

**University of Oklahoma
School of Library and Information Studies.**

LIS/KM 4223/5223 – Information Technology Management
Online Delivered Course

Instructor:

Stacy Zemke, MSKM. MA.
szemke@ou.edu

Office Hours – I will be available through email (szemke@ou.edu) and will respond to email inquires usually within 24 hours during the week.

I will be in my office and available for online chat (AOL screen name OUZemke) or phone calls (405.325-3921) on **Mondays, Wednesdays and Thursdays** from **9:00a.m. to 11:00a.m.** or by appointment.

Required Text:

- Carolyn V. Brown, et al ***Managing Information Technology***. Upper Saddle River, New Jersey: Pearson/Prentice Hall, 2009. ISBN: 0-13-178954-6
- This book is available online (Amazon, Half) and in the OU bookstore – it is usually less expensive from online sources.
- **NOTE** – this is a brand new edition of this text, and I strongly urge you to purchase this current edition. If you choose to purchase a previous edition, you will be responsible for adapting to the new chapter numbers, also there is a new chapter in the most recent edition. Undergraduates will be quizzed over the current edition of the text.

I. Course Description: Fundamentals of planning, designing, implementing, and managing information technology solutions; market and trend analysis; planning and assessment techniques and tools; human factors in technology management. (From catalog)

- II. Course Objectives:** On completion of this course students will be able to
- Identify and assess information technology resources
 - Conduct technology audits and develop technology plans
 - Prepare and present technology proposals/case studies
 - Prepare requests for proposals (RFPs) and evaluate bids
 - Review and assess contracts
 - Design and implement technology policies, processes, and procedures
 - Design and implement technology education, training, and help programs
 - Develop and revise information technology personnel policies and procedures

- Lead the processes associated with technology change in organizations

III. Teaching/Learning Methods:

- Online lectures, research, and exploration
- Group/team work with both individual and group completed projects
- Evaluation and creation of case studies
- Assignments that focus on both practical application and analysis of concepts and issues.

IV. Course Evaluation:

- **Topic Introduction/lectures** – Graduate and Undergraduate Students:
These are written Introductions that are designed to set the stage for that week's topic, address the readings and help to frame the weekly topic within the larger context of the course.
 - **Logistics** - These Introductions will be available on learn.ou.edu in the Content Section. After reading each Introduction, you will take a brief, one-question **Introduction Completion "quiz"** at learn.ou.edu.
 - Average completion time = 30 minutes, including "quiz"
 - Points per Introduction = 2
 - Due - **Tuesday, at Midnight**, of the week assigned unless otherwise specified (see weekly schedules in the course content area of learn.ou.edu).
- **Journal Entries** - Graduate and Undergraduate Students
In this course, the journal entries are designed to do two things - introduce you to the content or topic of the class for the week and to get your personal impressions or assumptions about that topic. Journal entry assignments will consist of a list of 5 to 10 questions - one or more questions will be mandatory for you to answer, and you will use the remainder of the questions to formulate your complete journal entry. Your entry should be 100 to 150 words in length.
 - **Logistics** - The journal entries will be available on learn.ou.edu in the Content Section. You will create a response in MSWord, Notepad or Pages/TextEdit (Macintosh) and post in the dropbox for that week. After turning in the Journal entry you will take a brief, one-question **Journal Entry Completion "quiz"** at learn.ou.edu (see specific assignments for additional instructions) .
 - Average completion time = 15 minutes, including "quiz"
 - Points per Entry = 3
 - Due – **Wednesday, at Midnight**, of the week assigned unless otherwise specified (see weekly schedules in the course content area of learn.ou.edu).
- **Weekly Readings and Reading Quizzes** - Undergraduate Students ONLY
Each week you will have reading assignments from the required textbook
 - Average reading completion time = 1 hour to 1.5 hours- will vary based on amount of reading.
 - Points per Reading - points for completing your reading will be awarded based on the Reading Quiz score.

Each week you will have a **brief quiz - 5 to 15 questions** - covering the readings for that week. These quizzes are open book and are designed to help you identify some of the important information in the text. You may take each quiz a total of 3 times and your grade will be determined by averaging the scores from each quiz completion.

