



## **Program Guidebook**

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### **Bachelor of Science, Information Technology (BSIT to MSITM)**

*Students enrolled in the Accelerated Information Technology Bachelor's and Master's Degree program will first complete the Bachelor of Science in Information Technology portion of the program, and after completing the necessary bachelors and bridge course work will receive the Bachelor of Science, Information Technology degree. Students will then progress to the remaining graduate course work, and upon completion will receive the Master of Science, Information Technology Management degree.*

*The Bachelor of Science in Information Technology (IT) degree program provides a solid foundation in computer information systems and technologies. In addition to the IT content, the degree program includes a broad collegiate-level education. The program is primarily designed for those seeking a career or to advance their current career as information technology professionals by developing levels of expertise required for increased responsibility in the information technology field. The foundation of the Bachelor of Science program consists of six domains of study: systems and services, networking and security, scripting and programming, data management, business of IT, and web development. At the end of the program, students develop a comprehensive portfolio and complete a capstone project.*

*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.*

## Understanding the Competency-Based Approach

Practically speaking, how do competency-based programs like those offered at Western Governors University (WGU) work? Unlike traditional universities, WGU does not award degrees based on completion of a certain number of credit hours or a certain set of required courses. Instead, you will earn your degree by demonstrating your skills, knowledge, and understanding of important concepts.

Progress through a degree program is governed not by the amount of time you spend in class but by your ability to demonstrate mastery of competencies as you complete required courses. Of course, you will need to engage in learning experiences as you review competencies or develop knowledge and skills in areas in which you may be weak. To help you acquire the knowledge and skills you need to complete your courses and program, WGU provides a rich array of learning resources. Your program mentor will work closely with you to help you understand the competencies required for your program and to help you create a schedule for completing your courses. You will also work closely with course instructors as you engage in each of your courses. As subject matter experts, course instructors will guide you through the content you must master to pass the course assessments.

The benefit of this competency-based system is that it enables students who are knowledgeable about a particular subject to make accelerated progress toward completing a degree, even if they lack college experience. You may have gained skills and knowledge of a subject while on the job, accumulated wisdom through years of life experience, or already taken a course on a particular subject. WGU will award your degree based on the skills and knowledge that you possess and can demonstrate—not the number of credits hours on your transcript.

## Accreditation

Western Governors University is the only university in the history of American higher education to have earned accreditation from four regional accrediting commissions. WGU's accreditation was awarded by (1) the Northwest Commission on Colleges and Universities, (2) the Higher Learning Commission of the North Central Association of Colleges and Schools, (3) the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, and (4) the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges. The university's accreditation status is now managed by the Northwest Commission on Colleges and Universities (NWCCU), which reaffirmed WGU's accreditation in February 2020. The WGU Teachers College is accredited at the initial-licensure level by the Council for the Accreditation of Educator Preparation (CAEP) and by the Association for Advancing Quality in Educator Preparation (AAQEP). The nursing programs are accredited by the Commission on Collegiate Nursing Education (CCNE). The Health Information Management program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). The College of Business programs are accredited by the Accreditation Council for Business Schools and Programs (ACBSP).

## The Degree Plan

The focus of your program is your personalized Degree Plan. The Degree Plan is a detailed blueprint of the courses you will need to complete in order to earn your degree. The Degree Plan also lays out the accompanying learning resources and assessments that compose your program. The list of courses in the Degree Plan is often referred to as the standard path. The amount of time it takes to complete your program depends on both the amount of new information you need to learn and the amount of time you plan to devote each week to study. Your program mentor and course instructors will help you assess your strengths and development needs to establish a study plan.

Students vary widely in the specific skills and information they need to learn. For example, some students may be highly knowledgeable in a particular subject matter and would not need to engage in new learning opportunities. Other students may find that portions of the program require them to learn new information and that they need to take an online class or participate in a study module to acquire the knowledge and skills needed to fulfill program competencies in that area. Some individuals may be able to devote as little

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 you to develop a plan and schedule for your coursework. Your program mentor will serve as your main point of contact throughout your program—helping you set weekly study goals, recommending specific learning materials, telling you what to expect in courses, and keeping you motivated. In addition to regular calls, your program mentor is available to help you resolve questions and concerns as they arise.

You will also be assigned to a course instructor for each course. Course instructors are subject matter experts who will assist your learning in each individual course. When you begin a new course, your assigned course instructor will actively monitor your progress and will be in touch to offer one-on-one instruction and to provide you with information about webinars, cohort sessions, and other learning opportunities available to help you acquire the competencies you need to master the course. Your course instructor can discuss your learning for the course, help you find answers to content questions, and give you the tools to navigate the course successfully. In addition, you will communicate with course instructors by posting in the online learning community and participating in live discussion sessions such as webinars and cohorts.

