IS 6674 - Information Systems Management
Fall Session | 2012

Troy University Mission	Troy University is a public institution comprised of a network of campuses throughout Alabama and worldwide. International in scope, Troy University provides a variety of educational programs at the undergraduate and graduate levels for a diverse student body in traditional, nontraditional and emerging electronic formats. Academic programs are supported by a variety of student services which promote the welfare of the individual student. Troy University's dedicated faculty and staff promote discovery and exploration of knowledge and its application to life-long success through effective teaching, service, creative partnerships, scholarship and research.
Sorrell College Of Business Mission	Through operations that span the State of Alabama, the United States, and the world, Sorrell College of Business equips our students with the knowledge, skills, abilities, and competencies to become organizational and community leaders who make a difference in the global village and global economy. Through this endeavor, we serve students, employers, faculty, and Troy University at large as well as the local and global communities.
Prerequisites:	If part of the EMBA sequence, EMBA 5501. If part of the MBA sequence, MBA 5505 or equivalent. Otherwise, graduate standing. Not available in the MSHRM program.
Professor:	Dr. Jim Ryan
Office Hours:	3:00 – 5:30 PM Monday, Tuesday, and Thursday or by appointment.
Office Location:	116 Adams	Troy University - Phenix City Campus	One University Place	Phenix City, AL 36869, USA
Office Phone:	334-448-5124 office voice mail or 334-448-5126 Secretary
Professor's Email:	jeryan@troy.edu Students must use their Troy University email account (username@troy.edu) for email communication. The subject line must begin with your course number (i.e. IS6674).
Time of Class:	Fridays 8/ 24 and 9/7 6:00 – 10:20 PM; Saturdays & Sundays 8/25, 8/26, 9/8, and 9/9 9:00 AM – 4:00 PM
Class Location:	210 Adams Building
Course Description:	Theoretical and practical applications for managing computerized information systems; planning and control functions of the firm; emphasis on case studies of design projects; the application of human and organizational issues of Management Information Systems (MIS); current academic research into the analysis, design, and implementation of computer information systems. Prerequisite for MBA students: MBA 5505 or equivalent.
Text:	Required: Information Systems Management in Practice (8th Edition); McNurlin, Sprague, and Bui, 2009; ISBN10: 0-13-243715-5; ISBN13: 978-0-13-243715-8; eBook ISBN10: 0-13-243719-6; eBook ISBN13: 978-0-13-243719-8 Required reading: Selected articles are available in Blackboard. Each student will need to have a USB thumb drive for data exchange.

Grading Methods:	Assessments	Grade Breakdown as cumulative points
	Exams (2)	400 total points possible (40%)
	Research Project	400 total points possible (40%)
	Cases, Quizzes, and Class Participation	200 total points possible (20%)

Grading Scale:	A	900 – 1000 points
	B	800 – 899 points
	C	700 – 799 points
	D	600 – 699 points
	F	0 – 599 points

Course Purpose

To introduce technologies and management issues in information systems, emphasizing the major information systems' technologies and the techniques to manage information systems' development and operations. MBA Information Systems option requirement. EMBA/MSM Information Systems concentration requirement. MBA unspecified elective (non-Accounting). Satisfies the MBA research requirement and must be completed with a grade of "B" or higher. This course should be taken before IS 6672.

Course Objectives

Upon completion of the course the student should be able to:

- Identify information system technologies and management issues.

- Analyze and debate critical issues related to managing and administering the IS function.

- Explicate the overall information needs of an organization and the role of IS in meeting them.

- Compare and contrast alternatives to matching IS functions to the structure and behavior of the organization.

- Complete an information systems research project, properly displaying data or illustrations.

- Apply information systems management strategies to business objectives in an apt scenario.

Course Requirements:

Students must use their Troy University email address when communicating with the Professor.

A student is expected to attend scheduled class meetings, complete reading assignments prior to class, complete case assignments prior to class, and to participate in classroom discussions.

The course uses the Blackboard course management system for delivery and receipt of homework, exams, and projects. The web address for this tool is http://troy.blackboard.com.

Course Approach:

Textbook readings, journal articles, lectures, and class discussions convey knowledge about information systems and stimulate critical thinking. The professor serves as catalyst, facilitator and evaluator in a collaborative learning experience. The most effective learning will result from the student's involvement in critical thinking through reading materials, completing assignments, and class participation. A major independent research project will supplement classroom activities.

General Supports:

The Sorrell College of Business computer labs (rooms 209/210) on the 2nd floor of the Adams Building are available for student use before and after scheduled classes. Room 210 is available on Monday and Tuesday evenings.

Classroom Administration

Learning cannot take place if the student is not present. Therefore, the student must come to class on time and be prepared to contribute to classroom lectures. It is important to recognize that everyone has a different perspective or opinion about various issues. It is equally important to recognize that one should share his/her thoughts and ideas in a thoughtful and respectful way. In order for this to be a positive learning experience for everyone, it is important to arrive on time with an open mind, prepared to engage.

