**Hybrid Program Management**

Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.

**Program Objective:** The program is designed for students aspiring for professional management career. ITEXPS is Registered Education Provider of PMI and will provide required contact hours/PDUs to take the CAPM/PMP certification test. This program is very comprehensive and includes courses on Business Strategy and Analysis, Agile Scrum Master, Agile Scrum Product Owner, Scaled Agile, XP Principles, Lean Six Sigma, Kanban, Big Data Hadoop, Data Analytics, Digital Marketing, AWS Cloud Operations, SAP Fundamentals and ITIL to prepare students to become technically savvy management professionals. Hands on training on Project Management tools such as MS Project, Advance Excel, and JIRA are included. The program includes ample labs, quizzes, group discussions/ exercises, project work and internal/ external internship opportunities.

**Admission Requirements:**GED Credit or high School credit or college Diploma

* Bachelor's degree or global equivalent, and Experience in Project Management, Accounting, Engineering, or IT
* Basic English Communication Skill
* Basic Computer Skills with prior Computer Experience
* Apply for the program enrollment before the enrollment date
* Provide application supporting data: Driver License, Transcript, Experience Letter, Recommendation Letter
* Pay the program cost or provide Training cost voucher

**Material:** Textbook, Instructor Notes, Source code for projects.

**Evaluation:**

* Evaluation of project completed in the classroom, 40%
* Home assignments 20%
* Project 40%

**Length of Program / Program Duration:** 40 Weeks/ 400 Hours (10 hrs. per week - Theory/Labs/Practice/ In-Class and Simulation Exam)

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| **Institutional Calendar (Program Start and End Date):** |
| **Quarter** | **Dates** | **Events** |
| **Fall 2020** | Wednesday, September 30 | Fall Quarter Begins |
| Thursday, November 26 | Thanksgiving Break |
| Saturday, December 12 | Program Completion Celebration |
| Friday, December 11 | Fall Quarter Ends |
| Monday, December 14 – Saturday, December 26 | Program / Course Evaluations |
|   |   |   |
| **Winter 2020** | Monday, January 6 | Winter Quarter Begins - Program Orientation Day |
| Monday, January 20 | Martin Luther King, Jr. Day |
| Friday, March 20 | Winter Quarter Ends |
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| **Spring 2020** | Monday, March 30 | Spring Quarter Begins |
| Monday, May 25 | Memorial Day |
| Saturday, June 06 | Program Completion Celebration |
| Friday, June 12 | Spring Quarter Ends |
| Monday, June 15 – | Program / Course Evaluations |
| Friday, June 19 |
|   |   |   |
| **Summer 2020** | Monday, June 22 | Summer Quarter Begins - Program Orientation Day |
| Saturday, July 4 | Independence Day Holiday |
| Friday, August 21 | Summer Quarter Ends |
|   |   |   |
| **Fall 2021** | Wednesday, September 30 | Fall Quarter Begins |
| Thursday, November 26 | Thanksgiving Break |
| Saturday, December 12 | Program Completion Celebration |
| Friday, December 11 | Fall Quarter Ends |
| Monday, December 14 – Saturday, December 26 | Program / Course Evaluations |

**Fees Structure:**

* Tuition – $8000
* Books/Software/Supplies – $700
* Certifications/Tests – $1,300(PMP, ACP, and ITIL)

**REFUND / CANCELLATION POLICY:**

1. A full refund against the tuition and fees or a credit in a comparable amount against future tuition and fees will be offered to students, who are called for active duty or active service. A full flexibility for re- enrollment and re-application will be offered to these students.
2. For students who cancel their classes from the institution maybe eligible for tuition and fee refund based on the following refund table below:

Student must make a written request for the withdrawal and request for the refund. If a student has attended the classes in person or on web or missed the classes prior to the formal request, then these weeks counts will be considered as student has taken the classes and these number of weeks will be used in determining the refund amount.



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If there is a billing balance or outstanding balance, the student may still be liable for unpaid institutional costs as well as any non-institutional costs. The school may deduct an administrative fee $100 from the amount of the total refund.

**NOTICE TO STUDENT:**

* IT Expert System, Inc. is approved to operate by the Private Business and Vocational Schools Division of the Illinois Board of Higher Education.
* IT Expert System, Inc. is not accredited by a US Department of Education recognized accrediting body.
* The school does not guarantee transferability of credit and that in most cases, credits or coursework are not likely to transfer to another institution.
* COMPLAINTS IF ANY AGAINST THIS INSTITUTION MAY BE REGISTERED WITH THE BOARD OF HIGHER EDUCATION, 1 N Old State Capitol Plaza, Suite# 333, Springfield, IL 62701. The link to the IBHE is [www.ibhe.org](http://www.ibhe.org) and the complaints link is [www.complaints.ibhe.org](http://www.complaints.ibhe.org)