For many of the courses at WGU, you will be required to complete performance assessments. These include reports, papers, presentations, and projects that let you demonstrate your mastery of the required competencies. A separate group of faculty members, called evaluators, will review your work to determine whether it meets requirements. Evaluators are also subject matter experts in their field of evaluation. If your assessment needs further work before it “meets competency,” these evaluators, who review your work anonymously, will provide you with evaluation feedback to help you demonstrate competency and allow you to advance.

## **Connecting with Other Mentors and Fellow Students**

As you proceed through your Degree Plan, you will have direct contact with multiple faculty members. These communications can take a variety of forms, including participation in one-on-one discussions, chats in the learning communities, and live cohort and webinar opportunities. As a WGU student, you will have access to your own personal MyWGU Student Portal, which will provide a gateway to your courses of study, learning resources, and learning communities where you will interact with faculty and other students.

The learning resources in each course are specifically designed to support you as you develop competencies in preparation for your assessments. These learning resources may include reading materials, videos, tutorials, cohort opportunities, community discussions, and live discussions that are guided by course instructors who are experts in their field. You will access your program community during your orientation course to network with peers who are enrolled in your program and to receive continued support through professional enrichment and program-specific chats, blogs, and discussions. WGU also provides Student Services associates to help you and your program mentor solve any special problems that may arise.

## **Orientation**

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-month term.

WGU requires that students make measurable progress toward the completion of their degree programs every term. We call this "On-Time Progress," denoting that you are on track and making progress toward on-time graduation. As full-time students, graduate students must enroll in at least 8 competency units each term, and undergraduate students must enroll in at least 12 competency units each term.

Completing at least these minimum enrollments is essential to On-Time Progress and serves as a baseline from which you may accelerate your program. We measure your progress based on the courses you are able to pass, not on your accumulation of credit hours or course grades. Every time you pass a course, you are demonstrating that you have mastered skills and knowledge in your degree program. For comparison to traditional grading systems, passing a course means you have demonstrated competency equivalent to a "B" grade or better.

WGU assigns competency units to each course in order to track your progress through the program. A competency unit is equivalent to one semester credit of learning. Some courses may be assigned 3 competency units while others may be as large as 12 competency units.

Satisfactory Academic Progress (SAP) is particularly important to students on financial aid because you must achieve SAP in order to maintain eligibility for financial aid. We will measure your SAP quantitatively by reviewing the number of competency units you have completed each term. In order to remain in good

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* Bachelor of Science, Information Technology portion

Course Description	CUs	Term
Critical Thinking: Reason and Evidence	3	1
Introduction to IT	4	1
Global Arts and Humanities	3	1
Integrated Physical Sciences	3	1
Principles of Management	4	2
Business of IT – Applications	4	2
Composition: Writing with a Strategy	3	2
Introduction to Communication: Connecting with Others	3	2
Network and Security - Foundations	3	3
Composition: Successful Self-Expression	3	3
Applied Probability and Statistics	3	3
IT Applications	4	3
Organizational Behavior and Leadership	3	4
Spreadsheets	3	4
IT Foundations	4	4
Finite Mathematics	4	4
Introduction to Physical and Human Geography	3	5
Scripting and Programming - Foundations	3	5
Applied Algebra	3	5
Web Development Foundations	3	5
Web Development Applications	6	6
User Interface Design	4	6
American Politics and the US Constitution	3	6
Natural Science Lab	2	7
Ethics in Technology	3	7
Data Management - Foundations	3	7
Data Management – Applications	4	7
Cloud Foundations	3	8
Networks	4	8
Network and Security - Applications	4	8
Linux Foundations	3	8
Technical Communication	3	9
Information Technology Management	3	9
Current and Emerging Technology	3	9
Project Management	4	9

Course Description	CUs	Term
IT Capstone Written Project	4	10

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

Course Description	CUs	Term
Power, Influence and Leadership	3	1
IT Sourcing and Development in a Global Economy	2	1
Managing Technology Operations and Innovation	3	1
Financial Management for IT Professionals	2	2
Technological Globalization	3	2
MS, Information Technology Management Capstone	4	2

### Changes to Curriculum

WGU publishes an Institutional Catalog, which describes the academic requirements of each degree program. Although students are required to complete the program version current at the time of their enrollment, WGU may modify requirements and course offerings within that version of the program to maintain the currency and relevance of WGU's competencies and programs. When program requirements are updated, students readmitting after withdrawal from the university will be expected to re-enter into the most current catalog version of the program.

# Areas of Study for Bachelor of Science, Information Technology

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.

