Catalog Description:
Technology related to internal and external network/telecommunication services. Managerial and business issues related to the identification, acquisition, and management of network/telecommunications services in the contemporary enterprise.

Course Objectives:
The objectives of this course are to provide students with theories and concepts related to Telecommunications and Distributed Networks in the context of business enterprises.
Upon completion of the class, students will be able to:

1. Describe the role of telecommunications and network services in business processes.
2. Define the impact of purchased services on the technology infrastructure of the firm.
3. Analyze existing technology and technology trends for potential impact on communications services.
4. Relates the methods used by technology management to the assurance of adequate communications services.
5. Analyze adequacy of telecommunications and communications infrastructure in meeting the needs of the enterprise.
6. Design organizationally appropriate communications service metrics.
7. Critique the issues facing Chief Information Officers in assuring the development and ongoing adequacy of the firm’s telecommunications and network infrastructure.

Required Textbook and Materials:

Note: The Textbook comes with a CD-ROM. I will specify later how we plan to use the CD-ROM materials. For now, please ignore the CD-ROM materials. We will be using Cisco Packet Tracer for our Assignments and Simulated Labs.

In addition to the Textbook, reference books may be made available on Canvas to supplement assigned reading materials. Students will also be asked to read material made available via selected web sites. All readings should be read during the week in which they are assigned.

Microsoft Visio (free through MSDNAA; also available for free in computing labs)
Contact the Instructor if you need Microsoft Visio

Supplementary Materials:
For videos related to networking topics on the CompTIA Network+ exam, you can visit:
http://www.professormesser.com/

Instructional Methods:
This course will be delivered online for ISM 673-01D. If you in the Main Campus Section—ISM 673-01—you are required to attend a few class sessions as outlined later in this document. The course will consist of readings, online discussions of course material, assignments, exams, and a team project to be conducted as a virtual team. Students are encouraged to practice the techniques discussed in the course by completing hands-on activities.

Students are expected to learn how to find information to solve the problems they encounter throughout the course. Knowing how to find answers is extremely important, as technology changes regularly. Students will be provided with an objective and asked to complete the objective using any legal and ethical means. This structure is to ensure that students learn
how to find information and solve problems on their own and in teams. A great deal of learning in the class is self-directed, particularly for students who plan to take the CompTIA Network+ exam. Students are encouraged to use materials and resources outside of the required textbook to assist in their learning.

**General Preparedness:**
Students are expected to complete all assignments and participate in online discussions when they are assigned. Students are expected to be prepared by reading class materials the week they are assigned. Each student is responsible for all of the reading assignments, information and announcements that are made on Canvas and through emails. Announcements are frequently posted. Students are expected to conduct themselves in a professional manner at all times especially in online discussion forums, group activities, etc.

**Late Work:**
Late work will NOT be accepted unless arranged with the instructor prior to the due date of the assignment/exam/project. Late work will receive a 0.

If late work is permitted, late work will be **docked 10% for every day late up to 40% off unless previous written arrangements are made with the instructor.** No assignment will be accepted after the last official day of class; this does NOT include finals week.

**Participation:**
Participation accounts for 10% of the total grade. Participation is based on participation in online discussions. Participation will be graded based upon consistency (participating in all of the assigned discussions) and quality. The lowest participation score will be dropped to account for emergencies.

Students enrolled in ISM 673-01(Face to Face Section) are required to attend face-to-face class sessions to fulfill UNCG requirements. These sessions will count toward your participation grade. **Face to Face class meets in Bryan 104.**

**ONLINE Students in ISM 673-01D are NOT required/allowed to attend any of these face to face classes.**

**Assignments:**
Students will be required to do multiple assignments. Assignments typically involve a set of specific tasks. Projects will require research and critical thinking and are more complex than assignments. All assignments and projects are expected to be completed on time. The lowest assignment score will be dropped to account for emergencies.

**Midterm and Final Exams:**
The midterm and final exams are written exams. No make-up examinations are offered unless a written, verifiable, legitimate excuse for the absence is presented to the instructor or written arrangements are made beforehand. The final may include some content covered on the midterm. The exams will consist of content from the required text and other assigned readings.

**Team Project:**
Students will get in groups of 4-5 students and complete a project as a virtual team. Virtual teams are increasingly common and rely on networking technologies. You will complete the project for the experience of working in a virtual team and to better understand networking. The project is worth 300 points of your final grade. Details of the project will be provided in time.

**CompTIA Network+ Exam:**
If you desire a networking certificate, you may take the CompTIA Network+ exam. Taking the CompTIA certification exam is entirely optional. However, if you take the exam and pass, you will earn an additional 100 points toward your overall points for the course. No partial points will be awarded.

**Grading:**
Your final grade is determined using the following scale and deliverable weights (may change due to class activities):

<table>
<thead>
<tr>
<th>Points</th>
<th>Grade</th>
<th>Points</th>
<th>Grade</th>
<th>Points</th>
<th>Grade</th>
<th>Points</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>95-100%</td>
<td>A</td>
<td>83-86%</td>
<td>B+</td>
<td>77-79%</td>
<td>C+</td>
<td>67-69%</td>
<td>D+</td>
</tr>
<tr>
<td>79-84%</td>
<td>B</td>
<td>73-76%</td>
<td>C</td>
<td>63-66%</td>
<td>D</td>
<td></td>
<td></td>
</tr>
<tr>
<td>63-68%</td>
<td>C</td>
<td>67-72%</td>
<td>D</td>
<td>57-62%</td>
<td>E</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Ethical Issues and the Honor Code Policies:
University students are expected to conduct themselves in accordance with the **highest standards of academic honesty.** Academic misconduct for which a student is subject to penalty includes all forms of cheating, such as illicit possession of examinations or examination materials, forgery, plagiarism, etc. Although students are allowed to work with others on team projects, students may **NOT** borrow, or "share". Students will receive a 0 for the deliverable if misconduct is proven. Students should read and must follow the UNCG Honor Code:

Plagiarism is defined as "presenting as one’s own work that work which is, in whole or in part, the work of another person or persons without giving proper credit to the appropriate source." This includes submitting work done by another as one’s own work. It is understood that what you turn in to me for a grade represents your own effort. Plagiarism will be immediately punished with a 0 for the assignment in question. Further disciplinary action will be pursued as the instructor deems appropriate.

No credit will be received for shared work (except the team project), and other penalties may be imposed.

Please Read Carefully:
This course also has some additional sensitive issues owing to the unique nature of networking and security. You may **NEVER** attempt to penetrate or conduct class activities that affect the UNCG network or any network that you do not own (such as your home network) or for which you have no written permission from appropriate enterprise authorized personnel. This includes the use of a network for certain assignments, such as using Wireshark to analyze network traffic.

UNCG’s academic integrity policy can be viewed at: [http://academicintegrity.uncg.edu/complete](http://academicintegrity.uncg.edu/complete)

Bryan Faculty/Student Guidelines:
Faculty and students at UNCG have certain obligations. Please view these obligations and guidelines at:
[http://www.uncg.edu/bae/faculty_student_guidelines_sp07.pdf](http://www.uncg.edu/bae/faculty_student_guidelines_sp07.pdf)

Disabilities:
If you have a documented disability and wish to discuss academic accommodations, please contact me as soon as possible.

Inclement Weather:
Rarely, UNCG closes for inclement weather. The radio and TV stations will have the closing notification by 6:30 am. You may also call 334-5000 for a message related to weather closings. These messages are updated hourly.

* This syllabus is subject to change as needed at the sole discretion of the Instruc