**STUDENT DATA:**

|  |  |  |
| --- | --- | --- |
| **Program** | **Particulars** | **Numbers** |
| Management | Total students enrolled | 25 |
| New starts | 20 |
| Transferred out of program | 0 |
| Graduated/Completed | 20 |
| Placed in field of study | 18 |
| Placed in related field | 1 |
| Not available for placement due to personal reasons | 1 |
| Govt/Certification taken/passed | N/A |
| Student not placed by IT Expert System | 0 |

**\*\*Approximate salary ranges from 85K – 140K**

**Module 1: PMP – Project Management Professional**

**Overview:**This PMP training program is designed to help aspiring professionals earn PMP® credential and empower the current & future project managers to manage project efficiently & effectively through the Project Management Life cycle.

**Course Content:**

1. To help participants clear the PMP®/CAPM® exam in the first attempt while completing the required contact hour's training.
* Project Management Framework
* Project Integration Management
* Scope Management
* Time Management
* Cost Management
* Quality Management
* Human Resource Management
* Risk Management
* Communication Management
* Procurement Management
1. Provide a 360 degree overview of The PMBOK® Guide - 5th Edition.
2. Decipher the processes and knowledge areas of The PMBOK® Guide – 5th Edition.
3. Help participants understand significant steps of the project life cycle.
4. Review The PMBOK® Guide – 5th Edition tools and techniques essential for success in PMP®/CAPM® exam.
5. Evaluate participant's exam preparedness and create a personalized plan for self-study.
6. Instill confidence to manage projects of various sizes.

**Module 2: PMP – PMI ACP (Agile Certified Practitioner)**

**Overview:**This three-day course provides participants with a solid foundation of the PMI-ACP® exam. During class, participants will be introduced to PMI Agile concepts and practices with banks of sample questions. Additionally, participants will apply agile principles directly to a real-world project taken directly from their industry. Participants will also engage in numerous discussion groups focusing on agile best practices. PMI-ACP is a registered trademark of the Project Management Institute, Inc.

**0- Agile Mindset**

* PMI-ACP® Exam New Topic - Agile Mindset

**1 - PMI-ACP Exam Preparation**

* PMI-ACP® Exam Particulars Overview
* PMI-ACP® Exam Particulars
* PMI-ACP® Candidate Requirements
* PMI-ACP® Candidate Fees
* PMI-ACP® Exam Application Process

**2 - Core Agile Concepts**

* Core Agile Concepts Overview
* Traditional Project Management Methodologies
* Drawbacks of Waterfall Methodologies
* Agile Approach
* Empirical Process Control
* Agile and Traditional Project Management
* Choice of Methodologies/Frameworks

**3 - The Agile Manifesto**

* The Agile Manifesto Overview
* Manifesto Contributors
* Manifesto Values
* Manifesto Principles

**4 - Common Agile Methodology Elements**

* Common Agile Methodology Elements Overview
* Project (Product; Release) Initiation
* Agile Planning
* Iteration Planning and Executing

**5 - Project Initiation**

* Project Initiation Overview
* Determine Project Justifications and Metrics
* Provide Value-Driven Delivery
* Write Project Vision Statement
* Create Project Charter
* Identify Stakeholders and Leader/Coach
* Form Project Team

**6 - Agile Teams and Team Space**

* Agile Teams and Team Space Overview
* Scrum Master/Coach
* Product Owner/Customer
* Team Members/Developers (XP)
* Trackers and Testers
* Other Roles
* Team Space
* Physical Space Recommendations

**7 - Agile Planning**

* Agile Planning Overview
* Develop Epics and Stories
* Create Stories
* Non-Customer Facing Stories
* Personas and Extreme Personas
* Story Maps
* Estimating Stories
* Prioritizing Stories
* Create Product Backlog
* Create Product Roadmap
* Conduct Release Planning
* Create Parking Lot

**8 - Iterations/Sprints**

* Iterations/Sprints Overview
* Velocity Determination
* Iteration Planning Meeting
* Iteration Planning Guidelines
* Development
* Testing
* Daily Standup Meetings
* Progress Tracking
* Velocity Tracking

**9 - Interpersonal Aspects of Agile**

* Interpersonal Aspects of Agile Overview
* Methodologies and Uncertainty
* Coach/Scrum Master
* Team Motivation
* Soft Skills
* Emotional Intelligence
* Collaboration
* Negotiations
* Active listening
* Conflict Resolution
* Speed Leas’ Model of Group Conflict
* Conducting Retrospectives
* Mindsets of Agile Coaches
* Leadership Stages
* Key Coaching Responsibilities

**10 - Agile Methodologies**

* Agile Methodologies Overview
* XP and Scrum Terms
* XP Terms and Concepts
* XP Primary Practices
* XP Corollary Practices
* Scrum
* Lean Software Development
* Seven Principles of Lean
* Seven Types of Muda
* Responsibilities
* Core Beliefs of Lean-Agile Software Development
* Other Principles of Lean-Agile Software Development
* Value Stream Mapping
* Lean-Agile Software Development Portfolio Management

**Module 3: MS Project 2017**

## ****Overview:****This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2015 so that you can use it effectively and efficiently in a real-world environment.

