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### 600-01-02 Information Technology Management

Elaine Crable  
*Xavier University*

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## Information Technology Management INFO 600 Fall 2011

Instructor: Dr. Elaine Crable  
Office: 205 Smith Hall  
Office Hours: By appointment or before/after class meeting  
Contact Info: [crable@xavier.edu](mailto:crable@xavier.edu) (513)745-2029

### Course Description

The Course is 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 available for purchase through **STUDY.NET** (see Blackboard) and readings available free online through our Blackboard "**Course Information**" site.

### Course Objectives:

1. Recognize opportunities for using technology for innovative support of day-to-day operations, generation of information to support management decision-making, and strategic applications in a global business environment..
2. Student presentations and discussions of current information system technology and how it supports business now and in the future.
3. Develop an awareness of the possible limitations of technology.
4. Focus on technology and how it relates to the strategy of a business.
5. Apply different IT concepts to the workplace.
6. Communicate in a virtual environment
7. Build a sense of community using virtual tools and projects

### Technology Principles to Live By:

- Principle 1 – Just because you have more IT, doesn't mean you have better information.
- Principle 2 – IT's value is determined in the way you use and manage it.
- Principle 3 – If IT is the solution, what is the problem?
- Principle 4 – If you identify a problem, then who will be your problem solver?

### 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. Ethical issues will be examined in all situations and a reflection on the topics along with future implications will be part of the course. Reflection is important because

you can have an experience but miss the meaning without a reflection.

#### **Deliverables at a Glance:**

1. Online Participation (synchronous chat sessions)
2. Current IT issue presentation
3. Discussion of topics (asynchronous participation during the week)
4. Journal - Reflections of course
5. Group Online Presentation to Class
6. Final Essay Exam

#### **Deliverables in Detail:**

**Online Participation (synchronous):** Class participation is critical in an online course. There will be required synchronous sessions during the term and you want to be prepared for these sessions by reading and listening to the assigned materials and participating in the Asynchronous Discussions during the week. The purpose of our synchronous meetings is to briefly discuss the topic and to allow students to present their Current Events.

**Current IS Issues Sharing:** In order to become more involved with events in the area of technology and information systems, you are to locate one current information technology issue dealing with the strategic use of technology and/or information systems (when possible focus on the topic of that week such as data warehousing; E-Business, outsourcing, etc.) and present it to the class using PowerPoint. You are to do a 10-12 minute presentation of your issue during a synchronous meeting. Feedback from past students has indicated that is a very valuable assignment in this course. The current issues are interesting plus this online exercise will help prepare you for future virtual presentations that most assuredly you will be making in the near future. Our sessions are archived so you can return to your presentation for some self-critiquing. Post your slides to the **Assignment Area** once your presentation is completed plus post to the **Discussion Board** for the group to further discuss. (See the Grade Rubric for Presentations for further guidance.) Because of our short term some of you will need to create your presentation in Wimba and archive it for later viewing. You will do this in a Practice Room and the class will review it during that week and briefly provide one posting of feedback to the presentation. More instructions will follow during our first class.

**Discussion Questions (asynchronous participation):** Another important element of participation in this online course is the class threaded discussion on Blackboard. There will be required weekly discussions around the assigned cases and/or the weekly topic. We will engage in guided discussions about the topics surrounding the readings via Blackboard. Discussions will be prompted by questions/statements 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 plus when appropriate add links to sites to help better understand the case and the issues in the case (if you add links you must provide a brief summary of the site.) The initial questions serve as advance organizers to encourage critical thinking and informed participation. These are just to help get you started on your discussion. Each student posts their own initial thread. In addition to your original post, you should reply to **at least two** of your colleagues (two responses - average score.) The purpose of this part of the assignment is to raise pertinent issues, expand the discussion, and to stimulate critical thinking regarding your colleagues' issues. You will want to respectfully challenge your colleagues' assumptions and predictions. You should visit the Discussion board every two days to keep up with the Discussions. You must not post everything at once but rather across the entire week to promote discussion as one would in a F2F classroom.