## General Education

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### Critical Thinking: Reason and Evidence

In this course you will learn key critical thinking concepts and how to apply them in the analysis and evaluation of reasons and evidence. The course examines the basic components of an argument, the credibility of evidence sources, the impact of bias, and how to construct an argument that provides good support for a claim. The course consists of an introduction and four major sections. Each section includes learning opportunities through readings, videos, audio, and other relevant resources. Assessment activities with feedback also provide opportunities to check your learning, practice, and show how well you understand course content. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to gain proficiency in the four competencies that will be covered in the final assessment. If you have no prior knowledge or experience, you can expect to spend 30-40 hours on the course content.

*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 learner evaluates the quality of an argument*
- *The learner evaluates evidence based on source credibility.*
- *The learner evaluates bias and its impact.*
- *The learner makes claims based on evidence.*

### Global Arts and Humanities

This is a Global Arts and Humanities course that contains three modules with corresponding lessons. This course is an invitation to see the world through the humanities, examine the humanities during the Information Age, and explore the global origins of music—essentially questioning what makes us human, and how people are connected across culture and time. Each module includes learning opportunities through readings, videos, audio, and other relevant resources. Assessment activities with feedback also provide opportunities to practice and check learning. With no prior knowledge or experience, a learner can expect to spend 30-40 hours on the course content.

*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 learner analyzes diverse voices, ideas, perspectives, and cultural interactions through the lens of the humanities.*
- *The learner analyzes the humanities during the Information Age.*
- *The learner analyzes how music shapes and is shaped by diverse cultures and perspectives.*

### Integrated Physical Sciences

This course provides students with an overview of the basic principles and unifying ideas of the physical sciences: physics, chemistry, and earth sciences. Course materials focus on scientific reasoning and practical, everyday applications of physical science concepts to help students integrate conceptual knowledge with practical skills.

*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 describes the nature and process of science.*
- *The graduate examines applications of physics including fundamental concepts such as forces, motion, energy, and waves.*



- *The graduate examines applications of key chemistry concepts including the structure of matter and the behavior and conservation of matter in chemical reactions.*
- *The graduate describes the underlying organization, interactions, and processes within the Earth system including the Earth's structure and atmosphere, and Earth's interactions within the solar system.*

### **Composition: Writing with a Strategy**

Welcome to Composition I: Writing with a Strategy! In this course, you will focus on three main topics: writing strategies, writing style, format and grammar, and editing and revising text. This course consists of an introduction and five sections aligned to the three main topics. The sections address understanding purpose and audience, writing strategies and techniques, format, style, structure, and grammar, editing and revision strategies, and constructive feedback. Each section includes learning opportunities through readings, videos, audio, and other relevant resources. Assessment activities with feedback also provide opportunities to check your learning, practice, and show how well you understand course content. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to gain proficiency in the five competencies that will be covered in the final assessment. If you have no prior knowledge or experience, you can expect to spend 30-40 hours on the course content.

*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 individual writes with purpose for a given context and target audience.*
- *The individual incorporates writing strategies and techniques for written communication.*
- *The individual constructs a written document with correct format, style, structure, and grammar.*
- *The individual formulates a strategy for editing and revising written text*
- *The individual composes constructive feedback of written texts.*

### **Introduction to Communication: Connecting with Others**

Welcome to Introduction to Communication: Connecting with Others! It may seem like common knowledge that communication skills are important, and that communicating with others is inescapable in our everyday lives. While this may appear simplistic, the study of communication is actually complex, dynamic, and multifaceted. Strong communication skills are invaluable to strengthening a multitude of aspects of life. Specifically, this course will focus on communication in the professional setting, and present material from multiple vantage points, including communicating with others in a variety of contexts, across situations, and with diverse populations. Upon completion, you will have a deeper understanding of both your own and others' communication behaviors, and a toolbox of effective behaviors to enhance your experience in the workplace.

*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 learner implements appropriate communication styles based on audience and setting.*
- *The learner uses communication strategies for managing conflict.*
- *The learner uses communication strategies to influence others.*

### **Composition: Successful Self-Expression**

Welcome to Composition: Successful Self-Expression! In this course, you will focus on three main topics: writing in the workplace, support with resources, and writing an appropriate message. This course consists of an introduction and seven sections aligned to the three main topics. The sections address cross-cultural communication, professional writing, valid and reliable sources, references, supporting a position, communication approaches, and self-expression. Each section includes learning opportunities through readings, videos, audio, and other relevant resources. Assessment activities with feedback also provide opportunities to check your learning, practice, and show how well you understand course content. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to gain proficiency in the seven competencies that will be covered in the final assessment. If you have no prior knowledge or experience, you can expect to spend 30-40 hours on the course content.

