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INFO 903 Systems of Operations & Technology

Steven Hornik

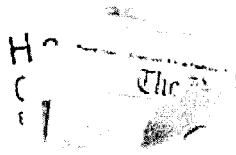
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INFO 903 - Syllabus Document

INFO 903 Systems of Operations & Technology Fall 1999

Tuesday 4:00 - 6:30 CBA 4

Professor: Steven Hornik
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Homepage for course info: <http://notes1.xu.edu/lspace/info9032/schedule.nsf>

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and 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 or <http://www.booktech.com>
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):

Midterm Exam October 5-12 200 20%
Final Exam December 7-14 200 20%
Technology Abstract November 9 50 05%

Group Research Project November 30 200 20%
Group Reaearch Presentation December 7 50 05%
Project Group Evaluation December 7 50 05%
Case Presentation Various 100 10%
Case Group Evaluation End of Presentation 50 05%
Participation Throughout 100 10%

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 exam will be open book/open notes and will contain both objective and open-ended questions. Exams will be integrative across readings and modules.

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 if any duplicate articles are posted only the earliest will be accepted. It is YOUR responsibility to determine that the article you want to post has not been entered already by reviewing the database for posted articles. The easiest way to do this is to view the articles by publication and see if your's is already listed.

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 implications of the article in your own words.

Cases

Case presentations will be graded on the following basis: 1) Presentation of background information - what is the problem within the company and/or industry, who are the players involved - company background. Use SWOT analysis. 2) Presentation of answers to case questions - complement your analysis with up-to-date, additional information for the organizations described in the cases (good sources would be business periodicals, as well as research journals or the WWW). Any other information (current technological developments, other organizations with similar situations and problems, research references and models) relevant to the case that could be integrated into your final analysis. 3) Class Participation - You need to get the class involved in your presentation - Create discussion questions in LearningSpace to be answered before class, Have the class vote on controversial issues (via LearningSpace or in-class), use role-playing, etc. 4) Updating the Case - What has happened with the company/industry since the end of the case, what new problems or opportunities do these changes represent?

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 September 21st 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.

Participation

You are expected to take part in class discussions of the material, as well as in problem demonstrations. Virtual discussion via Learning Space will also count in determining your overall participation score. The virtual participation takes two forms: 1) Answers to posted discussion questions, 2) responses to your colleagues answers, and 3) begin more general or specific discussions within the Course Room.

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 experinces. 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 activites 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. Another tool that can be used for completing group work is QuickPlace (another Notes product) - if your group wishes to use this groupware product please inform me and I will set it up. If you wish to use any other groupware system you must clear it with me first.

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. If I receive poor group evaluations from a consensus of other group membes I reserve the right to decrease your overall group grade (case or research paper).

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' persons 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.

contributed by Steve Hornik on 11-Aug-98 at 11:43 AM
modified by Steve Hornik on 22-Aug-99 at 02:25 PM