# Program Guidebook

## Master of Science, Information Technology Management

*The Master of Science in Information Technology Management is a competency-based degree program that represents a path for successful IT professionals to launch their careers and build them to an executive level. The graduate will advance his or her knowledge and skills through a practical, real-world program based on sound principles of Information Technology revolving around three primary themes: communication, technical competence and strategic vision: effective communication as essential to management at all levels, in all areas of human endeavor; and strategic vision that takes individuals and organizations beyond immediate difficulties and successes to a perception of future challenges and preparations to meet those challenges.*

as 15–20 hours per week to the program, while others may need to devote more time. For this reason, pre-assessments are there to help your program mentor form a profile of your prior knowledge and create a personalized Degree Plan.

## How You Will Interact with Faculty

At WGU, faculty serve in specialized roles, and they will work with you individually to provide the guidance, instruction, and support you will need to succeed and graduate. As a student, it is important for you to take advantage of this support. It is key to your progress and ultimate success.

Upon your enrollment, you will be assigned a program mentor—an expert in your field of study who will provide you with regular program-level guidance and support from the day you start until the day you graduate. Your program mentor will set up regular telephone appointments (weekly at first) with you, which you will be expected to keep. The mentor will review program competencies with you and work with

The WGU orientation course focuses on acquainting you with WGU's competency-based model, distance education, technology, and other resources and tools available for students. You will also utilize WGU program and course communities, participate in activities, and get to know other students at WGU. The orientation course must be completed before you can start your first term at WGU.

## Transferability of Prior College Coursework

Because WGU is a competency-based institution, it does not award degrees based on credits but rather on demonstration of competency. However, if you have completed college coursework at another accredited institution, or if you have completed industry certifications, you may have your transcripts and certifications evaluated to determine if you are eligible to receive some transfer credit. The guidelines for determining what credits will be granted varies based on the degree program. Students entering graduate programs must have their undergraduate degree verified before being admitted to WGU. To review more information in regards to transfer guidelines based on the different degree programs, you may visit the Student Handbook found at the link below and search for "Transfer Credit Evaluation."

[Click here for the Student Handbook](#)

WGU does not waive any requirements based on a student's professional experience and does not perform a "résumé review" or "portfolio review" that will automatically waive any degree requirements. Degree requirements and transferability rules are subject to change in order to keep the degree content relevant and current.

Remember, WGU's competency-based approach lets you take advantage of your knowledge and skills, regardless of how you obtained them. Even when you do not directly receive credit, the knowledge you possess may help you accelerate the time it takes to complete your degree program.

## Continuous Enrollment, On Time Progress, and Satisfactory Academic Progress

WGU is a "continuous enrollment" institution, which means you will be automatically enrolled in each of your new terms while you are at WGU. Each term is six months long. Longer terms and continuous enrollment allow you to focus on your studies without the hassle of unnatural breaks between terms that you would experience at a more traditional university. At the end of every six-month term, you and your program mentor will review the progress you have made and revise your Degree Plan for your next six-your n, wsf

academic standing, you must complete at least 66.67% of the units you attempt over the length of your program—including any courses you add to your term to accelerate your progress. Additionally, during your first term at WGU you must pass at least 3 competency units in order to remain eligible for financial aid. We know that SAP is complex, so please contact a financial aid counselor should you have additional questions. *Please note: The Endorsement Preparation Program in Educational Leadership is not eligible for federal financial aid.

## Courses

Your Degree Plan includes courses needed to complete your program. To obtain your degree, you will be required to demonstrate your skills and knowledge by completing the assessment(s) for each course. In general there are two types of assessments: performance assessments and objective assessments. Performance assessments contain, in most cases, multiple scored tasks such as projects, essays, and research papers. Objective assessments include multiple-choice items, multiple-selection items, matching, short answer, drag-and-drop, and point-and-click item types, as well as case study and video-based items. Certifications verified through third parties may also be included in your program. More detailed information about each assessment is provided in each course of study.

## Learning Resources

WGU works with many different educational partners, including enterprises, publishers, training companies, and higher educational institutions, to provide high-quality and effective learning resources that match the competencies you are developing. These vary in type, and may be combined to create the best learning experience for your course. A learning resource can be an e-textbook, online module, study guide, simulation, virtual lab, tutorial, or a combination of these. The cost of most learning resources are included in your tuition and Learning Resource Fee. They can be accessed or enrolled for through your courses. Some degree-specific resources are not covered by your tuition, and you will need to cover those costs separately. WGU also provides a robust library to help you obtain additional learning resources, as needed.