## ****Course Content:****

1. **Lesson 1: Starting a Project**
* Project Management 101
* Navigate and Customize the Project 2013 Interface
* Add Tasks to a Project
* Add Resources to a Project
* Save a Project
1. **Lesson 2: Working with Project Calendars**
* Manage Project Time Frames
* Change Working Time
1. **Lesson 3: Working with Project Tasks**
* Manage Project Tasks
* Add Summary Tasks and Milestones
1. **Lesson 4: Working with Project Resources**
* Manage Project Resources
* Allocate and Level Work Resources
1. **Lesson 5: Delivering a Project Plan**
* Print Project Views
* Share Projects
* Export Projects

 Microsoft Project - Intermediate

1. **Lesson 1: Managing the Project Environment**
* Link Projects
* Baseline a Project
* Work with Custom Fields
* Change Project Options
* Extend Project with Apps
1. **Lesson 2: Managing Task Structures**
* Change a Task List
* Create a Network Diagram
* Manage the Critical Path
* Use Lag and Lead
* Analyze Earned Value

1. **Lesson 3: Generating Project Views**
* Use View Commands
* Use Existing Views
* Create Custom Views
* Format and Share the Timeline View

1. **Lesson 4: Producing Project Reports**
* Use Existing Reports
* Create Custom Reports
* Export Visual Reports

**Module 4: ITIL (IT Infrastructure Library)**

**Overview:**This ITIL Foundation course journey is a 3 days through the five (5) stages of the ITIL® Lifecycle - Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.    This course covers all material specified in The ITIL Foundation Certificate in IT Service Management Syllabus and prepares attendees to successfully achieve their Foundation certification.

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## Course Content:

* Identify the principles and concepts of IT Service Management based on ITIL
* Identify the best practices of implementing ITIL® in an organization. Define the terminology used in ITIL
* Identify the concepts and definitions used in the Service Lifecycle.
* Define Service Strategy concepts
* Define Service Design concepts
* Define Service Operations concepts
* Define Service Transition concepts
* Define Continual Service Improvement concepts
* Define the roles, processes, and components within key areas of IT Service Management based on ITIL
* Be prepared to take the ITIL
* Foundation Certification exam

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**Module 5: Business Analyst**

**Overview:**This course is structured around a series of activities in which you gain practical modeling experience. In the context of a real-world case study, you apply best practices in business requirement gathering, documentation and stakeholder management to help you fulfill your crucial role as a business analyst.

## Course Content

**Introduction to business analysis**

* The rationale for business analysis
* The development of business analysis
* The scope of business analysis
* The responsibilities of a business analyst

## Competencies of the business analyst• The Business Analysis Maturity Model• The competencies of a business analyst

## Business strategy analysis•The strategic context•Strategic analysis techniques•SWOT analysis•Implementing strategy

## The Business Analysis Process Model• The lifecycle for business analysis• Creative problem-solving approach• Stages of the process model•Deliverables and techniques for each stage

## Investigation techniques• Interviewing and workshops• Observationapproaches• Scenariosandprototyping• Quantitativeinvestigationtechniques• Documenting the business situation

## Stakeholder analysis and management• Categorizing stakeholders• Analyzing stakeholders• Stakeholder management

## Modeling the business system• Soft systems methodology• Documenting business situations• Business perspectives• Business activity models• Business events and business rules• Performance measures• Gap analysis

## Modeling business processes• Organizational view of processes• Value chain and value propositions• Business process modeling techniques• Improving business processes

## Gathering the requirements• Requirements engineering framework• Actors in requirements engineering• Requirements elicitation• Requirements analysis• Requirements validation

## Documenting and managing requirements• The requirements document• The requirements catalogue• Types of requirement• Managing requirements

## Modeling requirements• Modeling functionality• Modeling data

## Delivering the requirements•Delivering the solution• Delivery lifecycles – waterfall, V model, incremental, iterative

## Making a business and financial case• The business case in the project lifecycle• Identifying options• Assessing feasibility• Structure of a business case• Investment appraisal techniques• Realizing the benefits

## Implementing business change

* The change management process
* The emotional impact of change

**Module 6: Business Strategy Development**

**Overview:**This capstone course emphasizes strategic planning and implementation across a broad spectrum of business contexts. It focuses on the managerial, multibusiness, multi-industry, multicultural, and multinational complexities of achieving and sustaining competitive advantage. The highly interactive, seminar-style course integrates content from foundational courses such as economics, human resource management, marketing, supply chain/operations management, accounting, and finance with the development of analytical, communication, and teamwork skills. The overarching goal of the course is to have students demonstrate their capacity to develop and execute organizational strategies in actual or simulated business situations.