All grades are earned! A student must earn a passing grade by meeting course objectives. Faithful attendance—without genuine achievement—will not enable you to pass the course. Examinations, labs, quizzes, and Professor evaluation are the criteria for grading. 799 points equates to a course grade of a "C" and rounding-up does not occur. Reviews of exams, except the final occur in class after all students have taken an exam. If a student needs to individually review or question the grading of an exam, then he/she may see the professor outside of class.

Assignments must be submitted on time via Blackboard. No credit will be given for late assignments.

Students are expected to:

1. Punctually attend all scheduled classes.
2. Be responsible for all instructions and assignments given in class or posted via Blackboard, as well as for the supporting textbook content.
3. Read the textbook material before the lecture or lab covering that material. This leads to a better understanding of the lecture (or lab) as well as the opportunity to ask questions about material(s) in the text that were unclear or that the student did not understand.
4. Hand in assignments on the assigned due date. See homework policy.

Dates to Remember:		
	First Class Meeting	Friday, August 24
	Last Class Meeting	Sunday, September 9
	Last day to drop without financial penalty	Monday, August 20
	Midterm Exam	by Sunday, September 2
	Last day to drop without academic penalty	Friday, September 21
	Project Presentations	Sunday, September 9
	Final Exam	Sunday, September 9
	Research papers due	Sunday, September 30

Homework, Quiz, & Test Policies

HOMEWORK POLICY

Students should complete assigned readings prior to class. Chapters from the text should be skimmed for concepts and cases should be read thoroughly for content. Given the concentrated delivery of this course, assigned readings should be completed as soon as possible.

All case assignments will receive a score. **All assignments must be typed and submitted electronically online through Blackboard**. No other method of submission will be accepted. To be considered on time, all assignments must be submitted prior to class discussion on the date they are due. Feedback will be given for late assignments, but no credit will be given.

If a student can access their assignment from Blackboard, then the Professor should also be able to access it. There is no need to ask the Professor if an assignment was received. Hands-on assignments take considerable time to grade. Be patient. Although the Professor will not grade assignments from disk, the Professor will be glad to give feedback during office hours prior to deadlines.

If extra-credit opportunities occur, then they will be announced in class with a deadline date. All students will have equal opportunity to complete extra-credit opportunities should they occur, but announcements will only occur in class.

QUIZ POLICY

Unannounced quizzes may occur during the semester. Makeup quizzes will only be given for excused absences (see Attendance policy).

TEST POLICY

Due to the condensed delivery of the course, make-up exams will be given only for documented, approved absences (see ATTENDANCE POLICY) during the course meeting dates. Make up exams are administered only to students who have received approval from the professor prior to the test date, or immediately after the absence, if it is not otherwise possible at the professor's discretion. Any exam missed due to an unexcused absence receives a grade of zero.

Incomplete Work Policy: Incomplete work is not acceptable, as all course assignments require completion for a grade assignment. If a student can provide an acceptable and clear documentation prior to grade submission to the Registrar's Office, then an incomplete status grade is appropriate. However, the student must complete the work and submit it within four weeks of the next term. It is the student's responsibility to provide documentation and keep track of deadlines (see ATTENDANCE POLICY).

Absenteeism: Each student is expected to attend **all scheduled** events. It is the student's responsibility to obtain all information and materials during his or her absence. All students are expected to email the Professor prior to or at most the day of the absence explaining the circumstance leading to the absence.

Additional Services:	**AMERICANS WITH DISABILITIES ACT**: Any student whose disabilities fall within ADA must inform the Professor at the <u>beginning</u> of the term of any special needs or equipment necessary to accomplish the requirements for this course.

Students who have or may be dealing with a disability or learning difficulty should speak with the professor and contact the appropriate personnel in Student Services on the Phenix City campus. Various accommodations are available through the Adaptive Needs Program. The faculty in the Sorrell College of Business makes every effort to accommodate unique and special needs of students with respect to speech, hearing, vision, seating, or other possible disabling conditions. Please notify the professor as soon as possible of requested accommodations or ways to help.

Attendance Policy:	If a student misses a class, then it is his/her responsibility to obtain all information and materials presented (including materials covered, handouts, skills learned, and homework assignments) during his/her absence **before** returning to class. I strongly encourage you to attend all class segments because one segment is the equivalent of four regular class meetings and we will cover multiple chapters and activities over one class segment.

I <u>do not</u> repeat lectures nor perform the tutoring function for students who are absent. Each absence will make the successful completion of this course more difficult.

