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INFO 903-81 Systems of Operations & Technology

James Hoctor

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INFO 903 - 81

Systems of Operations & Technology

Spring 1999

Monday, 6:00 - 8:30 Alter 222

Professor: James Hctor

E-mail: Jhctor@Kroger.com

Homepage for course info: <http://notes1.xu.edu>

Telephone: 513-762-1402 Home 513-231-5067

Office Hours: By appointment

Course Objectives

This course will explore the implications being created by technology as the world moves from an economy based on the efficiency and convenience of electrical power, used in the creation of the Manufacturing/Industrial based economy towards an economy based on the efficiency, effectiveness and convenience of telecommunications and Information Technology which is now creating an Information Based Economy.

Required Course Materials

1. BookTech Course Pack 1-800-750-6229
2. e-mail / Internet Account

Attendance

1. It is expected that all students will attend each class session.
2. In the rare circumstance in which a student finds it unavoidable and must miss a class, he/she should make arrangements to obtain lecture notes and assignment solutions from another member of class.
3. Reasonable attendance is a condition for the granting of academic credit.

Assessment and Grading

The final grade for the course will be based on the following activities (1000 points):

Exam I March 8th 200	20%
Exam II May 3rd 200	20%
Technology Abstract April 5th 50 ^{12th}	05%
Group Project April 13th 300	30%
Case Presentation Various 50	05%
Case Group Evaluation End of Presentation 50	05%
Project Group Evaluation April 13th 50	05%
One Minute Paper Throughout 50	05%
Participation Throughout 50	05%

Group Work and Evaluations

You will be participating in two different groups during the semester. One group for the research project and another group will prepare a case response. Group work is an important part of this classroom as well as, outside work experiences. As discussed in the first few weeks of class, more and more group/team work is expected to form the major portion of one's daily activities in the work environment. The group work in this class will be supported by Learning Space and it is expected that everyone use Learning Space to complete the project/case work required for this course. A demonstration of the groupware capabilities of Learning Space will be given in class.

It is my hope that everyone in a group puts forth equal amounts of effort. You will be evaluating your fellow group members (privately) contributions so that if some person(s) within the group is undeserving of an overall group grade I can be made aware of the fact.

Interacting with the Professor

e-mail is a great way to send me questions or to get information. I keep up with my e-mail and will usually respond the same day. You are welcome to contact me by phone, fax, or see me in my office if you have questions.

Class Policies

Grading policy: It is important to recognize that a grade reflects another person's evaluation and judgment of your work. I will grade all exam questions, and cases. You are encouraged to meet with me at anytime to discuss the strengths and weakness of your course work (i.e., to gain understanding of your performance). The policies below will help to assure that grading is consistent and fair to all students.

If you decide to appeal a grade, follow these steps:

1. Within seven days of receiving the grade, e-mail or send me a written appeal. After seven days, I will not consider any grade appeals.
2. To file an appeal, prepare a written statement detailing why you are appealing your grade. Be sure to document your reasons by referring to grading standards, incorrect point calculations, etc., stating simply that you feel you "deserve" a higher grade because you worked hard or based on a vague impression is not sufficient grounds for an appeal.
3. Submit the written statement together with the graded material.
4. I will consider your appeal and make a decision within a week.

Academic Dishonesty Policy: Academic dishonesty will not be tolerated. University procedures will be followed to investigate observed/reported instances of dishonesty.

Special Needs: Please advise me of any disabilities that may require my attention in arranging for access or alternate forms of test taking.

implications of the article in your own words.

Research Project

This project is to be done in groups and presented in class at the end of the semester. Groups will be assigned in class. There are two types of projects that are acceptable and are listed below.

Traditional - Research Report about some business area of interest to you, your company, an business sector (retailing, manufacturing, banking, etc) and how IT has had an affect, is having an affect, and the future affect IT might have on this area. For more detailed information click [here](#).

Non-Traditional - Design a New Business Model that might exploit the shift from a manufacturing/industrial economy to an information based economy. Ideas for implementing this model and taking advantage of the infrastructure now being created should be given and if possible a working model should be created (ie Web pages, etc.)

An outline / description of your research project should be turned in to my by February 16th for my review. I will return your outline/description within one week of receiving it. Do not start your project unless you have received approval of your outline/description from me.

