☒ Yes If yes, attach a revised degree plan(s) reflecting the placement of the new course.
25	Should the addition of this course be retroactively applied to the degree plan it supports? <i>This is rare, and rationale should explain compelling extenuating</i>	☒ No ☐ Yes If yes, provide rationale:

	<i>circumstances.</i>	
26	Has this course been offered as a Special Topics course? <i>New courses are not required to be taught as Special Topics courses prior to approval.</i>	☒ _No ☐ _Yes If yes, provide course ID, term, and enrollment:
27	List any courses in which the content overlaps the proposed course. (Course ID and Name) <i>Attach a statement from the instructor/dept chair of the existing course justifying the new offering in Section IV-4.</i>	

II. Curriculum

- A. Explain effect on degree plans. If the addition of the course alters degree requirements, submit a separate Approval Chart for Curriculum Change to update the degree plan.

This course is designed to be the second course in the Master of Science in Information Technology program. It is in the original program proposal and thus no programmatic changes are proposed for the Master's degree.

- B. Justify the addition of this course to the current curriculum, explaining the gap it meets.

This course is important to the MSIT program because it is the only course in the program that focuses on not only how to manage IT services through documentation and service level agreements, but it also how to create value for an organization through the IT services, as well as meeting the needs and expectations of both internal and external customers.

III. Course Design

- A. Audience and Course Goal
1. Describe the intended audience, including prerequisite skills.

As the second course in the MSIT the target audience is the students who have completed the Certificate in Cybersecurity and who are completing the MSIT degree. Although there are no prerequisite courses specifically students are expected to have fundamental knowledge in the areas of computer networking, database, statistics, and programming for which they would have taken the appropriate undergraduate courses or the bootcamp courses offered to prepare students for this portion of the degree track.

2. State the overarching course goal(s) in performance terms.

The goal in this course is to prepare students to look at the functions of an IT organization as services and manage them according to predefined and agreed on expectations. These skills are important because students will build on, and apply, them as they progress through the program and in the creation of policies and infrastructure proposals.

B. Student Learning Outcomes and Measurements

	Student Learning Outcome	Measurement
1	Define IT services.	Discussion Questions and Assignments
2	Explain the benefits of utilizing the framework in the management of an IT organization (Example ITIL).	Discussion Questions and Assignments
3	Develop examples of IT value creation and co-creation within an organization.	Discussion Questions and Assignments
4	Develop examples of internal and external service providers, services they offer, and their matching consumers.	Discussion Questions and Assignments
5	Create a sample governance policy for an IT organization.	Discussion Questions and Assignments

3. Text and Resources

- Axelos. (2019). *ITIL foundation 4th edition*. United Kingdom: Stationery Office ISBN-13: 9780113316076. (Available through the ACU library as an eBook here: (<https://ezproxy.acu.edu:3062/lib/abilene-ebooks/detail.action?docID=5709789>))
- Johnson, B., & Zondervan, W. (2018). *IT for business (IT4B): From genesis to revolution: A business and IT approach to digital transformation*. Ely, Cambridgeshire, United Kingdom: IT Governance Publishing. (Available through the ACU library as an eBook here: <http://search.ebscohost.com/login.aspx?direct=true&AuthType=sso&db=nlebk&AN=1836445&site=eds-live&scope=site&custid=s8479690&ebv=EK&ppid=Page--1>)

IV. Supporting Documentation

Required of all applications	
1	Approval Chart for Curriculum Changes
2	Syllabus — Attach the syllabus for the course based upon the anticipated first-semester offering.
3	Library — Submit new course application and syllabus to the Library dean's office. Attach the Library's provisional memo of support.
Attach if applicable	
4	Content Overlap — Include one document for each course you listed in Section I-28. Attach statement from instructor/dept chair of existing course justifying the new offering.
5	Program Resources — List the resources that support the course and are available only through the program, if applicable. Attach the list of the holdings and the location/s.
6	Resources — List resources (other than library or program resources) that are needed to support this course (computers, lab equipment, other technology, etc.). Attach a complete list of all items and indicate possible sources or estimated cost of each. List the sources of any needed funds.
7	Expenses — List additional expenses needed to implement this course (full-time or part-time faculty, graduate or lab assistants, student employees, travel, special student costs, room renovation, storage facility, etc.). Attach a complete list of all items, the estimated cost of each and the source of the funds.
8	Justification — Attach any documents to which you refer in Section II-B.



