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600-F4 Information Technology Management

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Information Technology Management INFO 600 –WC 2010

Instructor: Dr. Elaine Crable
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Office Hours: By appointment
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Course Description

An examination of systems and technology involved in the production of goods and the delivery of services. The predominant focus is on the manager's use of information and technology to influence the design, operation and control of systems in order to enhance competitive advantage. Topics covered include analysis of current information systems, identification and assessment of an organization's strategic use of information systems and trends of information technology development. This course explores business processes and information systems; it is highly integrative and will draw heavily from other functional areas in business.

Course Materials

We have no text book for the course but we will be using Harvard case studies and readings. The extra readings will be links within the Schedule in Bb.

General Course Objectives.

1. To understand facts, concepts, and principles related to *managing* with technology.
2. To understand factors involved in attempts to apply technology to real-life situations.
3. To develop an awareness of the possible limitations of technology.
4. To focus on technology and how it relates to the strategy of a business.
5. To apply different IT concepts to the workplace.

Williams College of Business Mission

"We educate students of business, enabling them to improve organizations and society, consistent with the Jesuit tradition"

How this course relates to this mission

Technology has had a major impact on nearly every organization and on society at large. The course will critically examine these impacts via case analyses, readings on current topics, and in-depth discussions about the social issues of technology and the Internet.

Deliverables at a Glance:

1. Online Participation (synchronous chat sessions)
2. Discussion of topics (asynchronous participation during the week)
3. Case Analysis Questions
4. In-Depth Case Study Research Paper
5. Current IS Issue presentation
6. Virtual Group Research Project and Online Presentation to Class

Deliverables in Detail:

Online Participation (synchronous/asynchronous): Class participation is important in this type of course. There will be required synchronous sessions during the term and you want to be prepared for these sessions by reading the assigned materials and having participated in the Asynchronous Discussions during the week. **Current IS Issues Sharing:** In order to become more involved with the literature of information systems, you are to locate one current technology issue dealing with the strategic use of technology and/or information systems. You will do a 7-8 minute presentation of your issue during a class synchronous meeting. You need to keep this brief and to the point. You want to include a slide for group participation and appropriated graphics to keep it interesting.

Class Topic Discussions (asynchronous participation): Another important element of participation in this online course is the class threaded discussions in Blackboard. There will be required discussions every week. We will engage in guided discussions about the topics surrounding the readings via Blackboard.

Discussions will be prompted by weekly questions inviting you to approach the cases and readings from a specific perspective. You may also want to compare the situation in the case to your own industry or work environment. The questions serve as advance organizers to encourage critical thinking and informed participation. You must read and respond to *at least* two other questions/comments from your fellow students during the week. You should visit the board every two or three days. You will lose points if you do all your responding in one day only. At the end of each week, you will submit a short reflection in the Blog area of what you believe are the most important things you learned that week and how it relates to you or your work environment. Assigned case readings and responses to discussion questions must take place during the week in which they are assigned in order to get the most benefit and full credit. You are welcome to start your own topics in this area as well. (Questions and concerns about the course should be sent to me directly and not discussed in the Weekly case/article area (Crable@xavier.edu) or you can post your question or comment in the Water Cooler area of the Discussion Board.

Reflection Activity: You will submit bi-weekly Reflection submissions. One entry will be required where you will submit a reflection of the past two weeks' topics and discussion. You are to submit a summary or wrap-up of what you believe were the most important things you learned that week and how it relates to you or your work environment. (This will be due by Sunday evening every two weeks- see Deliverable sheet for the exact dates.)

Case Question Analysis Blog:

By noon of our class day you will submit three questions concerning the case. Each analysis question must show that you understood the case. Critical thinking and the use of SWOT is expected and when appropriate links to similar issues can be added. See the grading Rubric and the example of an Exemplary question is in the Course Information tab. One of these questions or a variation of it can be used to start your initial Discussion post.