- **Logistics** - Quizzes will be available at learn.ou.edu. You may take each quiz a total of 3 times and your grade will be determined by averaging the scores from each attempt
- Average completion time for quiz = 20 minutes
- Points per Quiz = 5
- Due - **Friday, at Midnight**, of the week assigned unless otherwise specified (see weekly schedules in the course content area of learn.ou.edu).

- **Weekly Textbook and Article Readings / Journal Article Review – Graduate Students ONLY**

Each week you will complete reading assignments from the required text for this course. You WILL NOT complete the undergraduate student reading quiz.

- Average reading completion time = 1 hour to 1.5 hours - will vary based on amount of reading.

In addition to completing the assigned textbook reading for each week, graduate students will read and submit a summary of the Journal Articles assigned for the week.

- **Logistics** - You will submit a 250-500 word analysis of the articles assigned that reflects your critical thinking about the readings, for example
 - how the articles were supportive of each other, or contradicted each other?
 - what are the over-arching themes?
 - How would you summarize the sample scholarship on this particular topic for someone who is not familiar with it?
 - I want to see that you have read all of the articles, have a comprehension of the general topic and spent some time analyzing the content.
 - You will type up all assignments in MSWord, Notepad, or Pages/TextEdit (Macintosh) and post in the dropbox for that assignment.
- Average completion time for summary write-up = 30 minutes
- Points per Summary= 5
- Due - **Sunday, at Midnight**, of the week assigned unless otherwise specified (see weekly schedules in the course content area of learn.ou.edu).

- **Assignments - Graduate and Undergraduate Students**

Throughout the semester, there will be investigative assignments, with a brief written introduction, links to websites for additional background information, and an exploration of the web technology chosen for the field trip. These assignments are designed to expand on the textbook topics and as steps to assist you in completing the Case Study Assignments.

- **Logistics** - The field trips will include reading the introduction in the content area of learn.ou.edu, visiting the technology website that is the focus of the field trip and completing an assignment (quiz or written).
 - For written assignment, you will type up all assignments in MSWord, Notepad, or Pages/TextEdit (Macintosh) and post in the dropbox for that assignment.
 - Average completion time = 40 minutes to 1 hour
 - Points per assignment = 10
 - Number of assignments = 4
 - Due - **Sunday, Midnight**, of the week assigned unless otherwise specified (see weekly schedules in the course content area of learn.ou.edu).
- **Case Study Assignments** – Graduate and Undergraduate Students –
WORKING IN TEAMS
The case study assignments in this course are opportunities for your team to evaluate specific issues reflected in an actual scenario (case), and create possible solutions.
 - For the **first case study** assignment, you will work with your team to define the parameters for the specific case study – but each individual student will turn in their own written analysis. The specific assignment will provide more detail.
 - **Logistics**, you will type up all assignments in MSWord, Notepad, or Pages/TextEdit (Macintosh) and post in the dropbox for that assignment.
 - Average completion time = 5 to 8 hours total time
 - Points = 20
 - For the **second case study**, you will work with your group to both analyze and define the parameters as well as work together to create a single case study analysis to turn in. The specific assignment will provide more detail.
 - **Logistics**, you will type up all assignments in MSWord, Notepad, or Pages/TextEdit (Macintosh). Your group must determine who will turn the assignment into the appropriate drop box
 - Average completion time = 5 to 8 hours total time
 - Points = 20
 - For the **Final** – your group will write a case study, creating a specific scenario that identifies a technology need within an organization and an implementation plan, as well as an analysis of the potential pitfalls and issues. The specific assignment will provide more detail.
 - **Logistics**, you will type up all assignments in MSWord, Notepad, or Pages/TextEdit (Macintosh). Your group must determine who will turn the assignment into the appropriate drop box
 - Average completion time = 8 to 10 hours total time
 - Points = 50

V. **Grading Criteria:** For each assignment, you will be graded based on your fulfillment of that assignment, as well as your critical thinking and additional perspectives and information you bring to the assignment. In general:

- **A: exceeded** expectations, assignment work above what is required, **superior** effort, organization, presentation, and critical thinking/assimilation of information into overall course goals
- **B: met all expectations** as specified for the assignment in a **professional** manner, some additional effort and critical thinking
- **C: met minimum** assignment requirements, simply completing all of the steps w/out additional critical thinking and assimilation into overall course goals
- **D: did not meet** minimum requirements but shows **evidence** of being able to complete the assignment
- **F: did not meet** minimum requirements for the assignment.

