

Fall 2009 - 95705 Telecommunications Management

Distance Section Y – Sakir Yucel, Adjunct Instructor

Lectures on DVD by Ramayya Krishnan

Course Information

The purpose of this course is to provide an understanding of the key technical and managerial issues in the effective development and use of telecommunication solutions by organizations. Discussion of technology and technology trends will be set in the context of applications. Topics covered will include basic concepts of telecommunication technology (data and voice), internet and intranet technologies, issues related to the operational and strategic use of the technology, and the changing structure of the telecommunications industry.

Textbooks and other lecture resources

No single textbook covers the course material in the detail and depth required for this class. William Stallings "Business Data Communications", 5 ed. or later, provides a broad overview of many of the technologies discussed in the lectures. For an in depth coverage of data networks, Kurose & Ross "Computer Networking" 3rd ed. or later is an excellent reference.

Case Studies

Four case studies are discussed in the lecture DVDs. They can be accessed following the links below. The first link gives access to the cases is Skype, Akamai Technologies, Cox Communication, while the second link gives access to the WiFi Philadelphia case.

<http://cb.hbsp.harvard.edu/cb/access/4474758>

<http://www.ksgcase.harvard.edu/casetitle.asp?caseNo=1824.0>

Other Resources

There are many telecom related news and tutorial sites on the web. Here are some interesting ones: Information Week - <http://www.informationweek.com> . Information Week covers issues of general interest to information systems and information technology professionals.

The network design manuals from Network Computing-

<http://www.networkcomputing.com/netdesign/series.htm> provide a practice-oriented and operational perspective on networks.

<http://itpapers.com/> A ton of resources here, with a focus on technology vendors and on business aspects of Telecom. The "Networking & Communications" section is of particular interest.

"External Links" section on blackboard contains additional references.

Grading Policies

Final grade is based on performance in 3 assignments, a term paper, a midterm, a final and contribution to blackboard discussion forums. These components are weighted as follows:

Final Exam (take home): 30%

Midterm (take home): 20%

Term paper: 25%

Assignments: 20%

Blackboard Contribution: 5%

The breakdown for the term paper grade is:

Proposal: 5%

Progress report: 5%

Final Report: 15%

Final letter grades will be assigned as follows.

A range (A-, A, A+) - Your total weighted average: $\geq 90\%$

B range (B-, B, B+) - Your total weighted average: $81\% < 90\%$

C range (C-, C, C+) - Your total weighted average: $72\% < 81\%$

D (Failing) - Your total weighted average: $< 72\%$

The distribution within a given letter grade range will be curved i.e. based on relative class performance

Exams

There will be a midterm and a final exam in the form of take home.

Term Paper

Students are required to deliver a term paper in the following phases:

- The proposal which describes the focus and objectives, the methodology of research, the value proposition of the research and the initial list of references.
- The progress report which provides updates on progress in relation to the proposal
- The final report which should at least contain an executive summary, conclusions that summarize the findings of the research and final references.

Assignments

The assignments are designed to give the students opportunity to research relevant material in text books and online resources to produce high quality answers. There will be three assignments corresponding to different modules of the course.

Discussion board

The discussion forums related to the course modules provide a great opportunity to have virtual asynchronous conversations related to the lecture content.

There is one forum specifically created for the discussion of the course material, homework assignments and lectures. That forum is "Forum to Discuss Course Material". Additionally, there will be other discussion boards organized into Telecom modules. Students will have chance to further engage in topics of their interest and talk about them with the classmates. By participating, students will earn 0.5% for each posting up to 5% total.