*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 individual composes a written message with language appropriate for cross-cultural communication.*
- *The individual writes in a professional manner for a given scenario.*
- *The individual researches valid and reliable sources.*
- *The individual writes a reference list.*
- *The individual incorporates research to support a position or idea.*
- *The individual writes a message using an effective communication approach for a given situation.*
- *The individual incorporates self-expression in written communication.*

## **Applied Probability and Statistics**

Applied Probability and Statistics is designed to help students develop competence in the fundamental concepts of basic statistics including: introductory algebra and graphing; descriptive statistics; regression and correlation; and probability. Statistical data and probability are often used in everyday life, science, business, information technology, and educational settings to make informed decisions about the validity of studies and the effect of data on decisions. This course discusses what constitutes sound research design and how to appropriately model phenomena using statistical data. Additionally, the content covers simple probability calculations, based on events that occur in the business and IT industries. No prerequisites are required 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 applies the operations, processes, and procedures of fractions, decimals, and percentages to evaluate quantitative expressions.*
- *The graduate applies the operations, processes, and procedures of basic algebra to evaluate quantitative expressions, and to solve equations and inequalities.*
- *The graduate evaluates categorical and quantitative data pertaining to a single variable using appropriate graphical displays and numerical measures.*
- *The graduate evaluates the relationship between two variables through interpretation of visual displays and numerical measures.*
- *The graduate evaluates the relationship between two quantitative variables through correlation and regression.*
- *The graduate applies principles and methods of probability-based mathematics to explain and solve problems.*

## **Finite Mathematics**

Finite Mathematics covers the knowledge and skills necessary to apply discrete mathematics and properties of number systems to model and solve real-life problems. Topics include sets and operations; prime and composite numbers; GCD and LCM; order of operations; ordering numbers; mathematical systems including modular arithmetic, arithmetic and geometric sequences, ratio and proportion, subsets of real numbers, logic and truth tables, graphs, trees and networks, and permutation and combination. 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 applies the fundamental ideas of discrete mathematics including logic, set theory, and graph theory in formulating and solving problems.*
- *The graduate demonstrates computational proficiency with real numbers and recognizes the properties of the real number system and its subsets.*
- *The graduate represents numbers in different forms, recognizes relationships among numbers and number systems, deduces the meanings of operations, and demonstrates a conceptual understanding of numbers.*

## **Introduction to Physical and Human Geography**

This is Introduction to Physical and Human Geography, a three-module course that addresses the question of what geography really is in today's complex world; how migration affects—and has been affected by—geography; and one of the biggest present problems related to geography: climate change. Because the course is self-paced, you may move through the material as quickly or as slowly as you need to, with the goal of demonstrating proficiency in the five competencies

covered in the final assessment. If you have no prior knowledge of this material, you can expect to spend 30–40 hours on the course content.

*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 learner analyzes the message of a data visualization for a specific purpose.*
- *The learner interprets complex global systems through the lenses of physical and human geography.*
- *The learner analyzes the various causes and effects of human migration.*
- *The learner analyzes the connections among the various factors contributing to climate change.*
- *The learner applies logical reasoning to the analysis of climate change.*

## **Applied Algebra**

Applied Algebra is designed to help you develop competence in working with functions, the algebra of functions, and using some applied properties of functions. You will start learning about how we can apply different kinds of functions to relevant, real-life examples. From there, the algebra of several families of functions will be explored, including linear, polynomial, exponential, and logistic functions. You will also learn about relevant, applicable mathematical properties of each family of functions, including rate of change, concavity, maximizing/minimizing, and asymptotes. These properties will be used to solve problems related to your major and make sense of everyday living problems. Students should complete Applied Probability and Statistics or its equivalent prior to engaging in Applied Algebra.

*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 interprets the real-world meaning of various functions based on notation, graphical representations, and data representations.*
- *The graduate applies linear functions and their properties to real-world problems.*
- *The graduate applies polynomial functions and their properties to real-world problems.*
- *The graduate applies exponential functions and their properties to real-world problems.*
- *The graduate applies logistic functions and their properties to real-world problems.*
- *The graduate analyzes graphical depictions of real-world situations using functional properties.*
- *The graduate verifies the validity of a given model.*

## **American Politics and the US Constitution**

American Politics and the U.S. Constitution examines the evolution of representative government in the United States and the changing interpretations of the civil rights and civil liberties protected by the Constitution. This course will give candidates an understanding of the powers of the branches of the federal government, the continual tensions inherent in a federal system, the shifting relationship between state and federal governments, and the interactions between elected officials and the ever-changing electorate. This course will focus on such topics as the role of a free press in a democracy, the impact of changing demographics on American politics, and the debates over and expansion of civil rights. Upon completion of the course, candidates should be able to explain the basic functions of the federal government, describe the forces that shape American policy and politics, and be better prepared to participate in America's civic institutions. This course has no prerequisite.

