Information Technology Management

INFO 600 Spring 2014

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# ****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 and productivity. Topics covered include analysis of current information systems, identification and assessment of an organization’s strategic use of information systems IS) and trends of information technology (IT) development. This course explores business processes and systems; it is highly integrative and will draw heavily from other functional areas in business. Current IT issues will also be explored in order for students to be aware of the intricate involvement of IT in business and personal operations.

# ****Course Materials****

We have no one text book for the course but we will be using Harvard business case studies available for purchase through STUDY.NET and three chapters from the book, *Contemporary Project Management* by Tim Kloppenborg (see the *Introductory Module* for link to order these materials.) All other readings will be free to you via an online link to our library data bases or free internet sites.

# 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 technology and its use in business. 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 will miss the lasting meaning without a reflection.

# WCB Learning Goals and Objectives of the course:

* **Strategic Thinking and Leadership**: MBA students will formulate business strategies utilizing their understanding of the key functional areas of business and in particular know how technology an support this.
* **Ethics and Social Responsibility**: MBAs are able to foster an ethical climate in their roles and responsibilities in business and society as well as understand social responsibility as it relates to technology in business.
* **Critical Thinking:** MBAs are able to clarify problems, generate and evaluate alternatives using appropriate analytical and quantitative techniques, and draw conclusions
* **Effective Written and Oral Communication:** MBAs are proficient in written and oral communication and in particular **virtual** communication.
* **Global Perspective and Cultural Diversity:** MBAs will be able to work across cultural boundaries, whether these are geographical or societal, in that they possess a recognition and appreciation of the global environment of business and an understanding and appreciation of diversity.

## INFO600 Course goals:

**Conceptual**

1. **Understand the importance of information systems within organizations.**
	1. Students will gain an understanding of the nature of business processes and their function in organizations, and will gain an appreciation of how crucial well-designed and implemented information systems are to operations in modern organizations.
	2. Students will gain an understanding of the strategic value of information systems in the acquisition and retention of competitive advantage.
2. **Conceptualize information systems as socio-technical systems.**
	1. Students will learn that information systems are a combination of people, technology, and business processes and that effective management is required for each of these components.
	2. Students will understand the managerial implications of current technologies as they are used in modern information systems. Students will learn the nature and function of key technologies at a level sufficient to interact with technical specialists and facilitate managerial decision making.
	3. Students will understand how IT is used as infrastructure for information systems. They will understand managerial issues relevant to acquiring and modifying IT infrastructure.
	4. Students will understand the role “soft issues” (e.g., system adoption, human-computer interaction, change management, organizational politics and culture) play in the success or failure of information systems.
3. **Understand how business processes are made more efficient and effective through the use of information technology.**
	1. Students will understand how business process are arranged and managed as workflows and how data and knowledge are transferred between business processes.
	2. Students will understand how information systems are applied in the functional areas of business. Students will understand the nature of the “silo problem” and how enterprise systems address this problem.
	3. Students will understand decision-making as a business process and how IT is applied to inform managerial decision making.
4. **Understand how technological and socio-technical trends impact business strategy and competitive advantage.**
	1. Students will understand the ways in which IT can be applied to further organizational strategy and competitive advantage.
	2. Students will understand how networking and the Internet have influenced the competitive environment.
	3. Students will understand how current technological and social trends are influencing the current competitive environment.
5. **Understand significant current issues in the acquisition and management of information systems.**
	1. Students will understand how the life cycle of information systems is managed in organizations. Students will understand the opportunities and challenges inherent in various management approaches to system development.
	2. Students will understand how current technological trends affect the management of infrastructure.

**Skill-building**

* + - Develop analytical and decision-making skills related to the application of information technology.
		- Develop research and analytical skills for the acquisition of a practical understanding of information technology.
		- Develop interpersonal skills useful for business communication regarding information technology.