Mobile Compatibility:

The following article provides additional details about the current state of mobile compatibility for learning resources at WGU. It includes a list that can be referenced to determine the mobile friendliness of all core course materials used in a program.

 [Student Handbook article: Can I use my mobile device for learning resources?](#)

## Standard Path

As previously mentioned, competency units (CUs) have been assigned to each course in order to measure your academic progress. If you are an undergraduate student, you will be expected to enroll in a minimum of 12 competency units each term. Graduate students are expected to enroll in a minimum of 8 competency units each term. A standard plan for a student for this program who entered WGU without any transfer units would look similar to the one on the following page. Your personal progress can be faster, but your pace will be determined by the extent of your transfer units, your time commitment, and your determination to proceed at a faster rate.

## Standard Path *for* Master of Science, Information Technology Management

| Course Description | CUs | Term |
|---|---|---|
| Technical Communication | 3 | 1 |
| Information Technology Management | | |
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# Areas of Study for Master of Science, Information Technology Management

The following section includes the areas of study in the program, with their associated courses. Your specific learning resources and level of instructional support will vary based on the individual competencies you bring to the program and your confidence in developing the knowledge, skills, and abilities required in each area of the degree. The Degree Plan and learning resources are dynamic, so you need to review your Degree Plan and seek the advice of your mentor regarding the resources before you purchase them.

## Information Technology Management

### Technical Communication

This course covers basic elements of technical communication, including professional written communication proficiency; the ability to strategize approaches for different audiences; and technical style, grammar, and syntax proficiency.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate decides the genre that is best suited for a defined audience in order to meet a specific business communication need.*

*The graduate generates technical information according to principles of ethics, clarity, and conciseness to ensure content integrity.*

*The graduate conducts an audience analysis to plan effective and persuasive communication strategies.*

*The graduate creates technical communications incorporating accurate, relevant design principles for ensuring audience comprehension.*

*The graduate assesses the effectiveness of the delivered communication for future improvement of communication deliverables.*

### Information Technology Management

IT Management introduces the key topics and skills needed to lead next-generation technology organizations. This course explores how common applications and innovation drive value and business needs. Ethical and regulatory compliance issues are discussed, including current practices for risk management, disaster recovery, and cybersecurity. Students will also analyze the key leadership skills and traits necessary to lead responsive, competitive, and innovative organizations. This course has no prerequisites.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate articulates the functions of basic computer hardware, software, and networking components in business systems in order to communicate effectively as an IT leader.*

*The graduate manages risk management, disaster recovery, and cybersecurity for the protection of all of an organization.*

*The graduate implements best practices and innovations for acquiring, developing, and deploying information systems that meet business needs.*

*The graduate explains how common applications and information systems provide value to an organization for the purpose of acquiring stakeholder support.*

*The graduate analyzes key leadership skills and traits necessary for leading responsive, competitive, and innovative organizations.*

*The graduate identifies ethical, legal, and compliant IT practices to safeguard an organization, individuals, and society.*
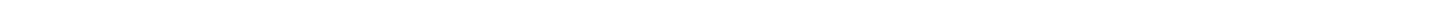
### IT Sourcing and Development in a Global Economy

IT Sourcing and Development in a Global Economy examines the practice of sourcing and developing global IT projects from a management perspective. In today's organizations, leaders look for efficient and effective ways to deliver goods and

services. This course will allow students to explore the strategic, operational, tactical, and security-related impacts on the organization of sourcing and supporting a global IT project. Students will cultivate a deep understanding of the documents, skills, and stakeholders needed for any given project and develop the ability to leverage these elements to achieve success. This course will also explore the ethical, cultural, and regulatory considerations surrounding sourcing and managing IT projects in a global space. There are no prerequisites for this course.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

leadership communication, building personal influence, enhancing emotional intelligence (soft skills), generating ideas and encouraging idea generation in others, resolving conflicts, and positioning oneself as an influential change agent within different organizational cultures. There are no prerequisites for this course.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate selects appropriate leadership strategies that produce best possible solutions to effect change or achieve a goal.*