Request to Add or Change Course Fees

Course fees or changes to existing course fees must be approved and published in the ACU Catalog for the following year in order for them to be assessed on a student's account. Course fees which are not processed by February 1st will not be included in the fall catalog.

Request Date 11/12/2020 Amount of Fee \$200

Department Making Request MSIT, CGPS Contact Person Joe Feliciano,

Semester and year for fee to begin Spring 1, 2021

Check the appropriate fee category below:

FOAP: 140000-17235-4026-10

☐ Fee is the same for every section and every student

☒ Fee applies to certain sections only

If fee applies to certain sections only, please specify below if it is a one-time fee for a single section or a repeating fee that will be applied on a regular schedule (e.g., a fee charged each time the course is taken in a summer session but not in the fall or spring).

Repeating each time the course runs in CGPS instead of COBA

This request applies to the following course (one per form):

Course Number / Section

Course Title

ITO 610

IT Services and Administration

State the justification for your request below. You will be notified of final approval or denial.

The Resource fee for the MSIT degree covers the cost of ebooks and other technological resources.

This request is to attach the attribute code of CFEE to this course.

The following signatures must be obtained before any request is approved.

Approved

Declined

Department Chair

Date

College Dean

Date

Provost

Date

Vice President for Finance

Date

If approved by all above, route to:

Controller

FOAP

Date Completed

Finance

Fee Code for use on course

Date Completed

Registrar's Office

Date Completed

ITO 610: IT Services and Administration

2020 Section ITO 610 3 Credits 11/10/2020 to 12/14/2020 Modified 11/10/2020

Mission Statements

University Mission Statement

The mission of Abilene Christian University (ACU) is to educate its students for Christian service and leadership throughout the world.

This mission is achieved through the following:

- Exemplary teaching, offered by a faculty of Christian scholars, that inspires a commitment to learning;
- Significant research, grounded in the university's disciplines of study, that informs issues of importance to the academy, church, and society; and
- Meaningful service to society, the academic disciplines, the university, and the church, expressed in various ways, by all segments of the Abilene Christian University community.

College Mission Statement

The mission of the College of Graduate and Professional Studies (CGPS) is to prepare students for Christian service and leadership by providing them with the knowledge and skills to advance their careers, thereby placing them in positions of influence for the expansion of God's purposes in the world.

Program Mission Statement

The mission of the Master of Science in Information Technology is to prepare IT professionals for administrative and technical roles enabled by organizational and technology skills and informed by principles of Christian vocation. This is accomplished through equipping technology leaders to:

- a. Practice effective leadership of IT operations within their organizational context;
- b. Create value through strategic use of data, information, and technology as organizational resources; and
- c. Make ethical decisions informed by values and goals that are consistent with relevant laws and Christian principles.

Integration of Christian Faith

Within the College of Graduate and Professional Studies, faith integration is the intentional and comprehensive focus on the intersection of faith, education, and context. Students will engage in theological reflection and lived practice as they pursue their academic discipline resulting in a more grounded understanding of their identity, relationship to the world, and connection to the life and mission of God.

Course Description

Presents contemporary topics affecting the day-to-day operational aspects of an IT organization, including asset tracking, customer care, human resources, support services and service metrics, budgeting, capacity planning, vendor relationships, and contracting and purchasing.