In-Depth Case Study Research Paper: You are to select an information technology topic of your choice to explore in depth. The selection of the information technology topic is entirely up to you but make sure it is an IT or MIS topic (contact me if you are not sure of your topic.) You are to review related literature concerning the information technology topic, the application of the technology in your industry, or additional case studies in the area. Based upon your research, prepare a 5 page plus one reference page paper (one inch margins, 1.5 spaced & 10 or 11pt.) As a general guide, you should break your paper into sections with headings such as : Introduction, Literature Review, Summary, Conclusions. You want a variety of references including academic, trade, and legitimate web sites. (A minimum of five sources is expected.) You are encouraged to select a topic or address an issue that applies to your own work environment but personal interests are acceptable as well. Submit it by the last day of class in the **Assignment area**. See the rubric for further guidelines. You must use either APA or End notes for your reference format (you can look this up on the internet if you are not familiar with these formats.)

Group Research Project and Presentation: The research project is to be done in groups of four or possibly five with permission and the presentation of the written project will be during one of our final two synchronous chat sessions near the end of the term. There are two ways to go about the group project. Each group may adopt either of the approaches.

Approach One. Research some business area of interest to you, your company, or your business sector and discuss how IT has had an impact, is having an impact, or will have an impact in the future of IT. Select an area about which you have some knowledge, or be prepared to learn something about the area through your research.

Approach Two. Design a new business model that might exploit the shift from an industrial economy to an information-based economy. Ideas for implementing this model and taking advantage of the infrastructure currently being created should be given and if possible, a working model should be created to illustrate the model (Web pages, etc.). Some examples might be using e-business to move from the brick model of doing business, or employing Knowledge Management to get a competitive advantage, Security issues for an organization, or supply chain model for a business.

Step One – Team Formation

I can assign members to a team or if you have teams of four you may stay in this team. Notify me via email (crable@xavier.edu) the following:

- Team Name (you can be creative here...)
- Names of all team members and this person's specialty
- Identification of the team contact person (This person is the facilitator and point person but not responsible for doing the whole project.)

Step Two—Meet Your Team

Meet with your team. I suggest that you arrange synchronous meetings in Wimba (text and voice capability in the Student Rooms) or you can do this asynchronously as well. You might want to set up your own Blog or Wiki. Some of you may also select to have face-to-face or telephone meetings, but this is not encouraged or required. I would prefer that you learn how to operate in the virtual environment. Select your topic, divide up the responsibilities, and begin your research. A wiki tool would be helpful in this project.

Step Three—Prepare an Outline

An outline of the research project is due from each group. I will review the outline to make sure you are on track. Please do not proceed with your project until you have received approval for the idea. The idea should be submitted to me by your team leader through email by December 20th.

Step Four—Class Presentation

The class online presentation should be no more than 20 minutes in length. Use PowerPoint to guide your presentation and most if not all members should participate in the presentation. You can practice in the Practice Room within Wimba which is set up for the purpose. Post your Powerpoint slides and a sheet with your references to the Assignment area.

Step Five – Group Peer Evaluation – a brief group evaluation is to be filled out by each member of the group and can influence your grade depending on individual participation within the group. You will submit an electronic version of this in the Assignment area.

Grading:

Percentage Point totals will be distributed as follows:

Online Participation (Class Chat Sessions) + Current Event	15%
Discussion Postings and Required Responses	35%
Reflection Activity	10%
Case Question Analysis	10%
In-Depth Case Study Research Paper	15%
Group Research Project and Presentation	15%

A	95 to 100	C+	77 to 79
A-	90 to 94	C	73 to 76
B+	87 to 89	C	70 to 72
B	84 to 86	D	below 70
B-	80 to 83		

Note--Attendance at the chat sessions are expected (you may miss one session during the term if you notify me.)

Academic Integrity:

Cheating (using or attempting to use unauthorized materials in an academic exercise), fabrication (falsifying or inventing information), facilitating academic dishonesty (helping or attempting to help another commit an act of academic dishonesty), and plagiarism (representing the words or ideas of another as your own) will result in a grade of F for the course. If you have any doubt about whether you're plagiarizing, ASK. **Xavier uses turnitin.com to check papers for plagiarism. Students in the MBA program have been dismissed for plagiarism. Turnitin.com could be used in this class as well if there is a question of plagiarism. Be sure to cite all sources used in any paper you turn in for credit.**