One Minute Paper / Participation

You are expected to take part in class discussions of the material, as well as in problem demonstrations. In addition you will be required to complete the One Minute Paper (OMP) at the end of every class. The purpose of the OMP is to elicit four responses from you while the class lecture is fresh in your mind. In the OMP you will have the opportunity to describe what area you are unclear about, what area you understand, what you would like to learn more about, and your overall perception of understanding of the materials just presented. I will be able to use this information to adjust what direction the next class period takes. It is important to note that all OMP responses are anonymous, however if inappropriate use of this discussion forum takes place, I CAN determine who has posted the problematic message. Therefore, it is important to keep all discussions topics related to INFO 903.

In addition to using the OMP to provide me feedback, your fellow colleagues will also be able to read the messages and respond with helpful suggestions regarding an area of weakness identified in your OMP. Your OMP and the responses to the OMP will form the basis of your OMP grade (75 points available), BUT it is important to note that it is the quality of a response that counts not the quantity of responses posted.

The OMP is one method for forming outside classroom discussion via Learning Space. You can also begin more general or specific discussions within the Course Room. This will also count towards your overall participation score. Use of Learning Space and the Course Room will be discussed during the 1st class.

Course grading scale:

A 950-1000

A- 900-949

B+ 875-899

B 800-874

C+ 775-799

C 725-774

F under 700 points

Exams

The exams will be open book/open notes and will contain both objective and open-ended questions. Exams will be integrative across readings and modules. The final will be cumulative.

If a topic is covered in class, it is eligible to be included on the exam. The learning purpose of the exam is to assess each student's 1) command of the factual knowledge and concepts from the course and 2) his or her ability to generalize the concepts to business situations via critical thinking skills.

Absence from the exam will result in a grade of zero unless the exam is missed due to an illness. Documented confirmation from a physician is required if exam is missed due to an illness. In the event of an excused absence from an exam, a make-up will be given at the professor's convenience.

Exam study strategies: You do not have time to get behind. Therefore, diligently keep up with reading and thinking about the assigned readings, problems, and class discussions.

Current Issues in Technology Article

You are expected to summarize an article about technology or how technology is affecting business / society. After finding an article you must post a thoughtful Executive Summary and Student Insights linking the article to the course themes. You post the article in the Tech Library Database. Only one article per student will be accepted, multiple article posting will NOT receive any extra credit. NO duplicate articles will be allowed! Article posting will all receive a time stamp, and articles will be accepted on a FIFO basis. It is YOUR responsibility to determine that the article you want to post has not been entered already.

The Technology paper has three parts: The bibliographic information, executive summary and insights section. The bibliographic part of the form is where you will enter data about Journal, Author, date of publication, title of article, pages, URL if applicable. In the Executive Summary section is where you briefly describe what the article is about, describing all the key points. In the Insights section you must describe why you feel this is an important article and how it fits into our readings, you should elaborate on the

Class 1	Jan 11th	Class Overview	
Class 2	Jan 25	1. Drucker, P. The Coming of the New Organization. Harvard Business Review, Jan-Feb 1988, Reprint No:88105. 2. Nolan, R. The Process of Creative Destruction: Business Transformation. Harvard Business School Note No: 9-196-018., 1995. 3. McFarlan, W. Information Technology Changes the Way You Compete. HBR May-June 1984, p 98-	
Class 3	Feb 1st	1. Hopper, M. Rattling SABRE - New Ways to Compete on Information. Harvard Business 2. Woodall, Pam. The World Economy : The Hitchhiker Guide to Cybernomics	
Class 4	Feb 8th	1. Lacity, Mary C. The Value of Selective IT Outsourcing 2. Earl, Michael J. The Risks of Outsourcing IT.	
Class 5	Feb 15th	1. Anderson, Christopher. Electronic Commerce: In Search of the Perfect market 2. Anderson, Christopher. The INternet: The Accidental Superhighway 3. Paine, Lynn Sharp. Note on E-Mail and Privacy: U.S. Law and Company Policies	
Class 6	Feb 22nd	1. Applegate, Lynda M. Electronic Commerce: Trends and Opportunities 2. McGee James. A note on Electronic Data Interchange 3. Rodd, Thomas. The World Wide Webb and Internet Technology	
	March 1st	Easter break	
Class 7	March 8th	Mid term	
Class 8	March 15th	Case Presentation	Baxter International
Class 9	March 22nd	Case presentation	CIGNA Corporation
Class 10	March 29th	Case Presentation	Xerox Outsourcing Global Information
Class 11	April 5th	Out of Town	
Class 12	April 12th	Case Presentation	KPMG Peat Marwick
Class 13	April 19th	Case presentation	Dell Online
Class 14	April 26th	Case Presentation	Lexon Corporation
Class 15	May 3rd	Group Project Presentations	