*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 describes the influence of competing political ideologies on the development of the United States government.*
- *The graduate explains how the structure and powers of the United States government interact to form public policy.*
- *The graduate examines the influence of political parties, citizens, and non-governmental organizations on elections and other political processes inside a participatory democracy.*
- *The graduate examines the struggle to balance individual liberty, public order, and state's rights.*
- *The graduate examines the influence of the media, public opinion, and political discourse on American democracy.*

## Natural Science Lab

This course provides students an introduction to using the scientific method and engaging in scientific research to reach conclusions about the natural world. Students will design and carry out an experiment to investigate a hypothesis by gathering quantitative data. They will also research a specific ecosystem using academic sources and draw conclusions from their findings.

*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 academic sources for their credibility and relevance to a chosen research topic on a natural world phenomenon.*
- *The graduate accurately executes the process of scientific inquiry through experimentation in the natural world.*
- *The graduate draws conclusions based on academic research and scientific inquiry.*

## Ethics in Technology

Ethics in Technology examines the ethical considerations of technology use in the 21st century and introduces students to a decision-making process informed by ethical frameworks. Students will study specific cases related to important topics such as surveillance, social media, hacking, data manipulation, plagiarism and piracy, artificial intelligence, responsible innovation, and the digital divide. 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 learner implements ethical decision-making frameworks in the information age.*
- *The learner describes ethical issues regarding data privacy, accuracy, access, and security.*
- *The learner explains professional ethical codes and their role in guiding professional behavior.*
- *The learner identifies interventions for personal bias and related legal concerns.*

## IT Fundamentals

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### Introduction to IT

Introduction to IT examines information technology as a discipline and the various roles and functions of the IT department as business support. Students are presented with various IT disciplines including systems and services, network and security, scripting and programming, data management, and business of IT, with a survey of technologies in every area and how they relate to each other and to the business.

*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 learner explains different computer hardware and networking technologies and their developments.*
- *The learner describes fundamental data management functions in databases.*
- *The learner identifies components of software and its relation to operating systems.*
- *The learner identifies computer hardware components.*
- *The learner describes the structure, function, and security associated with networks.*
- *The learner describes the basics of programming languages in software development.*
- *The learner describes the role of the IT department in IT infrastructure management, disaster recovery, and business continuity processes.*
- *The learner evaluates ethical concerns in information technology.*

## IT Applications

IT Applications introduces skills in identifying operating systems and their configurations and in implementing security principles across devices and networks. Learners will also gain skills in troubleshooting software, security, and malware issues, and in implementing basic operational procedures in documentation, change management, compliance, and communication. The course will introduce basic disaster recovery and business continuity procedures, scripting basics, and remote access technology solutions. The course prepares learners for the CompTIA A+ Core 2 certification exam.

*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 learner identifies operating systems and their configurations.*
- *The learner implements security principles across devices and networks.*
- *The learner troubleshoots software, security, and malware issues.*
- *The learner implements basic operational procedures in documentation, change management, compliance, and communication.*
- *The learner implements basic disaster recovery and business continuity procedures.*
- *The learner identifies scripting basics.*
- *The learner identifies remote access technology solutions.*

## IT Foundations

IT Foundations provides learners with an understanding of personal computer components and their functions in a desktop system; a knowledge of computer data storage and retrieval; and skills in classifying, installing, configuring, optimizing, upgrading, and troubleshooting printers, laptops, portable devices, operating systems, networks, and system security. This course also gives learners the ability to recommend appropriate tools, diagnostic procedures, preventative maintenance, and troubleshooting techniques for personal computer components in a desktop system; strategies for identifying, preventing, and reporting safety hazards and environmental or human accidents in technological environments; and effective communication skills for interacting with colleagues and clients, including job-related professional behavior. The course prepares learners for the CompTIA A+ Core 1 certification exam.

*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 learner configures common hardware and software components of mobile devices.*
- *The learner configures wired and wireless networks.*
- *The learner configures common hardware in computer systems.*
- *The learner creates client-side virtualization with cloud computing components.*
- *The learner troubleshoots hardware, software, and network issues with best practice methodologies.*

## Business Core

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### Principles of Management

Principles of Management provides students with an introductory look at the discipline of management and its context within the business environment. Students of this course build on previously mastered competencies by taking a more in-depth look at management as a discipline and how it differs from leadership while further exploring the importance of communication within business. This course provides students with a business generalist overview in the areas of strategic decision-making and operational planning, managerial budgeting, change management, human capital management, staff development, and conflict management.