Program and Student Learning Outcomes

	Student Learning Outcome	Measurement
1	Define IT services.	Discussion Questions and Assignments
2	Explain the benefits of utilizing the framework in the management of an IT organization (Example ITIL).	Discussion Questions and Assignments
3	Develop examples of IT value creation and co-creation within an organization.	Discussion Questions and Assignments
4	Develop examples of internal and external service providers, services they offer, and their matching consumers.	Discussion Questions and Assignments
5	Create a sample governance policy for an IT organization	Discussion Questions and Assignments

Course Materials

- (2019). *ITIL foundation 4th edition*. United Kingdom: Stationery Office ISBN-13: 9780113316076. (Available through the ACU library as an eBook here: (<https://ezproxy.acu.edu:3062/lib/abilene-ebooks/detail.action?docID=5709789>)
- Johnson, B., & Zondervan, W. (2018). *IT for business (IT4B): From genesis to revolution: A business and IT approach to digital transformation*. Ely, Cambridgeshire, United Kingdom: IT Governance Publishing. (Available through the ACU library as an eBook here: http://search.ebscohost.com/login.aspx?direct=true&AuthType=sso&db=nlebk&AN=1836445&site=eds-live&scope=site&custid=s8479690&ebv=EK&ppid=Page_-1)

Course Requirements

General descriptions of the course requirements are below. See the online modules for detailed assignment instructions.

Discussion Questions

Participation in online discussions is mandatory. In order to actively participate in these discussions you will need to log in at least 5 days each week. This will help you stay up-to-date on the discussions and allow you to make more thoughtful postings. Discussions begin on Tuesday each week and end on Monday at 11:59 PM Central. You are expected to answer all of the discussion questions assigned in a week in a substantive manner. Your initial post will be due on Thursday by 11:59pm CST. You are also expected to respond to at least 2 of your classmates' postings for each discussion question. No late posting will be accepted.

Course Policies

Note: Please see the Canvas course for information on the faculty as well as all due dates.

Engaged Learning in an Online Format

This online course invites students into a community of engaged scholarship. The course consists of seven weekly modules, with

a new module beginning each Tuesday morning in the Canvas LMS (Learning Management System). We expect students to log in to the course frequently, master the course material, whether written or in other digital media formats, and to engage the professor and fellow students through the Canvas medium.

Note: If a student fails to log in the course for the first 7 days of the official course, the student will receive an email notifying them that they are at risk to be administratively withdrawn from the course. The student will have 72 hours to log into the course from that email notification. If the student does not log into the course in that period of time, they will be administratively withdrawn. The last day to withdraw from a course is the Wednesday before the last week of class. Please reference the handbook calendar for a full list of dates. If a student has not participated in the course at any point, before the last week of class the student will be administratively withdrawn. An assignment is defined as a paper, quiz, discussion post, or project in the course. If a life situation occurs that will prevent the student from participating in the course for a brief period of time, the student is responsible for communicating this to their Student Service Advisor and/ or New Student Ambassador, and instructor to make appropriate arrangements.

Technology Requirements

Students should ensure they meet the technology requirements as outlined in the ACU Online Student Handbook.

Paper Specifics

All formatting and referencing should follow *The Publication Manual of the American Psychological Association, 7th Edition*. Papers should be written in Times New Roman, 12-point font and submitted as a .docx, .doc, or .pdf file. All papers should be neat, contain no misspellings, contain no typing errors, and employ proper grammar and syntax. If your paper contains pervasive APA and/or grammatical errors, the professor may return the paper without grading it. Your faculty will determine the date for submission for the revised paper and 10% will be automatically deducted.

Late Assignments

Assignments are due by 11:59 pm Central Standard time on the due date. Refer to the Canvas Syllabus link or the Canvas Modules link for a list of all due dates. Penalty for late assignments is 10% per calendar day late. Weekend days are counted as late days. No credit will be awarded for late discussion posts. Extra credit will not be available in this course.

Academic Integrity

Academic Integrity is defined as academic work completed as assigned for each class by the individual or group responsible for the work. Academic work includes but is not limited to reading assignments, assessments and examinations, attendance at required out-of-class activities, written or oral presentations, laboratory experiments and research. Assignments may or may not be submitted through the TurnItIn plagiarism checker.

The Academic Integrity and Honesty Policy is available on the ACU Provost's Office [webpage](#), where you may find detailed information regarding what constitutes academic dishonesty and resultant disciplinary actions. The student should seek clarification from the instructor regarding the re-use of work, as this may or may not be appropriate and is dependent on the assignment. Academic dishonesty may have, but not be limited to, the following consequences:

- losing points on an assignment.
- failing an assignment.
- failing a course.
- having a record of improper conduct in the dean's office which oversees the course in which the infraction was made.
- being dismissed from the university.

