



Introduction to IT Course Syllabus

WESTERN GOVERNORS UNIVERSITY

Introduction to IT

Hello, and welcome!

Technology is at the heart of modern organizations, shaping how businesses operate and adapt to change. Whether managing data, streamlining processes, or driving innovation, information technology (IT) plays a crucial role in today's digital landscape. In this course, you will explore the fundamental areas of IT and discover how technology supports businesses in achieving their goals. You will examine the key functions of IT and how different departments rely on technology to improve efficiency and decision-making. You will analyze an organization's technology infrastructure to see how various components work together to support operations. Lastly, you will evaluate the impact of emerging technologies on business practices and learn how organizations can stay competitive in a rapidly evolving world. By the end of this course, you will have a solid foundation in IT and its role in shaping the future of business.

We invite you to take a minute to learn about the course by reviewing the information that follows. This way, you will be better able to understand the expectations of the course as a whole. Then you can determine how to manage your time and efforts as you navigate through it.

You are in the right place. You belong here. You can do this!

Course Description and Competencies

WHAT TO EXPECT

In this course, you will work through three modules of material. Each module is broken down into smaller lessons and units. You will examine the areas of IT, technology infrastructure and security, and the evolving nature of technology.

Throughout the course, you will find readings, videos, and knowledge checks. Engaging with these activities reinforces new learning. It also complements the knowledge you bring to this area of study.

This course covers the following competencies:

1. The learner describes the areas of IT and their functions within an organization.
2. The learner describes a company's technology infrastructure and the role of each component.
3. The learner explains the evolving nature of technology and its implications for business and IT practices.

Assessment

You have two assessments for this course: a project consisting of one project and one final exam. The assessments provide an opportunity to demonstrate your mastery of the competencies in this course. You must achieve a ranking of Competent on each assessment to pass the course. You may attempt each assessment two times before additional support is necessary. If you require further attempts, please contact your Course Instructor or Student Experience Specialist.

◆ **1** project ◆ **1** final exam ◆ **3** competency units

Course Outline

Module	Upon completion of this module, you will be able to:
Areas of IT	<ul style="list-style-type: none">A. Describe key IT areas and their role in an organization.B. Explain how IT supports business goals and processes.C. Identify IT leadership, staff roles, and organizational structure.
Technology Infrastructure and Security	<ul style="list-style-type: none">D. Identify the components of information technology infrastructure.E. Describe the types of software, software applications, programming languages, and software development methods used in an organization.F. Identify the network, database, and cloud computing components of technology infrastructure and their roles in supporting business operations.G. Identify the security threats and risks, and strategies to protect a company's technology infrastructure.
The Evolving Nature of Technology	<ul style="list-style-type: none">A. Describe the effects of emerging technology on IT and an organizations.B. Identify strategies to keep updated on emerging technologies.

Technology Requirements

We want you to have the tools to succeed! Since this course includes at least one proctored test, please be sure to have a working microphone, speakers, and an external webcam.

Unfortunately, an internal webcam (built into many laptops) is not acceptable. (Note: The external webcam is required only for exams that have proctors. You do not need one for practice tests and other non-proctored assessments.)

If you haven't already, be sure to download the [Meazure Learning Guardian](#) browser, which you will need for the proctoring system.

For other details about the technology you'll need, review the [Computer System and Technology Requirements](#). If you have questions about your setup, contact support@academy.wgu.edu.

You will need Adobe Acrobat Reader DC. If you haven't already, [download this free software](#). You may encounter an interactive form that contains fields that you can select or fill in. Review [how to fill in a PDF form](#).

Key Contacts

Course Connect

Check out this online community to take advantage of course resources, including videos and tips from your educators. You can ask and answer questions, provide feedback on your progress, and interact with fellow students. You will find this platform in the Student Resources section of the course. Log on and do some exploring!

Technical Support

If you encounter technical issues, be sure to contact the Help Desk. Just [submit a Support Request for assistance](#).

Program Support

Do you have questions about your account? Student Support has answers. They can help with billing, switching courses, and other requests. You can contact them at (888) 320-0540 or support@academy.wgu.edu.

Accommodations

WGU provides compliant and accessible learning experiences. If you require accommodation, please contact us at the start of the course. You can email support@academy.wgu.edu or call (888) 320-0540. We are committed to ensuring that all students with disabilities have equal access to WGU's services and materials. We strive to use best practices for accessibility. Our goal is to conform to existing U.S. laws. These include the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act. Our learning management system (LMS) platform is Open edX. Open edX's commitment to accessible content is published on their [Website Accessibility Policy](#).