*The graduate evaluates the influence of organizational culture on the successful completion of a specified task or project.*

*The graduate evaluates verbal and nonverbal message strategies for the extent to which they encourage collaborative communication and problem-solving.*

*The graduate selects appropriate strategies that foster engagement and collaboration among a variety of teams.*

*The graduate recommends effective strategies for promoting innovative solutions in specified decision-making processes.*

*The graduate incorporates strategies that leverage change within an organization's culture in efforts to build commitment and buy-in for a specified task or project.*

*The graduate integrates strategies to address competing sources of power and influence into efforts to overcome obstacles to the successful completion of a specified task or project.*

*The graduate justifies the use of specific conflict management strategies as a means of maximizing results for all relevant stakeholders.*

# IT Management

## Financial Management for IT Professionals

Financial Management for IT Professionals develops learners' skills in financial management, budgeting, and procurement. This course teaches how to leverage financial know-how to improve workplace decision-making. This course also provides learners with the knowledge and skills necessary to spend money on the right projects and equipment, while aligning operating budgets with strategic initiatives. There are no prerequisites for this course.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate creates IT capital and operating budgets that meet an organization's mission and goals.*

*The graduate analyzes how financial information influences organizational decision-making, operational sustainability, and productivity.*

*The graduate manages the acquisition and replacement of technology resources for an organization.*

## Project Management

Project Management is a thorough exploration of the inputs, tools, techniques, and outputs across the five process groups and 10 knowledge areas identified in the Project Management Body of Knowledge (PMBOK) Guide. The essential concepts and practical scenarios included enable students to build the competencies required to successfully complete the CAPM certification exam. There is no prerequisite for this course.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate explains the core concepts that make up the Project Management Institute framework and life cycle and the environment in which projects operate.*

*The graduate describes the artifacts, inputs, outputs, and processes associated with the Project Procurement Management knowledge area.*

*The graduate describes the artifacts, inputs, outputs, and processes associated with the Project Stakeholder Management knowledge area.*

*The graduate describes the purpose, activities, and interrelationships of the five project management process groups.*

*The graduate examines the competencies, experience, and skills necessary to effectively manage a project.*

*The graduate describes the artifacts, inputs, outputs, and processes associated with the Project Integration Management knowledge area.*

*The graduate solves problems using the artifacts, inputs, outputs, and processes associated with the Project Scope, Time, and Cost Management knowledge areas.*

*The graduate describes the artifacts, inputs, outputs, and processes associated with the Project Quality Management knowledge area.*

*The graduate describes the artifacts, inputs, outputs, and processes associated with the Project Resource Management knowledge area.*

*The graduate describes the artifacts, inputs, outputs, and processes associated with the Project Communication Management knowledge area.*

*The graduate solves problems using the artifacts, inputs, outputs, and processes associated with the Project Risk Management knowledge area.*

# Current and Emerging Technology

## Current and Emerging Technology

Current and Emerging Technologies explores organizational leadership trends, practices, processes, and technology in contemporary technology-intensive organizations. IT executives need to stay informed of technological trends to determine their relevance and implementation within an organization. This course requires students to read and evaluate academic literature pertaining to emerging IT topics. This course has no prerequisites.

*This course covers the following competencies:*

*Begin your course by discussing your course planning tool report with your instructor and creating your personalized course plan together.*

*The graduate evaluates current emerging technologies for applicability within an organization.*

*The graduate evaluates current trends in organizational leadership for applicability within an organization.*

*The graduate evaluates current trends in emerging principles and processes for applicability within an organization.*

# Capstone

## MS, Information Technology Management Capstone

MSITM Capstone course challenges students to demonstrate mastery of all the MSITM program outcomes. The capstone challenges students to integrate skills and knowledge from all program domains into one project.

# Accessibility and Accomodations

Western Governors University is committed to providing equal access to its academic programs to all qualified students. WGU's Accessibility Services team supports this mission by providing support, resources, advocacy, collaboration, and academic accommodations for students with disabilities and other qualifying conditions under the Americans with Disabilities Act (ADA). WGU encourages student to complete the Accommodation Request Form as soon as they become aware of the need for an accommodation.  Current and prospective students can reach the