*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 can explain the strategic planning process.*
- *The graduate can describe how to establish a total quality management program in a product operation and in a service operation.*
- *The graduate can describe how to establish and promote an entrepreneurial emphasis within an organization.*

- *The graduate can recommend effective techniques for managing conflict and change.*
- *The graduate can correctly apply principles of human resource management in a given situation.*
- *The graduate responds appropriately to diversity issues in the workplace.*
- *The graduate can recommend an organizational structure to match a given organization's situation.*

## Business of IT

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### Business of IT – Applications

Business of IT - Applications examines Information Technology Infrastructure Library (ITIL®) terminology, structure, policies, and concepts. Focusing on the management of information technology (IT) infrastructure, development, and operations, learners will explore the core principles of ITIL practices for service management to prepare them for careers as IT professionals, business managers, and business process owners. 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 learner applies Information Technology Infrastructure Library (ITIL) concepts, core components, principles, and models of service management.*
- *The learner applies the Information Technology Infrastructure Library (ITIL) six activities of the service value chain.*

## Network and Security

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### Network and Security - Foundations

Network and Security - Foundations introduces learners to the basic network systems and concepts related to networking technologies. Learners will gain skills in applying network security concepts for business continuity, data access, and confidentiality, and in identifying solutions for compliance with security guidance.

*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 learner identifies basic network systems and concepts related to networking technologies.*
- *The learner applies network security concepts for business continuity, data access, and confidentiality.*
- *The learner identifies solutions for compliance with security guidance.*

### Network and Security - Applications

Network and Security - Applications prepares learners for the CompTIA Security+ certification exam. The course introduces learners to skills in identifying threats, attacks, and vulnerabilities to organizational security. The learner will also gain skills in designing security solutions for enterprise infrastructures and architectures, as well as in implementing security solutions across hardware, applications, and network services. Learners will be able to execute operations and incident response with tools, policies, forensics, and mitigation techniques, and to analyze information security controls, governance, risk, and compliance.

*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 learner identifies threats, attacks, and vulnerabilities to organizational security.*
- *The learner designs security solutions for enterprise infrastructures and architectures.*
- *The learner implements security solutions across hardware, applications, and network services.*
- *The learner executes operations and incident response with tools, policies, forensics, and mitigation techniques.*
- *The learner analyzes information security controls, governance, risk, and compliance.*

# Leadership and Management Specialty

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## Organizational Behavior and Leadership

Organizational Behavior and Leadership explores how to lead and manage effectively in diverse business environments. The course requires students to demonstrate the ability to apply organizational leadership theories and management strategies in a series of scenario-based problems.

*This course covers the following competencies:*

- *The graduate can describe the effects of specified influences on individual behavior.*
- *The graduate can recommend appropriate principles or techniques for guiding the development of a group.*
- *The graduate can determine which type of team and team leadership should be used to accomplish a task or project.*
- *The graduate analyzes the culture within an organization to determine how to work effectively within that organization.*
- *The graduate can analyze leadership theories, methods, and tools in given situations and select the appropriate behavior of the leader.*
- *The graduate can develop and recommend how to implement effective performance evaluation processes.*

## Spreadsheets

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### Spreadsheets

The Spreadsheets course will help students become proficient in using spreadsheets to analyze business problems. Students will demonstrate competency in spreadsheet development and analysis for business/accounting applications (e.g., using essential spreadsheet functions, formulas, charts, etc.)

*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 functional, formatted spreadsheets using appropriate spreadsheet functions and formulas to solve business problems.*
- *The graduate creates charts to present spreadsheet data for use in a professional setting.*
- *The graduate demonstrates proficiency in using spreadsheet software to analyze business problems.*

## Scripting and Programming

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### Scripting and Programming - Foundations

Scripting and Programming - Foundations introduces programming basics such as variables, data types, flow control, and design concepts. The course is language-agnostic in nature, ending in a survey of languages, and introduces the distinction between interpreted and compiled languages. Learners will gain skills in identifying scripts for computer program requirements and in using fundamental programming elements as part of common computer programming tasks. Learners will also gain an understanding of the logic and outcome of simple algorithms.

*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 learner identifies scripts for computer program requirements.*
- *The learner uses fundamental programming elements as part of common computer programming tasks.*
- *The learner explains the logic and outcome of simple algorithms.*

## Web Development

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### Web Development Foundations

Web Development Foundations introduces students to web design and development using HTML, XML, and Cascading Style Sheets (CSS), the foundational languages of the web. This course also covers how to troubleshoot problems using developer tools and integrated development environments commonly employed in web development. 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 learner creates the structure of basic web documents using HTML and XML.*
- *The learner implements web page formatting and interface aesthetics using CSS*
- *The learner resolves software problems in web development environments with debugging tools.*

## **Web Development Applications**

This course builds upon a student's manual coding skills by teaching how to develop web documents and pages using the web development trifecta: Hypertext Markup Language version 5 (HTML5), Cascading Style Sheets version 3 (CSS3), and JavaScript. Students will utilize the skills learned in this course to create web documents and pages that easily adapt to display on both traditional and mobile devices. In addition, students will learn techniques for code validation and testing, form creation, inline form field validation, and mobile design for browsers and apps, including Responsive Web Design (RWD).

