Operations & Information Management (OPIM) Certificate Program

Advances in business knowledge and technology have radically changed business systems and processes – for example, how organizations buy and sell goods and services, integrate their supply chain and logistic systems, and reach or retain customers. As a result, critical to today’s businesses is the ability to get the right information to the right people at the right time, so that both strategic and operational decisions are made properly and quickly. To help students develop this ability, the Leeds School of Business offers the OPIM Certificate.

The OPIM certificate requires students to complete any three courses in the Operations Management and/or Information Management tracks of the Management and Entrepreneurship major (3 credits each for a total of 9 credits) and either a faculty-supervised OPIM research project (MGMT 4900: Independent Study) or internship (MGMT 4910: Academic Internship in Management). In addition, students are required to maintain an overall GPA of 3.0 or higher for the selected courses and receive a letter grade of “B-” or higher in each of the three courses. Successful completion of the certificate program will appear on the student’s transcript.

The following are examples of how students from different majors might choose their three courses; however, students may choose any three Operations Management or Information Management courses.

**Accounting Students**
- MGMT 3200 Business Intelligence
- MGMT 4110 Supply Chain Management
- ACCT 4540/5540 Accounting Information Systems

**Finance Students**
- MGMT 4120 Managing Business Processes
- MGMT4140 Project Management
- ACCT 4540/5540 Accounting Information Systems

**Marketing Students**
- MGMT 3200 Business Intelligence
- MGMT 4110 Supply Chain Management
- MGMT 4140 Project Management

**Management (HR Track) Students**
- MGMT 3100 Service Operations Management
- MGMT 4110 Supply Chain Management
- MGMT 4140 Project Management

**Management (Operations Track) Students**
- MGMT 3200 Business Intelligence
- MGMT 4210 Systems Thinking
- MGMT 4220 Business Technologies

**Management (Information Track) Students**
- MGMT 3100 Service Operations Management
- MGMT 4110 Supply Chain Management
- MGMT 4120 Managing Business Processes

**Course Descriptions**

**ACCT 4540/5540 (3). Accounting Information Systems.** Considers the interaction of accountants with information systems and the role of accounting information systems in business processes. Focuses on the tools used by accountants and provides an understanding of accounting as an information system. **Prereq:** ACCT 3220.

**MGMT 3210 (3). Business Application Programming.** Uses computer programming to teach a complex problem solving skill. Its two main course objectives are: (1) learn to use a structured problem decomposition method designed to help decompose a complex problem into manageable sub-problems. This method is best exemplified in programming but is applicable to any complex business problem. (2) understand the core concepts of programming – such as variable, object model, and control flow – that will help you not only appreciate the power of programming behind modern technologies but also better understand business process models. Formerly SYST 2010, OPIM 2010.

**MGMT 3100 (3). Service Operations Management.** Examines concepts, tools, and techniques used in the management of operations. Focuses on how firms add value and compete with high quality and efficient services. Emphasizes the use of models for designing and improving the effectiveness of processes. Studies the application of technology in the context of productivity, growth, and the globalization of businesses. **Prereqs:** BCOR 1010, 1020, 2500 and 52 hours completed. Formerly OPIM 3030.

**MGMT 3200 (3). Business Intelligence.** Focuses on acquiring accurate and timely knowledge to make effective operational, tactical and strategic decisions on how to create and use such knowledge. Topics include problem definition; critical factor isolation; data collection, storage, and querying; transformation of data into knowledge through appropriate analyses and aggregation; and the presentation of the knowledge to decision makers in meaningful ways. **Prereqs:** BCOR 2500 and 52 hours completed. Formerly SYST 3100, OPIM 3100.

**MGMT 4110 (3). Supply Chain Management.** Explores the key issues related to the design and management of supply chains. Covers the efficient integration of suppliers, production facilities, warehouses, and stores so that the right products in the right quantity reach customers at the right time. Focuses on minimizing the total supply chain cost subject to service requirements imposed by a variety of industries. **Prereqs:** BCOR 2500 and 52 hours completed. Formerly SYST 4050, OPIM 4050.

**MGMT 4120 (3). Managing Business Processes.** Covers the concepts and tools to design and manage business processes. Emphasizes modeling and analysis, information technology support for process activities, and management of process flows. Graphical simulation software is used to create dynamic models of business processes and predict the effect of changes. Prepares students for a strong management or consulting career path in business processes. **Prereqs:** BCOR 2500 and 52 hours completed. Formerly SYST 4060, OPIM 4060.
MGMT 4140 (3). Project Management.
Acquaints the student with multidisciplinary aspects of project management, including the relationship between schedule, project cost, and performance. Uses a client project to facilitate project management skills. **Prereqs:** BCOR 2500 and 52 hours completed. Formerly SYST 4080, MGMT 4085, OPIM 4850

MGMT 4210 (3). Systems Thinking.
Analysis of systems thinking and understanding the complex interactions of collections of people, processes, organizations, and technologies. Students learn to be creative and critical thinkers who can conceptually model the very complex systems we encounter in our world today. **Prereqs:** BCOR 2500 and 52 hours completed. Formerly SYST 3000, OPIM 3000.

MGMT 4220 (3). Business Technologies.
Covers major technologies that underlie today's businesses and e-Commerce, including but not limited to WWW technologies. Emphasizes the security privacy issues and solutions at multiple levels of network, systems, personal, organization, and inter-organizational commerce. Aims to help students better understand and evaluate technology-related issues, alternatives, and tradeoffs. Provides core technology background for students entering a technology-related field. **Prereq:** BCOR 2500 Formerly SYST 4040, OPIM 3101.

MGMT 4230 (3). Design of Usable Business Systems.
Focuses on the usefulness and usability of systems in organizations. Examines the bottom line implications of information systems and how to create systems that are easy to use for all potential users. Creative and critical thinking to design and build systems are stressed through individual and team exercises. **Prereqs:** BCOR 2500 and 52 hours completed. Formerly SYST 4510, OPIM 3101.

MGMT 4900 (1-3). Independent Study.
Requires prior consent of Department Chair, Dean and Instructor under whose direction study is taken. Intended only for exceptionally well-qualified business seniors who desire to study an advanced topic. Formerly SYST 4900, OPIM 4900.

MGMT 4910 (1-3). Academic Internship in Management.
Provides academically relevant work experience that complements students' studies and enhances their career potential. Must include 100 hours per credit and a course paper. Students may not preregister for this course, and they must contact the instructor for approval. **Prereqs:** At least 60 hours of coursework completed and instructor consent. Formerly SYST 4910, OPIM 4910.

To pursue the OPIM Certificate, follow these steps:

1) Visit the Undergraduate Student Services Office (Rm.115) to inform them of your intention to complete the certificate, and to pick up a copy of the OPIM Certificate Application/Verification form.

2) Contact the faculty advisor, who will assist you in completing this paperwork.

3) Complete two of the three courses you are using for the certificate. (Refer to the course catalog and/or meet with the OPIM Certificate faculty advisor to learn more about each of the courses offered.)

4) Visit the Undergraduate Student Services Office (Rm.115) and pick up a copy of the independent study form and meet with the faculty advisor for the OPIM Certificate for help in completing this paperwork. In addition to the independent study form, you must complete a project charter for the research project or internship. This paperwork must be submitted to the faculty advisor no later than the end of the 1st week of classes.

5) Meet with the OPIM Certificate faculty advisor as agreed throughout the semester you are completing the research project or internship. When completing your paperwork, make sure to maintain the same level of writing quality you would when pursuing a job opportunity.

OPIM Certificate Faculty Advisor
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