Catalog Description:
Examine the role of information technology to improve processes and business performance. Analyze the interaction of business strategies, work processes, competitive markets, technology and people for effective IT management.

Detailed Description:
Information technology (IT) and Information Systems (IS) have become deeply entrenched in many aspects of how we define business, execute strategy and manage the organization. IT is viewed as one of the critical success factors for organizations to function smoothly as well as achieve competitive advantage. There are three recognized roles of IT: IT as a service function, IT as a business enabler, and IT providing strategic value. This class will focus on all of these aspects. Topics such as business processes, process enabling technologies, integrated systems and processes, business-IT alignment, IT planning and strategy, IT governance, IT innovations, IT portfolio management and IT outsourcing will be addressed and thoroughly discussed.

Course Participation:
This is an online course and hence no face-to-face meetings are mandatory! Much of what we will do on-line will involve student discussion. You cannot learn from this discussion if you do not participate. Students are required to access the online course through Canvas course management system at UNCG. Students are also required to participate in all class activities including discussion board, chat or conference sessions (as needed), individual assignments and group projects as appropriate. Details on each of these items will be provided in time via Canvas.

This class will utilize the Canvas System for the distribution of course related materials and communications. Students should be familiar with the Canvas System at UNCG (http://canvas.uncg.edu) before enrolling in this class.

Course Learning Objectives:
At the end of the course, students should be able to:

1. Explain key issues facing CIOs.
2. Explain the concept of the business process and business process performance
3. Define the role of technology/information systems in effective business processes
4. Examine the various roles of information technology in an organization.
5. Develop an understanding of the factors that facilitate and inhibit IT and business alignment.
6. Analyze the critical role of information technology/systems in organizations
7. Describe methods to approach to develop and manage IT priorities.
8. Comprehend the complexities of planning IT in today's environment.
9. Evaluate various elements of business and technology roadmap and related IT architectures.
10. Analyze Internet related technologies and current trends in the use of Internet for business strategy.
11. Analyze effective ways to address specific IT management problems considering politics, user support, organizational conflict and extent of business alignment.
12. Assess different structures and processes for IT governance.
13. Analyze approaches for innovation and strategic applications of information technology.
14. Analyze different forms of outsourcing and offshoring

Additional Topics and Emphasis:
- Moderate coverage of international issues, ethical issues, and legal and regulatory matters.
- Little or light coverage of political, diversity, and environmental issues.
- Heavy coverage of writing skills and use of internet for research.
- Heavy emphasis upon teamwork and interpersonal skills especially as related to the group project.

Required Textbook:

1. Title: “Information Systems for Managers: With Cases”
   Edition 3.0
   Authors: Gabriele Piccoli and Federico Pigni
   Publisher: Prospect Press
   Year: 2016
   Note: You MUST purchase this EXACT Edition 2016. Older Editions are NOT acceptable for this course.

2. There may be a required Harvard Business Case Packet. Details will be provided in time.

3. Detailed course schedule will be provided in time.

Netiquette:
The same guidelines that apply to traditional classes should be observed in the virtual classroom/meeting environment. Please use proper netiquette when interacting with class members and the professor.

Policy on Server Unavailability or Other Technical Difficulties:
The university is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact 6-tech@uncg.edu to report the problem. Provide as much details about the situation in your communication to help resolve it soon.
**Attendance:**
While no face-to-face meetings are planned due to the online nature of the course, you should make every effort to attend all online class activities. In addition, you should do all readings and assignments on or before time.

**Performance Evaluation:**
All individual assignments must be done by only you - individuals should not work on these assignments together. Likewise, group assignments must be done based on collaboration among students assigned to a particular group. Individuals or groups may seek the general advice of others (any student or faculty), but at no time should a student or group seek or accept the answer to an assignment exercise from anyone else. A single failure to follow this policy will result in a grade of 0 on that assignment; subsequent violations of this policy will result in a grade of F for the course. Please abide by UNCG Academic Integrity Policy (http://sa.unCG.edu/handbook/academic-integrity-policy) in all class related activities including Assignments, Exams, Quizzes, Group Projects and any or all materials which will be evaluated for grading and course performance. If you have any questions at any time please contact the Instructor (amsalam@uncg.edu).

Tentatively, it is planned that course grade will be based on the following distribution:

**Note:** Specific Dates and Detailed Course Schedule will be provided in time.

1. Discussion Forum on Reading Materials for Each Week (participation and meaningful contribution)  
   26 points
2. Peer Assessment of Group Member Contributions  
   20 points
3. Group Case Analysis Blog (One Case Per Group)  
   20 points
4. Comments on Group Case Analysis Blog (8 Per Group)  
   24 points
5. Mid-term exam  
   40 points
6. Group Term Paper  
   30 points
7. Final Exam  
   40 points

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The grade scale is based upon percent of points earned, and is as follows:

95-100% = A  
90-94% = A-  
87-89% = B+  
83-86% = B  
80-82% = B-  
77-79% = C+  
73-76% = C  
70-72% = C-  
Below 70% = F

Keep a record of all points possible and earned on each item. This will make it easy for you to determine your exact grade status throughout the course.

