



### **Course Participation:**

This is an online course and therefore no face-to-face meetings are mandatory. Much of what we will do online 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. The instructor will use the tracking feature in Canvas to monitor student activity. Students are also required to participate in all class activities such as discussion board, chat or conference sessions and group projects.

This class will utilize the Canvas system for the distribution of materials and communications. Students should be familiar with the Canvas system (canvas.uncg.edu) before enrolling in this class. *Please check Canvas postings and your email at least once a day.*

I plan to conduct weekly web conferencing (online) sessions, each 75-minutes long, from 6:00 PM to 7:15 PM on Tuesdays. *The first session is on Tuesday, August 20.* Extra credit will be awarded for attending these sessions. In my experience, these sessions are very useful. Please make every effort to attend each session and be prepared. *Before attending the session, you must complete the reading assignments for that week* so that I can address difficult concepts and answer specific question during the session. In order to earn extra credit, you should attend a *minimum of 6 sessions* during the semester. Extra credit will be given as follows: 6 sessions – 12 points, 7 sessions – 14 points, 8 sessions – 16 points, 9 sessions – 18 points, 10 or more sessions – 20 points. *No extra credit for less than 6 sessions.*

Note: In order to encourage class participation, we will use the Discussion forum in Canvas. Based on the assigned material for the week, please either post one question or provide an answer to an existing question one day before the online session, i.e., *by Monday*. When you go to the discussion forum and if you see an unanswered question, then answer the question. At most, two answers to a question. If there is no unanswered question, then pose a new question. Note only one question or answer per student. I will address some of the discussion points in the online session.

### **Course Learning Objectives:**

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

1. Discuss 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 and strategic issues IT executives face.
7. Describe methods to approach to develop and manage IT priorities.
8. Comprehend the complexities of planning IT in today's environment.
9. Be able to propose specific tactics and approaches for effective planning in specific situations;
10. Be conversant with tools, methodologies and approaches that facilitate effective processes for planning and managing of IT.
11. Evaluate various elements of IT infrastructure and architecture.
12. Analyze Internet related technologies and current trends in the use of Internet for business purposes.
13. Be able to suggest effective ways to address specific IT management problems considering politics, user support, organizational conflict and extent of business alignment.

14. Assess different structures and processes for IT governance.
15. Examine various options for IT measurement and IS budgeting.
16. Analyze approaches for innovation and strategic applications using information technology.
17. Compare and evaluate various approaches for delivering IT applications.
18. 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.

**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 web conferencing sessions. Extra credit will be given if you attend six or more sessions (see above). In addition, you should do all readings and assignments on or before time. You should also try to meet face-to-face with at least a few students in your class, in order to study together and discuss class materials. This is all the more important as some work will be accomplished as group assignments.

**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.

Note that graded exams and assignments will be available for review but will be retained by the professor.

The course grade will be based on the following distribution:

1. Weekly questions/discussion points	40 points
2. Group Case Assignment	40 points
3. Group Term Paper	40 points
4. Peer Assessment (of group member contributions)	20 points
5. Two Quizzes	60 points
6. Mid-term Exam	100 points
7. Final Exam	100 points

TOTAL	400 points
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The grade scale is based on the total points earned, and is as follows:

372-400 (> 93%)	= A
360-371 (90%-93%)	= A-
348-359 (87%-90%)	= B+
332-347 (83%-87%)	= B
320-331 (80%-83%)	= B-
308-319 (77%-80%)	= C+
292-307 (73%-77%)	= C
280-291 (70%-73%)	= C-
Below 280 (< 70%)	= F

Please keep a record of the maximum points possible and points earned on each item. You can total both and then compute a percentage yourself to determine your running grade. This is fairly simple and you need not ask the professor for your running grade.

**Assignments:**

Details of all assignments will be posted on Canvas.

*All grading assignments are due by Sunday of the week they are assigned. Assignments submitted after the due date will not be accepted except for medical emergencies and there will still be a penalty of 20% reduction in grade for each day late. Also, any assignment that requires rework will be assessed at least 20% penalty.*

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.

