COURSE NUMBER AND TITLE: IS 873 – IS Management Decision Making
PREREQUISITES: Background in Information Technology
CLASS MEETING TIME: Wednesday, 6:00 pm to 8:50 pm
CLASSROOM: Cremer Hall 316
INSTRUCTOR: Dr. Ron Freeze
OFFICE: CH 105
TELEPHONE NUMBER: (620) 341-5685
EMAIL ADDRESS: rfreeze@emporia.edu
HOME PAGE: http://elearning.emporia.edu
OFFICE HOURS: Tue & Thu, 8:00 am to 11:30 am

All e-mails correspondence should have “IS873” at the start of the subject line.

Required Text:

Useful Supplemental Material Sources:
Project Management Institution (http://www.pmi.org/)
Knowledge Management (http://www.brint.com/km/)
Knowledge Management Summit (http://www.kmsummit.com/)
Methods And Tools For IS Development (http://www.martinig.ch/mt/index.html)
Meta Case (http://osiris.sunderland.ac.uk/rif/metacase/metacase.home.html)
System Development Methodology (http://www.co.washoe.nv.us/Mis/aboutmis/system.htm)
Association for Information Systems http://www.isworld.org/

Course Description:
A study of the management of information technology as it is practiced in organizations today. Traditional organizations are moving toward a more interconnected or networked business environment. A major focus is understanding the business role and use of complex technology in the support of individual, workgroup, enterprise, inter-enterprise and international computing.

Course Objective:
The main objectives of this course are:
1. Understanding the impact of IT on business strategies, capabilities, structures, and business models
2. Understanding the concepts of managing IT infrastructures and operations
3. Understanding the relationship among business executive, IT executive, IT users, and IT partners in the international environment
4. Understanding the types, components, characteristics, and developing process of information systems (IS)
5. Helping students to develop analytical and research skills necessary to develop strategic uses of IS

Learning Activities:
Classroom
- The classroom activities will be devoted to a discussion of the chapters and cases surrounding the text
• The discussion days for the chapters will have exercises due at the beginning of the discussion period. Responses for these exercises will be used to facilitate understanding of the written Assignments that will be due.
• It is imperative that you read the chapters and the indicated cases prior to the day we will be discussing these readings.
• All students will be required to participate and will be questioned on whether the professors or other students analysis is as accurate as possible.

Readings
• Although I will be available to help you understand the course materials, most of your learning will take place in the process of doing the assigned readings, case studies, and chapter assignments.
• Additional learning will take place via the feedback that you receive from the written assignments. **READ AND MAKE SURE YOU UNDERSTAND ALL OF THE FEEDBACK.** If you can’t find it or don’t understand it, make an appointment to discuss this with me.
• The assigned readings should be completed by the indicated deadline (see homework assignment schedule). My scheduled feedback is based on these deadlines. Once behind, it is your responsibility to catch up and you may not receive timely feedback as to your progress.
• The exercises are designed to be accomplished following the completion of the reading assignments and have been scheduled accordingly
• Students are encouraged to apply additional materials related to the course subjects in all of their assignments and case study submissions.
• The course will involve a significant amount of written work analyzing and presenting business cases.

Skylab:
The reason for introducing you to the uses of Skylab is the ability to use applications remotely. NOTE: no homework will be accepted that is not presented in the standard Microsoft 2010 Office application format. Everyone has access to the necessary applications through Skylab. You should review the Skylab document under Course Contents on BlackBoard. DO THIS FIRST AFTER READING THE SYLLABUS. Contact Dr. Freeze with any difficulties in accessing Skylab.

Writing Assistance:
All course grading is heavily dependent on your ability to write and express ideas well in English. If you are having trouble, it is your responsibility to seek additional help in the form of a proofreader. While initial use of an English proofreader is not a requirement for either international or domestic students, my feedback on written work will take into account the use of English as this is a critical component for effective communication of IS and IT components in organizations. If I make a suggestion that you need a proofreader for a review of your work, take this suggestion very seriously. Leniency for poor grammar will only be given prior to my first suggestion that you work with a proofreader. These suggestions will not be restricted to only international students. Find and use the resources that will set you up for success.

Case Studies:
There will be two case studies assigned in the course of the semester. Each of the case studies will be external from the text and need to be purchased for a nominal fee. The specific requirements for each case study will be posted. However, when completing the case studies, you should always look to bring the information provided in the case up to the latest information available. The Case Studies will be due the night prior to the Exam for the designated module by 11 pm.