*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 assembles web pages by using, creating, and validating HTML5 code.*
- *The graduate develops web documents using CSS3 to position and format content, to enhance accessibility, and to create effects such as transformations, transitions, and animations.*
- *The graduate uses JavaScript to enhance web development and design.*
- *The graduate improves the functionality of web pages using HTML5 APIs to add features such as geolocation, drag-and-drop, canvas, and offline web applications.*
- *The graduate validates user input forms using both HTML5 and JavaScript techniques.*
- *The graduate develops web pages tested for compatibility between traditional and mobile devices.*

## **User Interface Design**

This course covers tools and techniques employed in user interface design, including web and mobile applications. Concepts of clarity, usability, and detectability are included in this course, as well as other design elements such as color schemes, typography, and layout. Techniques like wireframing, usability testing, and SEO optimization are also covered.

*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 describes user interface design project constructs.*
- *The graduate describes the user interface design process.*
- *The graduate explains the relationship between the user and the site design.*
- *The graduate explains user interface design principles.*
- *The graduate builds a web page wireframe.*
- *The graduate creates multiple web pages, using best practices in design technique.*
- *The graduate creates a navigation hierarchy for a website.*
- *The graduate analyzes best practices in designing interactive elements of User Interfaces.*
- *The graduate explains the best practice strategies for maintaining websites, including Search Engine Optimization.*

## **Data Management**

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### **Data Management - Foundations**

Data Management - Foundations introduces learners to the concepts and terminology used in the field of data management. Students will be introduced to Structured Query Language (SQL) and will learn how to use Data Definition Language (DDL) and Data Manipulation Language (DML) commands to define, retrieve, and manipulate data. This course covers



differentiations of data—structured vs. unstructured and quasi-structured (relational, hierarchical, XML, textual, visual, etc). It also covers aspects of data management (quality, policy, storage methodologies). Foundational concepts of data security are included.

*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 learner explains attributes of databases, database tables, and structured and associated query language (SQL) commands.*
- *The learner determines how to run queries for creation and manipulation of data in relational databases.*
- *The learner defines primary and foreign keys in data normalization.*

## **Data Management – Applications**

Data Management - Applications covers conceptual data modeling and introduces MySQL. Students will learn how to create simple to complex SELECT queries, including subqueries and joins, and how to use SQL to update and delete data. Topics covered in this course include exposure to MySQL; creating and modifying databases, tables, views, foreign keys/primary keys (FKs/PKs), and indexes; populating tables; and developing simple Select-From-Where (SFW) queries to complex 3+ table join queries. The following course is a prerequisite: Data Management – Foundations.

*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 learner recommends databases and database management systems to meet organizational needs.*
- *The learner queries database tables and views with SQL code.*
- *The learner creates DML statements that insert, update, and delete data in data tables.*
- *The learner implements joins and aggregate functions in SQL queries.*

# **Information Technology Management**

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## **Cloud Foundations**

Cloud Foundations introduces learners to real-world issues and practical solutions to cloud computing. This course covers the business value of cloud computing, examining cloud types, the steps to successful cloud adoption, and the effect cloud adoption has on IT service management, as well as the risks and consequences of implementing cloud solutions. This course prepares learners for the AWS Certified Practitioner certification exam. 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 learner articulates the value proposition of cloud solutions in business scenarios.*
- *The learner defines cloud security and compliance.*
- *The learner identifies cloud technology solutions in IaaS, PaaS, and SaaS models.*
- *The learner determines the best-fit solution for a project based on the cost and support structures.*

## **Technical Communication**

Technical Communication examines communication types and strategies that information technology executives will use to communicate effectively within an organization. As leaders, IT executives frequently contribute to business goals by designing and communicating specialized information in a variety of media to customers, clients, and other departments. In this course, students learn to communicate accurately, effectively, and ethically to a variety of audiences. Students choose, design, and deliver the communication product and assess the effectiveness to improve future communication. 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 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.*

## **Networks**

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### **Networks**

Networks introduces skills in configuring networking components and a network infrastructure. Learners will gain skills in optimizing network operations for availability, performance, and security, and in troubleshooting network issues. The course prepares learners for the CompTIA Network+ certification exam. Network and Security - Foundations is a 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 learner configures networking components.*
- *The learner configures a network infrastructure.*
- *The learner optimizes network operations for availability, performance, and security.*
- *The learner troubleshoots network issues.*
- *The learner implements network security techniques.*

# Operating Systems

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## Linux Foundations

Linux Foundations prepares learners for the LPI Linux Essentials certification, and is an introduction to Linux as an operating system as well as an introduction to open-source concepts and the basics of the Linux command line. Learners will gain skills in identifying the fundamentals of open-source software and to develop resources for data access and security.