Excused absences: Excused absences have the following characteristics:
   a. Professor was informed **<u>prior</u>** to the absence.
   b. Professor determines that the absence is excused.
   c. Absence is of the following type:
       1. Participation in a documented official **university function** that does not permit the student's class attendance (e.g., participation in athletic events, field trips, etc.)
       2. **Severe illness** (this **does not** include scheduled medical appointments nor driving someone else to doctor), a hospital stay, or a doctor's excuse saying that it is **impossible** for student to attend class(es)
       3. **Death** of immediate family member (grandparent, parent, sibling, or child)
       4. **Appearance** in court
       5. Personal situations that are approved by the professor in advance of the time the student is to be absent.
   d. Written documentation (on letterhead) **must** be provided.

Cheating Policy:	**ACADEMIC DISHONESTY**

If you are caught cheating, you will get a course grade of **"F"**. See ORACLE: Student Handbook, 2002-2003" pp. 86-87. Plagiarism is the act of stealing and passing off (the ideas, work, or words of another) as one's own or to commit literary theft: present as new and original an idea or product derived from an existing source (Webster's New Collegiate Dictionary). Plagiarism will cause a student to get a course grade of "**F**". According to the *TU ORACLE: Student Handbook, 2002-03*, pp. 81, one definition of misconduct is: "Dishonesty, such as cheating, plagiarism..."   The *ORACLE* states on pp. 86 under the Academic Code sub-heading that: "A student is subject to disciplinary action: #3. Where the work affects or might affect a student's grade, credit, or status in the university, a **student represents to be his or her own any work which is not the product of his or her own study and efforts**". The penalty for such misconduct may be (pp. 87) "A student's **grade in the course** or on the examination affected by the misconduct may be **reduced** to any extent, including a **reduction to failure**." **<u>A student may be suspended from the university for a specific or an indefinite period.@ p. 86-87.</u>**

Tentative Class Schedule

Sessions	Date	Topic	Reading	Items Due
1	Aug 24 PM	Introduction – Syllabus – Organization *Research Project* *Articles in Blackboard* IS Management in the Global Economy The Top IS Job	Blackboard Blackboard Ch. 01 Ch. 02	MeadWestVaco Case Assigned Cases
2	Aug 25 AM	*Articles in Blackboard* Strategic Uses of Information Technology Strategic Information Systems Planning	Blackboard Ch. 03 Ch. 04	Assigned Cases
3	Aug 25 PM	*Articles in Blackboard* Designing Corporate IT Architecture Managing Telecommunications	Blackboard Ch. 05 Ch. 06	Assigned Cases
4	Aug 26 AM	*Articles in Blackboard* Managing Corporate Information Resources Managing Partnership-Based IT Operations	Blackboard Ch. 07 Ch. 08	Assigned Cases
5	Aug 26 PM	*Articles in Blackboard* Technologies for Developing Effective Systems Midterm Exam Review	Blackboard Ch. 09	Assigned Cases
	By Sep 2	**Midterm Exam**	Blackboard	Midterm Exam
6	Sep 7 PM	*Articles in Blackboard* Management Issues in System Development Managing Information Security	Blackboard Ch. 10 Ch. 11	
7	Sep 8 AM	*Articles in Blackboard* Supporting Information-Centric Decision Making Supporting IT-Enabled Collaboration	Blackboard Ch. 12 Ch. 13	Assigned Cases
8	Sep 8 PM	*Articles in Blackboard* Supporting Knowledge Work The Opportunity and Challenges Ahead	Blackboard Ch. 14 Ch. 15	Assigned Cases
9	Sep 9 AM	ISM Project Presentations		**ISM Project**
10	Sep 9 PM	Final Exam Review **Final Exam**	Blackboard	Final Exam

The instructor reserves the right to modify the class schedule as needed.
Students should skim chapter-reading assignments for concepts and thoroughly read cases for content.

ISM Research Project

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References:

Luftman, J., Kempaiah, R., and Nashand E., (June, 2006). Key issues for IT executives. <u>MIS Quarterly Executive</u>, 5(2), pages 14 – 26.

Luftman, J. and McLean, E. R., (June, 2004). Key issues for IT executives. <u>MIS Quarterly Executive</u>, 3(2), pages 45 – 56.

The Society for Information Management (SIM) periodically assesses key issues for IT management. Numerous SIM key issue papers are available for you in our Blackboard module. Each student will review key issues over the past five years and choose one issue to research. The research question to investigate will be along the line as "Why is this topic a key issue to IT management?" The research project requires a minimum of 20 references with no more than 25% of the references from online sources and at least 50% of the resources must be from academic journals. Please note that Wikipedia is not a viable, peer-reviewed reference.

The deliverables for the project is a formal paper (no more than 35 pages using the APA style format reviewed in class) and a formal presentation (Powerpoint) that each student will present to explain the results of their research. The presentations will occur during our last meeting days and the formal papers are due before October 1, 2012.

This assignment is an individual project where each student is expected to deliver a high-quality research paper and professional presentation on a current key issue in IT management.