


Information Technology and Administrative Management Department  
www.cwu.edu/~ITAM

	<p>IT 461 System Analysis Course Syllabus - 4 credits</p>
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**Course Description:**

Feasibility studies of systems, cost analysis and budgets, and tools of systems analysis. (4 credits)  
Prerequisite: Student must be of senior standing to enroll in the course.

**Course Objective:** Systems analysis and design (SAD) is a core competency for the 21st-century IT professional. Organizations need IT professionals who both understand the intricacies of their business and can skillfully apply a technological solution to their complex problems and strategic initiatives. This course focuses on the analysis part using a traditional method. The emphasis is on the development of the basic skills necessary for the participation to analysis activities and/or the pursuit of a career as analyst. The design part will be the focus of IT-462.

**Learning Objectives:**

The objectives you will have accomplished by the end of the course include these.

- Understand what CRM is and how to take advantage of it
- Understand the importance of information technologies in the implementation of a CRM service
- Understand the key elements of implementation of a CRM strategy.
- Identify sources of customer information for specific applications.
- Understand how to gather primary data for specific applications.
- Have a working knowledge of key analytical tools for customer relationship Management.
- Determine and use key metrics for evaluating the success of CRM initiatives

At the end of this course, you should also be able to better organize your study time, to be a more efficient reader, and to better organize/write your thoughts about topics/questions.

**Learner Outcomes:**

Learner Outcomes	Assessment
Upon successful completion of this course, the student should be able to:	

Position system analysis in the development process	Exams
Develop an understanding of the concepts of problem recognition and problem definition	Exams and project
Use tools like PIECES framework	Exams and project
Explain in detail the individual phases of the SDLC, along with the expected activities and deliverables from each	Exams
Identify and select IS projects	Exams and project
Gather and organize end users' requirements	Exams
Read, correct, and create data flow diagrams (DFD)	Exams and project
Read, correct, and create entity relationship diagrams (ERD)	Exams and project
Perform basic project management tasks associated with scope, time and budget	Exams and project
Understand ERD extensions	Exams and project
Create logical and relational models	Exams and project
Write a system proposal	Exams and project
Understand the basic elements of other analysis methods like object oriented analysis or rapid application development	Exams
Understand the job of system analyst	Exams and project
Work effectively in a pair	Project
Follow a process to solve organizational problems	Project and exams
Write better	Project

### Textbook and Other Required Materials:

No textbook will be used in this course. The course pack has been prepared instead and is mandatory.

To check if the course-pack is ready, go to

<http://cwubookstore.collegestoreonline.com/webitemimages/201/Images/coursepacks.pdf>

Blackboard will be used. Check it often to get news and materials associated with the course (see <http://courses.cwu.edu>).

### Instructional Methods and Activities

Systems analysis is not something you *know*; it is something you *do*. Because of this, learning how to *do* systems analysis cannot be easily accomplished simply by reading a book. We think that when students are *doing* systems analysis they develop a richer understanding of the concepts, activities, tools, and techniques that are used daily by the professional systems analyst. Lectures, but also discussions, exercises, and two “real world” projects will be used to integrate the knowledge pertaining to system analysis.