The process and timeline for appeals can be found on the ACU Provost's Office webpage.

* ACU Learner Support, Resources, and Services

Anti-Harassment Policy

Harassment will not be tolerated at Abilene Christian University. As a Christian community, Abilene Christian University has committed itself, unequivocally, to ensuring a working and learning environment in which the dignity of every individual is respected. Harassment is defined as unwelcome behavior or conduct based on sex, religion, race, age, color, national origin,

veteran's status, disability, or any other characteristic protected by law when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, education, or participation in University programs or activities, (2) submission to, or rejection of, such conduct by an individual is used as the basis for a decision affecting an individual's employment, education, or participation in University programs or activities, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive environment for work, education, or participation in a University program or activity. Therefore, it is the purpose of the Anti-Harassment Policy to maintain a work and academic environment that is free of harassment, sexual or otherwise. This policy applies to all members of the ACU community, including trustees, faculty, staff, students, and volunteers at Abilene Christian University. For a more in-depth review of the university's anti-harassment policy, the full definition of harassment, and procedure for reporting, visit: <http://www.acu.edu/student-life/anti-harassment.html>.

ACU Online Student Handbook

The current version can be found [here](#)

(https://acuonline.my.salesforce.com/sfc/p/#E0000000cKPT/a/440000006AA9/RWbLcDg6R9gR8DgTJwQdECczCHnjwM1_0WvJs6b4qeY).

ACU Dallas Student Code of Conduct

The ACU Online Student Handbook contains an online student Code of Conduct which describes appropriate and inappropriate forms of electronic communication and online behavior as well as information about student integrity in scholarly work. Students may be dismissed from the university for failing to adhere to the Code of Conduct.

ADA Compliance Statement

Abilene Christian University is dedicated to removing barriers and opening access for students with disabilities in compliance with ADA and Section 504 of the Rehabilitation Act. The Alpha Scholars Program facilitates disability accommodations in cooperation with instructors. In order to receive accommodations, you must be registered with Alpha Scholars Program, and you must complete a specific request for each class in which you need accommodations. If you have a documented disability and wish to discuss academic accommodations, please call our office directly at (325) 674-2667 or alpha@acu.edu.

Library

Abilene Christian University provides library services to online students through the Distance Learning Portal at <http://guides.acu.edu/distance>. Students will use their single sign-on credentials to gain access to the library content. The Distance Learning Portal contains information about citation help, requesting materials, research guides, and degree program specific resources. Video tutorials on how to search the library's resources, including electronic journal titles, are available for students to view at any time. ACU also has dedicated staff that serve our online students, for help with refining topics, including dissertation and final project topics, searching databases, or other library help. To contact the online librarian, please visit <http://guides.acu.edu/c.php?g=824708&p=5887421>. For research assistance, you can visit <http://asklibrary.acu.edu> and submit your question through the web form or get help via text or chat.

✓ Grading

Grades are awarded based on point accumulation. Each assignment has a maximum number of points that can be earned by successfully completing the assignment. Partial points will be awarded for meeting some but not all of the standards identified for each project or assignment. There are limitations to the number of C's you may accumulate in a graduate program based on the number of credit hours in the program. A cumulative 3.0 GPA must be maintained to graduate. Letter grades correspond with points as outlined in the table below.

Points Earned	Grade
90-100 points	A
80-89.9 points	B

70-79.9 points	C
60-69.9 points	D
59 points and lower	F

Course Outline and Schedule

(Schedule subject to change; See the Canvas course for updated information on due dates.)

ABILENE CHRISTIAN UNIVERSITY

LIBRARY

M E M O R A N D U M

DATE: November 5, 2020
TO: Dr. Joe Feliciano
FROM: Mark McCallon, Associate Dean for Library Services
RE: Course Application for ITO 610 – IT Services and Administration

After reviewing the course application for the course, the Library can support the proposed course. Please contact your librarian liaison, Melissa Atkinson (melissa.atkinson@acu.edu), if additional library resources are needed for the course. Thank you very much for the opportunity to view the course development document.