**Assignments:**
Details of all assignments will be posted on Canvas.

All assignments are due on the date/time indicated. Assignments turned in late will be assessed a 10% grading penalty per day late at the sole discretion of the Instructor. Assignments submitted after the due date will not be accepted except for medical emergencies.
Use software features to check spelling and grammar. However, do not assume that the software will catch all errors. Please proofread your work carefully. Poor organization of written document, spelling, sentence structure and grammar errors will reduce your grade. Be sure to cover all assignment parts and use appropriate sub-headings for each part.

**General Evaluation and Grading Criteria:**
The following criteria will apply to the grading of assignments.

**A:** Work that demonstrates not only a clear understanding of the material under study, but also a superior ability to utilize that material in the assignment. All criteria are met. The student’s work goes beyond the task and contains additional, unexpected or outstanding features.

**B:** Work that demonstrates a good understanding of the material under study, and utilizes the material well in the assignment. The student meets the assignment criteria, with few errors or omissions.

**C:** Work that minimally demonstrates a basic or technical understanding of the material under study, and uses some relevant material in the assignment. Work may not address one or more criteria or may not accomplish what was asked.

**F:** Work that is incomplete, inappropriate and/or shows little or no comprehension of the material under study.

**Academic Integrity Policy:**
Students are responsible for becoming familiar with the Academic Integrity Policy in all its aspects and for indicating their knowledge and acceptance of the Policy by signing the Academic Integrity pledge on all major work submitted for the course. Specific information on the Academic Integrity Policy may be found on the UNCG web site at [http://academicintegrity.uncg.edu](http://academicintegrity.uncg.edu)

**Electronic Mail and Blackboard Accounts:**
You should check your UNCG email and Canvas Course site regularly as I will send announcements and email updates and add new information on Canvas on an ongoing basis. **You will be responsible for any information or announcements contained in the email messages or course updates on Canvas site.** If you send an email, please start the subject line with ISM 677. Include your full name in your email. Every effort will be made to respond to your email within 48 hours.
Statement of Students’ Rights and Responsibilities:
As a student in my class you have explicit rights and responsibilities. Your full understanding and acceptance of the following rights and responsibilities can lead to more effective learning and more productive use of our time together.

You have the right to expect:
1. Your professor to be prepared for each class, to start class promptly at the designated time and to end class at the designated time (may not always be applicable for an online course).
2. Your professor to teach all scheduled classes or arrange for a qualified substitute if it is necessary to miss class because of illness or University approved commitments.
3. Clear statements of course expectations, policies, testing and grading practices and student performance.
4. Your professor to hold a reasonable number of office hours to discuss assignments or to assist you with course matters. Note: Traditional office hours do not apply to Online course section. In the online section, contact the Instructor via email and the Instructor will make appropriate arrangements.
5. Knowledgeable assistance from your professor regarding class assignments and course content.
6. Professional behaviors reflecting equitable treatment, ethical practices and respect for your rights.
7. Opportunities to challenge ideas and defend your beliefs in a professional manner.
8. To be challenged to grow both academically and professionally.
9. Information regarding career opportunities related to ISM programs.
10. Your professor to abide by University policies.
11. Fairness and clarity in evaluation of your performance.
12. Adequate opportunity to appeal any perceived violations of the above rights.

You have specific responsibilities to:
1. Plan your study and work schedule appropriately to allow sufficient time to do quality class work. I suggest you devote at least 6 to 8 hours per class period to this class.
2. Arrive at each class on time and prepared to discuss assigned readings and participate in discussions. Note: This item do not apply for an online section in the traditional sense. But online students are expected to actively participate in all online course related activities.
3. Complete assignments by due date and submit quality work.
4. Understand and follow course policies as explained in class and in the syllabus.
5. Commit yourself to grow both academically and professionally.
6. Work effectively and cooperatively as a team member on group projects if so assigned.
7. Practice ethical behaviors and display respect for rights of others. Specifically in online discussion forums please be very respectful to all opinions expressed even though you may not agree with the content of one’s perspective. We learn from each other even though we may hold opposite views or perspectives. Debates and discussion make us rich by considering other’s perspective. But at all times we need to be professionals and respectful of others.
8. Contact your instructor and discuss circumstances which may prevent acceptable performance and to make such contact on a timely basis.
9. Fully understand and abide by the UNCG Academic Integrity Policy and other University policies relating to student conduct.