Exams:
There will be two online exams through BlackBoard for each of the first two modules in the text. The final exam will be comprehensive over both of these modules. There will be no class scheduled for when the exams are due and the exams will be open book, open notes and open internet. However, collaboration is not allowed and the searching for answers must be your own work. The exams will only be open during the time period of the class. The exams will also be timed and going over the time allotted will result in a
deduction of points based on the available points per minute. The exams are designed such that if you are not prepared through the reading and review of the exam material, you will not complete the exam if you are looking up every question. Specific exam format and content external to assigned materials will be reviewed prior to the opening of the exam.

Submission of All Assignments:
Early submission of assignments is encouraged. However, I will not begin grading any assignment until after the submission deadline has passed. Communication is critical for the successful conclusion of any business decision. With this imperative in mind, simple mistakes in grammar, punctuation and formatting create misunderstandings of intent, will be viewed poorly and result in point deductions for assignments. Attention to detail in what you submit and how you submit your work are required skills. Follow the guidelines provided in the syllabus and use the application tools to full benefit.

All assignments will be submitted through blackboard prior to the stated deadline. The files submitted must be in Word 2010 document format. Any supporting files must demonstrate the same diligence to detail.

All files should be named according the following convention.
FreezeC1Assign-IS873.docx – example
Your last name is first and should replace Freeze in the example
C1Assign stands for which chapter is assigned (Chapter 1 Assignment)
IS873 indicates the course number
.docx indicates a Word document file in the 2010 format

All assignments must be submitted using the ASSIGNMENTS section in blackboard.

Exercises:
Due to the shortened nature of this course, you will need to prepare well in advance of our meeting times for reading the course material. The exercises will be posted on BlackBoard well in advance of the course meeting times and be due at the beginning of the class period. These short exercises should be typed and printed for easy reading as the class discussion will be driven by these exercises. There will be no chance to make up these exercises as the lack of turning in the exercise reduces the benefit of class discussion. The exercises are indicated as E1 through E4 in the Homework Assignment Schedule.

Chapter Assignments:
The chapter assignments are designed to develop your ability to effectively and efficiently write concerning the IT impacts in an organization. Coverage of material in a concise manner is a critical skill for managers in organizations. To this end, there will be eight written assignments (one for each chapter). Again, due to the compressed nature of this course, you will need to schedule your time accordingly. The due dates for the assignments will be on Thursday (Odd chapters) and Sunday (Even chapters) evenings (following the class discussion) by 11:00 pm. Those assignments you submit on Thursday will be returned to you by Friday evening so you can use the feedback to improve your next submission. I would suggest that you not wait on the feedback before beginning your next paper. Use the feedback to improve your writing. The following are the guidelines for the Chapter assignments along with the grading criteria that will be duplicated in the Assignment Document posted on BlackBoard. Remember: you are writing for executives and do not need to describe the company. You should be writing these assignments with the intent to explain organizational impacts. The Chapter Assignments are indicated as C1 through C8 in the Homework Assignment Schedule.

- Two pages maximum
- 10 pt Times New Roman Font
- Illustrations describing the selected contents – at least one (use text wrapping)
- Highlight “latest” information on company (you will not find this in the book)
- Treat the assignment as an executive summary of the “Chapter Title”
- Make sure you analyze the immediate past and provide a short paragraph on future courses of action
• Use the questions and appendices at the end of the chapters to provide ideas and examples for assignment presentations.

• Grading of the submission will be approximately as follows
  o 15 – Outstanding analysis
  o 14 – Excellent analysis
  o 13 – Good analysis but some noted analysis lacking
  o 10-12 – Addressed topics but not inspiring at all
  o <10 – Looks like it was written 15 minutes before the due date

Final Grade:
The final grade will depend on the class distribution. Each student’s score will be computed at the end of the semester and rank ordered. The class will then be divided into appropriate clusters, and letter grades of A, B, C, D, and F assigned. However, a general grading scale might be as follows:

A: 90% and higher
B: 80.0% - 89.9%
C: 70.0% - 79.9%
D: 60.0% - 69.9%
F: below 60.0%

Course Grading:
The course evaluation is based upon total points obtained from examinations, case studies and assignments. The grading categories have approximately the following percentages:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Studies (2)</td>
<td>21 %</td>
</tr>
<tr>
<td>Assignments (8)</td>
<td>13 %</td>
</tr>
<tr>
<td>Exercises (4)</td>
<td>8 %</td>
</tr>
<tr>
<td>Exam 1 – Module 1</td>
<td>16 %</td>
</tr>
<tr>
<td>Exam 2 – Module 2</td>
<td>16 %</td>
</tr>
<tr>
<td>Final Exam - Comprehensive</td>
<td>26 %</td>
</tr>
<tr>
<td>Total</td>
<td>100 %</td>
</tr>
</tbody>
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Withdrawal Policy:
The option of the instructor to initiate student withdrawal for excessive student absences does not apply to this course. Students who decide to withdraw and receive an automatic “W” must complete the formal withdrawal procedure by the end of the fourth week of class with is Wednesday, October 24th, 2012. After that day, the student may not withdraw from a class nor may the instructor assign a “W”.