*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 learner identifies the fundamentals of open-source software.*
- *The learner develops resources for data access and security.*

## Current and Emerging Technology

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### 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.*

## IT Management

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### 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.*

## Capstone

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### IT Capstone Written Project

The capstone project consists of a technical work proposal, the proposal's implementation, and a post-implementation report that describes the graduate's experience in developing and implementing the capstone project. The capstone project should be presented and approved by the course instructor in relation to the graduate's technical emphasis.

*This course covers the following competencies:*

- *The graduate integrates and synthesizes competencies from across the degree program, thereby demonstrating the ability to participate in and contribute value to the chosen professional field.*

## 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.

## Power, Influence and Leadership

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### Power, Influence and Leadership

Power, Influence, and Leadership focuses on the development of the critical leadership and soft skills necessary for success in information technology leadership and management. The course focuses specifically on skills such as cultivating effective 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.*

## **Information Technology Management**

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### **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.*
- *The graduate determines which stakeholders, documents, tools, or skills are necessary to ensure successful sourcing and support of global IT projects.*
- *The graduate explains how an adherence to ethics, an understanding of regulations, and a sensitivity to multiculturalism can contribute to the success of global IT projects.*
- *The graduate proposes appropriate sourcing and operational strategies for global IT projects.*

### **Managing Technology Operations and Innovation**

Managing Technical Operations and Innovations explores the importance of innovation in the processes of operations management and business competitiveness. From the formulation of tactical operations plans from strategic objectives, IT executives need to create partnerships to drive innovation within an organization. This course provides students with the practical knowledge and understanding of operations management concepts, business models, methods, tools, applications and best practices used by successful organizations to improve their operations. 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 creates partnerships with business and IT stakeholders, incorporating innovation into the organization.*
- *The graduate formulates the alignment of IT operations with an organization's strategic vision and objectives.*
- *The graduate manages resources and business processes to support an operationally efficient and innovative IT environment.*
- *The graduate determines the viability of current and new business processes and tools to support technology operations and innovation in the organization.*

## **Technological Globalization**

Technological Globalization explores information and communication technologies used to meet business needs in global markets. IT executives must analyze their organization's technological needs, develop internationally-capable strategic plans, and mitigate the operational challenges of each of the countries in which the organization does business. This course provides students with the practical knowledge and understanding of how to plan, evaluate, and successfully integrate effective and efficient technical communication solutions in the global business market. 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 the application of technologies when recommending global communications solutions to meet business goals.*
- *The graduate creates an information and communication globalization plan to address international market opportunities and challenges.*
- *The graduate evaluates the effects of international standards on the application of technology in global markets.*
- *The graduate analyzes information technology trends and initiatives in a global context to ensure alignment with an organization's mission and business goals.*

## **IT Management**

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### **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 right 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.*

## **Capstone**

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### **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 Accommodations

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 Accessibility Services team Monday through Friday 8:00 a.m. to 5:00 p.m. MST at 1-877-HELP-WGU (877-435-7948) x5922 or at ADASupport@wgu.edu.

## Need More Information? WGU Student Services

WGU's Student Services team is dedicated exclusively to helping you achieve your academic goals. The Student Services office is available during extended hours to assist with general questions and requests. The Student Services team members help you resolve issues, listen to student issues and concerns, and make recommendations for improving policy and practice based on student feedback.

Student Services team members also assist with unresolved concerns to find equitable resolutions. To contact the Student Services team, please feel free to call 877-435-7948 or e-mail [studentservices@wgu.edu](mailto:studentservices@wgu.edu). We are available Monday through Friday from 6:00 a.m. to 10:00 p.m., Saturday from 7:00 a.m. to 7:00 p.m., mountain standard time. Closed Sundays.

If you have inquiries or concerns that require technical support, please contact the WGU IT Service Desk. The IT Service Desk is available Monday through Friday, 6:00 a.m. to 10:00 p.m. and Saturday and Sunday, 10:00 a.m. to 7:00 p.m., mountain standard time. To contact the IT Service Desk, please call 1-877-HELP-WGU (877-435-7948) or e-mail [servicedesk@wgu.edu](mailto:servicedesk@wgu.edu). The support teams are generally closed in observance of university holidays.

For the most current information regarding WGU support services, please visit "Student Support" on the Student Portal at <http://my.wgu.edu>.