## Technology Principles to Live By:

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

# Deliverables at a Glance:

1. Current IT asynchronous presentation
2. Participation in the International Project and participation in 3 synchronous meetings
3. Discussion Forum activity of weekly topics
4. Case Analyses
5. Reflections of course
6. Exam

# Deliverables in Detail:

Current IS Event/Issues Sharing in an asynchronous setting:  In order to become more involved with information technology issues, you are to locate one current information technology issue dealing with the strategic use of technology and/or information systems such as data warehousing; e-Business, outsourcing, strategy, security, etc. You are to do a 5 to 6 (max) minute presentation of your current IT issue using the guidelines posted in Canvas. Feedback from past students has indicated that is a very valuable assignment in this course. The current issues are interesting plus this asynchronous preparation of your presentation will help prepare you for future virtual in future business settings. A sign up sheet is available in the Introductory Module of Canvas. There will be a list of suggested topics but if you have an idea not on the list contact me for approval. Once a topic is taken it can not be claimed by someone else, so sign up early.

Discussion Questions (asynchronous participation):An important element of participation in this online course is the class discussion forums in Canvas. There will be required discussions around the assigned cases and readings for each weekly topic.  We will engage in guided discussions about the topics surrounding the readings via Canvas. 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 so we understand how it supports your posting. Posting a link without a brief explanation of the link will not earn you any extra points.) The initial discussion forum 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 his or her own initial thread. In addition to your original post, you should reply to **at least two** of your colleagues (two brief responses = an 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. See the deliverable list for posting deadlines. Create a schedule that works for you in order to keep up with assignments. The Discussion Board takes the place of F2F in class discussions and is vital for a successful academic experience. This is a collaborative experience which adds value to the course. A grading rubric is provided in the Introductory Module for the Discussion board activity and you will also see examples of exemplary postings. (**Note: Work in the Discussion Board can ‘make or break’ an “A” grade in the course…so BE ATTENTIVE. A “10” point score on a Discussion Forum activity means that it was Excellent and involved much thought and research of a discussion point.)**

Case Summary/Analysis: Four one page (Executive Summary Format) case analyses will be submitted during the term. We will have seven cases and you can choose any four to analyze. You will find the grading analysis guide to be used located in Canvas. For each case assignment, you should assume you were hired by the organization as a consultant. You are expected to make use of your knowledge of IS management, provide objective opinions on the organization’s problems, and provide realistic options for actions in the organization. In **one page only**, briefly identify the Key issues; Statement of the problem using a short SWOT analysis; Recommendations; and, Brief discussion of some ethical issue in the case.  Update the case with news and recent facts (include the links) relating to the case (with a fictitious case provide current info on the topic itself and corporations dealing with this issue.) You will find examples and a grading rubric along with a format guide in the Introductory Module of Canvas.

***Project Management Cross-Cultural Activity:*** During the term you will join an MBA team in Australia and act as a customer for a project that they will be doing in a Project Management Class. This will be an interesting use of virtual communication across continents and time zones. More information will follow as the project develops in Australia. Your assignment for this class will be a reflection on the activity so you will want to keep a short journal of the process and your reaction to it

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

Reflections should include, but not be limited to:

* How will the information from the past few weeks influence/benefited you in your past weeks’ work experience?
* What's your greatest "take away" from the past few weeks covered?
* What readings/activities were most/least beneficial? Why? Or why not?
* How is the online experience working for you? How could it be improved?

## Exam

The final class week you will take a take home essay exam. More details will follow and examples will be available in the Introductory Module Canvas later in the term.

# Grading:

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

|  |  |
| --- | --- |
| Participation in Project Management Activity and in SYNC meetings\* | 10% |
| Individual Current Event Presentation  | 10% |
| Four Case Analyses | 20% |
| Discussion Forum Participation in weekly topics  | 35% |
| Blog Reflections | 10% |
| Exam | 15% |

A 96 to 100 C+ 77 to 80

A- 91 to 95 C 73 to 76

B+ 87 to 90 C- 70 to 72

B 84 to 86 D below 70

B- 81 to 83

# 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 from Xavier for plagiarism.  Be sure to cite all sources used in any work you turn in for credit.**

**Special Needs:**

If you have any special needs related to your participation in this course that may influence your performance you should contact me to arrange reasonable provisions to ensure an equitable opportunity to meet all the requirements of this course.