You are welcome to start your own topics in the Discussion Board area within the "**Water Cooler**" forum. You can post interesting sites that others might like to see or discuss. You can also post questions and concerns about the course so I can answer it for everyone.

The Discussion Board takes the place of F2F in class discussions and is vital for a successful experience. This is a collaborative experience which adds value to the course. A grading rubric is provided in the Course Information Tab in Bb for the Discussion board activity and you will also see examples of exemplary

postings.

**Reflection Blog Activity:** Reflection blogs will be submitted during the term for the purpose of discussing past weeks' topics. You are to submit three to four paragraphs of what you believe were the most key points you learned over that time and how it relates to you or your work environment. (These will be due by Sunday evenings---see Deliverable list for the exact due dates and Rubric Grading guide.)

**Group IT Presentation:** The presentation project is to be done in groups and will be during one of our final synchronous chat sessions at the end of the term. Groups will be randomly created and posted in the "Course Information" section of Bb and in the Teams section. This will be similar to your individual presentation but it will go into more depth on a business information technology topic such as: Business Intelligence, Knowledge Management, Future of Health Care and Electronic records, Security issues for an organization, a Supply chain model for a business, Entertainment industry and technology, Outsourcing advantages/disadvantages, Social networking in Business, Online Gambling. RFID, Videoconferencing Mobile Technology, Cloud Computing, etc. The presentation is to discuss how information technology influences and is used in business, not just a discussion of the technology.

#### **Step One—Meet Your Team**

- Meet with your team. Please send me the list of members along with your contact person via email ([crable@xavier.edu](mailto:crable@xavier.edu)). (Contact person is the facilitator but not responsible for doing the whole project. He/she will post the final set of slides and Reference page to **Assignment Area and Discussion Board** and I will contact this person when I need to contact your team.)
- Arrange virtual meetings in *Wimba* (text and voice capability) or you can do this asynchronously as well. You might want to set up your own Blog or Wiki (available in Bb.) 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. Practice Rooms within *Wimba* will be available for meetings.
- Send your topic to me for approval as soon as your group decides on one to "lock in" the topic.

#### **Step Two—Prepare a Detailed Outline**

- A detailed outline of the research project is due from each group later in the term. You can send me a high level outline any time before the due date if you would like some guidance.

#### **Step Three—Class Presentation**

- The class online presentation should be approximately 25-30 minutes long (plans carefully and do not run over your time since you will lose points.) Use PowerPoint to guide your presentation and all members should participate in the presentation. You can include polling and videos (if you do this send it to me earlier so I can post it for your group.) You can practice in the *Practice Room* within *Wimba* which is set up for that purpose. Have the leader of the team post your PowerPoint slides and a sheet with your references (7 to 9) to the **Assignment area and to the Discussion Board area for presentations.**

#### **Final Essay Exam:**

An exam will be posted in Blackboard at the end of the course. A window of time will be given for you to take the exam. You will log onto Blackboard and follow the link to the exam. The exam will be "open book" but it will also be timed (you will have 2 ½ hours to complete the exam) so you must be organized and prepared. The exam will primarily cover course readings, discussions, current events, presentations and general issues related to weekly class topics and cases.

**Grading:**

**Point totals will be distributed as follows:**

Synchronous participation	10 %
Current Event	10 %
Discussion Forum Participation	35 %
Blog Reflections	10 %
Final Exam	15 %
Group Research Project and Presentation	20 %

A	94 to 100	C+	77 to 79
A-	90 to 93	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 synchronous sessions are expected. If you have a business or personal issue and will miss a meeting please inform me as soon as possible. All meetings will be archived and available for review at a later date and if you do need to miss a session you will need to write a summary of that session using the archive.

**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 and not citing the source) will result in a grade of F for the course. If you have any doubt about whether you're plagiarizing, ASK. **Students have been dismissed for plagiarism. Be sure to cite all sources used in any work you turn in for credit.**