**Electronic Mail and Canvas Accounts:**

You should check your UNCG email and Canvas regularly (at least once a day) as I will send email updates and add new information on Canvas on a regular basis. You will be responsible for any information or announcements in the email messages or updates on Canvas. Please do not use Canvas to send emails to me (as I do not always get them); instead use your own UNCG email system to send me messages to [pcpalvia@uncg.edu](mailto:pcpalvia@uncg.edu). Start the subject line with ISM 677-01 and include your full name in the email.

**Tentative Class Schedule:**

The following schedule provides general guidelines and is subject to change. A detailed schedule prior to the beginning of each week will be posted on Canvas. It will include the week's readings, assignments, instructions, etc. You should complete reading assignments by Tuesday 5 PM of the week they are assigned. Note again that all grading assignments are due by Sunday of the week they are assigned.

Week	Date	Topic	Assignments for grading
1.	Aug. 20	Overview of course, Key IT issues, Information systems and managers	Chapter 1 Article: 2018 SIM IT Issues
2.	Aug. 27	Information systems and organizational context	Chapter 2, articles
3.	Sept. 3	Organization information systems and their impact	Chapter 3, articles Team Paper Proposal
4.	Sept. 10	Competitive environment Value creation and strategic information systems <b>Quiz 1</b> – material covered through 3 <sup>rd</sup> week.	Chapters 4 and 7, articles Quiz 1 Case 1 analysis
5.	Sept. 17	Value creation with information systems	Chapter 8, articles
6.	Sept. 24	Sustaining IT value Review for midterm exam	Chapter 9, articles
7.	Oct. 1	<b>Midterm Exam</b> – material through 6 <sup>th</sup> week.	
8.	Oct. 8	Strategic IS planning	Chapter 6, articles Case 2 analysis
9.	Oct. 15	<b>Fall Break</b>	
10.	Oct. 22	IS governance, Funding and budgeting for information systems	Chapter 10, articles Team Paper Status Report
11.	Oct. 29	eBusiness and eCommerce	Chapter 5, articles Case 3 analysis
12.	Nov. 5	Developing information systems, outsourcing, offshoring <b>Quiz 2</b> – material from midterm exam to 11 <sup>th</sup> week.	Chapter 11, articles
13.	Nov. 12	Information system trends and organizations	Chapter 12, articles
14.	Nov. 19	Special topics: social media, innovation with IT, project management, blockchains, Fintech, AI	Articles Case 4 analysis
15.	Nov. 26	Class presentations Review	Final Team Paper due by December 1. Class presentations on Nov. 26.
		<b>Final Exam</b>	

**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>.

**Important:**

We will cover some technical terms throughout the class and you will encounter many terms in your readings. If you come across information technology terms you do not understand I suggest you explore the web site: [www.whatis.com](http://www.whatis.com). If the term is not explained there, please be sure to ask for clarification in class.

Other resources include <http://www.webopedia.com>, <http://www.informationweek.com>, and <http://www.techrepublic.com>. They provide definitions, reading materials, cases, and emerging trends in information technology. As you go through the course and there is something you don't understand, chances are good that these web sites will be able to help you.

Another source is <http://www.wikipedia.org>, which is a crowd-source based encyclopedia on just about everything. Please realize that all information in wikipedia may not be accurate.

You may also look at IS related magazines and journals. While there are many academic journals, I recommend the following practitioner oriented publications: *MIS Quarterly Executive*, *Communications of the ACM*, *CIO magazine* (cio.com), and *Information Week* (informationweek.com).

**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.
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.
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 week to this class.
2. Arrive at each class on time and be prepared to discuss assigned readings and participate in discussions.
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.
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.
10. Report observed violations of the UNCG Academic Integrity Policy.

**Note: See the Student Section of the Bryan School website for additional information about “Faculty and Student Guidelines”.**

<https://bryan.uncg.edu/wp-content/uploads/2017/08/Faculty-and-Student-Guidelines-2018-2019.pdf>