Academic Dishonesty:
All students are expected to pursue their scholastic careers with honesty and integrity. Academic dishonesty includes, but is not limited to, activities such as cheating and plagiarism (presenting as one's own the intellectual or creative accomplishments of another without giving credit to the source or sources). Work on individual projects is assumed to be done by the individual whose name appears on the assignment, not as a collective effort. If a student is discovered as participating in an act of academic dishonesty, they may be removed from the course with a grade of "F", and the matter may be referred for further action. Emporia State University may impose penalties for academic dishonesty up to and including expulsion from the university.

Disabled Student Policy:
Emporia State University will make reasonable accommodations for persons with documented disabilities. Students need to contact the Director of Disability Services and the professor as early in the semester as possible to ensure that classroom and academic accommodations are implemented in a timely fashion. All
communication between students, the Office of Disability Services, and the professor will be strictly confidential. For your convenience, that information is 242 SE Morse Hall, 620/341-6637 Voice, 620/341-6646 TTY, or via e-mail disabser@emporia.edu.

Late Assignment Policy:
Late work as a rule will not be accepted. All weekly exercises are due by 6:00 PM (just prior to class). There is no chance to make up the exercises. All chapter assignments are due by 11:00 PM of the scheduled due date unless otherwise noted through blackboard. I will allow a late submission, but improvement for each assignment is expected. Late submissions mean the turnaround of my grading in order to provide feedback may not occur. You are still responsible for improving on each chapter assignment submission.

Homework Assignment Schedule:
The schedule at the end of this syllabus will serve as a general guide for the course and is subject to modification. It is your responsibility to start the assignment early enough to complete the work by the deadline.

THE INSTRUCTOR RESERVES THE RIGHT TO MAKE CHANGES TO THE SYLLABUS AS NECESSARY. ANNOUNCEMENTS COMMUNICATED THROUGHOUT THE SEMESTER WILL OVERRIDE ANY STATEMENT MADE HERE OR IN ANY OTHER HANDOUTS. IT IS THE STUDENT’S RESPONSIBILITY TO BE AWARE OF THESE CHANGES AND ANNOUNCEMENTS.
<table>
<thead>
<tr>
<th>Week</th>
<th>Meeting Dates</th>
<th>Module</th>
<th>Assigned Chapter Readings</th>
<th>Class Case Discussion</th>
<th>Assignments Due</th>
<th>Case to Use</th>
</tr>
</thead>
</table>
| 1    | Wed Sep 26, 2012| 1 - IT and Business Advantage         | 1 - Understanding Business Models  
2 - IT Impact on Business Models                                                        | Amazon                | E1, C1 & C2    | Boeing       |
| 2    | Wed Oct 03, 2012| 1 - IT and Business Advantage         | 3 - IT Impact on Organizations  
4 - Making the Case for IT                                                                | Boeing                | E2, C3 & C4    | Amazon       |
| 4    | Wed Oct 17, 2012| Exam Review (Fall Break Thu & Fri)     | Exam Review (Fall Break Thu & Fri)                                                       |                       |                 | 1            |
| 5    | Wed Oct 24, 2012| 2 - The Business of IT                | 5 - Understanding IT Infrastructure  
6 - Assuring Reliable and Secure IT Services                                               | CareGroup             | E3, C5 & C6    | Cisco        |
| 6    | Wed Oct 31, 2012| 2 - The Business of IT                | 7 - Managing IT Service Delivery  
8 - Managing IT Project Delivery                                                          | Cisco                 | E4, C7 & C8    | CareGroup    |
| 7    | Wed Nov 07, 2012| Cas Study Review                      | Case Study Review                                                                       |                       |                 | TBA          |
| 8    | Wed Nov 14, 2012| Exam & Final Exam Review              | Exam & Final Exam Review                                                                 |                       |                 | Cisco & Bharti |
| 9    | Wed Nov 21, 2012| Thanksgiving Week                     | Thanksgiving Week                                                                       |                       |                 | 2            |