ABILENE CHRISTIAN UNIVERSITY
DUNCUM CENTER SOLUTIONS

M E M O R A N D U M

DATE: November 10, 2020
TO: Dr. Joe Feliciano, Program Director for Online IT Programs
FROM: Lori Anne Shaw, Executive Director for Duncum Center Solutions & Academic Services
RE: Course Application for ITO 610: IT Services and Administration

After reviewing the course application and syllabus, Duncum Center Solutions (DCS), the instructional design team for ACU Dallas, is able to support the proposed course. Please let the DCS team know if additional instructional design support is required for the course. Thank you for letting us review the course application and syllabus.

ACU Dallas Approval Chart for Curriculum Changes

A = Approve I = Information Item R = Advise & Respond

Course Number: ITO 610

or Degree Plan(s):

Circle the number that corresponds to the requested change.

		Program	Dean	College Academic	Provost	President
	Change to a Course					
1.	Title (description unchanged)	A	A	I	I	I
2.	Description (not affecting content)	A	A	I	I	I
3.	Course term(s)	A	A	I	I	I
4.	Content (substantive change)	A	A	A	A	I
5.	Number of credit hours	A	A	A	A	I
6.	Course number within the hundred	A	A	I	I	I
7.	Course number beyond the hundred	A	A	A	A	I
8.	Prerequisites	A	A	A	A	I
9.	Course fee(s)	A	A	--	A	I
10.	From U to G <i>or</i> G to U	A	A	A	A	I
11.	Cross list with another program or department	A	A	A	A	I
12.	Program/department of record	A	A	A	A	I
13.	Open or close a course	A	A	A	A	I
14.	New course (application required)	A	A	A	A	I

		Program	Dean	College Academic	Provost	President	Board of Trustees
	Change to a Degree Plan						
1.	Major/Program — Revision	A	A	A	A	A	--
2.	Major/Program — Adopt or change admission requirements	A	A	A	A	A	--
3.	Major/Program — Add	A	A	A	A	A	--
4.	Major/Program — Offer existing university program on campus	--	A	A	A	A	--
5.	Major/Program — Discontinue (proposed by Program or College)	A	A	A	A	A	I
6.	Major/Program — Discontinue (proposed by Provost)	R	R	A	A	A	I
7.	GPA — Revise major/program or cumulative requirement	A	A	A	A	A	--
8.	Minor — Revise course selection	A	A	I	I	I	--
9.	Minor — Add	A	A	A	A	A	--
10.	Minor — Discontinue (proposed by Program or College)	A	A	A	A	A	--
11.	Minor — Discontinue (proposed by Provost)	R	R	A	A	A	--
12.	Degree — Add	A	A	A	A	A	I
13.	Degree — Discontinue (proposed by Program or College)	A	A	A	A	A	I
14.	Degree — Discontinue (proposed by Provost)	R	R	A	A	A	I

		Program	Dean	College Academic	UGEC	UUAC	Provost	Faculty	President
	Change to Undergraduate University Requirements								
15.	University Requirements — Change in approved course content	A	A	A	A	A	A	--	A
16.	University Requirements — Add or drop a required course from the University Requirements chart	A	A	A	A	A	A	A	A
17.	University Requirements — Add or drop a course from a menu within the University Requirements chart	A	--	--	A	A	A	--	A
18.	University Requirements — Change hours within a menu on the University Requirements chart	A	A	A	A	A	A	A	A
	Change to Catalog Information								
1.	General requirements for graduation including course requirements that are common to all majors for all degrees	--	--	A	--	A	A	A	A
2.	Admission requirements	--	--	A	--	A	A	A	A

Dr. Joe Feliciano

Program Director/Department Chair

Nov 13, 2020

Joe Feliciano, Jr.

Date

Joe L. Cope

Dean(s)

Nov 13, 2020

Joe L. Cope

Date

College Academic Council

Joe Halbert

Date

University General Education Council

N/A

Chair

Date

Undergraduate Academic Council

N/A

Chair

Date

Provost

Robert Rhodes

Date

Faculty

N/A

Faculty Senate Chair

Date

President

Phil Schubert

Date