**Course Content:**

* To sharpen critical thinking skills and independent problem-solving techniques relevant to the analysis of business problems and the generation of feasible strategic solutions.
* To synthesize and apply management knowledge along with the skills that enable managers to solve problems at work autonomously.
* To experience strategy development, implementation, and organizational control through group interaction.
* To gain an understanding of the impact of internal factors on business.
* To gain an understanding of the impact of external factors, both local and global, on business.
* A clear understanding of what business strategy is, how it serves as a basis for preparation of the business plan and how it relates to the corporate strategy of the whole organization
* Knowledge of the conceptual models which can be used to analyze opportunities and threats to the business and the strengths and weaknesses of organization
* Knowledge of the appropriate techniques for developing strategic options and making appropriate strategic choices
* A critical appreciation of the basis of resource allocation and performance evaluation of the business

**Module 7: Lean Six Sigma**

**Overview:** Competition is forcing firms to eliminate non-value-added work and output inconsistency. While the concept of Lean addresses the former problem by removing process waste, the Six Sigma methodology solves the latter problem by minimizing process variation. This comprehensive course on all aspects of Lean and Six Sigma, gives you hands-on experience with essential quality improvement tools and techniques. Students who successfully execute a Lean Six Sigma Project for an organization with documented evidence of process improvement results will also be eligible to receive a Lean Six Sigma Black Belt certification.

**Course Content:**

**Define Phase**

* Introduction to Six Sigma
* Six Sigma Fundamentals
* How to Select Projects
* Scoping Your Project (High-level process maps, COPIS)
* Project Mandates – Building Your Business Case
* Building Your Project Team

 **Measure Phase**

* Process Mapping
* Root Cause Analysis (Fishbone Diagrams, Tree Diagrams, etc.)
* FMEAs
* Data Collection (Sampling Strategies, Sample Size, Data Collection Sheets)
* Static Statistics
* Graphical Tools (Pareto's, Histograms, Box Plots, etc.)
* Dynamic Statistics
* Process Capability (Cp, Cpk, Pp, Ppk)
* Measurement System Analysis/Gage R & R

**Analyze Phase**

* Multi-Vari Analysis
* Inferential Statistics
* Introduction to Hypothesis Testing
* Hypothesis Testing Normal Data (Z-, T-, and F-Tests; ANOVAs)
* Hypothesis Testing Non-Normal Data (1-Sample Sign, 1-Sample Wilcoxon, Mood’s Median, Proportions tests)
* Hypothesis Testing Discrete Data (Goodness of Fit, Chi Square Contingency Tables)

**Improve Phase**

* Lean Tools (5S, Cellular Design, Plant Layout, POUS, Kanbans, etc.)
* Correlation
* Simple Linear Regression
* Multiple Linear Regression
* Design of Experiments (Full Factorials)

​**Control Phase**

* Human Side of Change
* Dealing with Resistance
* Improved Process Capability Analysis
* Poka-Yoke
* Risk Analysis
* Statistical Process Control (SPC)
* Six Sigma Control Plans

**Test Preparation**

**Module 8: Big Data Management and Data Analytics**

Data analytics and data science are popular terms, and skills in these areas are in great demand. Data Analytics means apply analytics/rules on data and find/organize Big Data in meaningful form for business users to make data driven decisions. In predictive modeling (also called predictive analytics) we seek to predict the value of a variable of interest (purchase/no purchase, fraudulent/not fraudulent, malignant/benign, amount of spending, etc.) by using "training" data where the value of this variable is known.  Once a statistical model is built with the training data ("trained"), it is then applied to data where the value is unknown.

**Course Content:**

* Statistics Overview
* Descriptive Statistics vs Visual Statistics
* Data Distribution: Normal, Triangular, Uniform and more
* @Risk Monte Carlo
* Linear Problem-solving using Excel Solver
* Linear Regression [ANOVA], Correlation, Classification,
* Product Recommendation Techniques
* Forecasting/Prediction Techniques/Algorithms
* ETL [Extract, Transform, Load] Architecture
* R - Programming for data visualization
* Visualization tools: Tableau/Weka/Excel
* Database vs Data Warehouse vs Big Data
* OLTP vs OLAP use cases
* Case studies: data volume, velocity, varieties
* APM [Asset Performance Monitoring] use cases
* Supervised/Non-supervised learning
* Machine Learning/Predictive Analysis
* Hadoop Technology Overview
* Project work with [R, Python, MongoDB, Neo4J, @Risk]