VI. **Weekly Topics and Readings:**

- WEEK 1: August 25 – 31st
 - **Course Introduction**
 - Textbook Reading: Start textbook readings for week 2, it is long.
 - Getting to know your team
 - Begin communication assignment
- WEEK 2: September 1st – 7th
 - **Computer Hardware and Software**
 - Textbook Reading: Chapters 1-3
- WEEK 3: September 8th – 14th
 - **Telecommunication and Networks**
 - Textbook Reading: Chapter 4
 - Communication Assignment Due
- WEEK 4: September 15th- 21st
 - **Data as Resource**
 - Textbook reading: Chapter 5
 - Begin Change Management Assignment
- WEEK 5: Sept. 22nd – 28th
 - **Planning Information System Resources**
 - Textbook reading: Chapter 14
 - Change Management Assignment Due
- WEEK 6: Sept. 29th – Oct. 5th
 - **Leading the Information Systems Function**
 - Textbook reading: Chapter 15
 - Begin Case Study Assessment Techniques Ssignment
- WEEK 7: October 6th – 12th
 - **Enterprise Systems**
 - Textbook reading: Chapter 6
 - Case Study Assessment Techniques Assignment Due

- WEEK 8: October 13th -19th
 - **Managerial Support Systems**
 - Textbook Reading: Chapter 7
 - Begin Case Study 1
- WEEK 9: October 20th – 26th
 - **E-Business Systems**
 - Textbook reading: Chapter 8
 - Case Study 1 due
- WEEK 10: Oct. 27th – Nov. 2nd
 - **Information System Concepts**
 - Textbook reading: Chapter 9
 - Begin Sustainability Assignment
- WEEK 11: November 3rd – 9th
 - **Software Methodologies**
 - Textbook readings: Chapters 10-11
 - Sustainability Assignment due
- WEEK 12: Nov. 10th – 16th
 - **IT Project Management**
 - Textbook readings: Chapter 12
 - Begin Case Study 2
- WEEK 13: Nov. 17th – 23rd
 - **User Support**
 - Textbook readings: Chapter 13
 - Case Study 2 due
- WEEK 14: November 24th – 30th
 - Thanksgiving week – no classes the 26 – 30th
- WEEK 15: December 1st – 7th
 - **Security – Special Issues**
 - Textbook readings: Chapters 16-17
- WEEK 16: December 8th – 14th
 - **Course Review**
- FINAL WEEK
 - Turn in final Project Proposal by 6pm, on Friday 19th

VII. RELATED POLICIES

- **Style Manual**
The required style manual is the Chicago Manual of Style, 15th Ed. Papers must be double-spaced with the first line of each paragraph indented. A standard 12-point font must be used. Margins must be one inch on all sides. Pages must be numbered consecutively. Resources used in preparing the

paper must be appropriately, accurately, and completely attributed. Assignments that do not adequately conform to the principles of style stated in the course syllabus will be returned for correction and will be docked one letter grade.

- **Attendance - University Policy 4.19.1 Class Attendance - Students**

"Students are responsible for the content of courses in which they are enrolled. Specific policy concerning attendance requirements and announced and unannounced examinations is the responsibility of the individual instructor. Students have a responsibility to inform faculty prior to absences whenever possible. Faculty should make every effort to find a reasonable accommodation for students who miss class as a result of participation in Provost-approved University-sponsored activities or legally required activities such as emergency military service. Students missing class on account of jury duty must receive such an accommodation.

When absences seriously affect a student's class work, the instructor will report this fact to the Admissions and Records Office, where the information will be directed to the dean concerned."

Students are expected to complete all scheduled activities, including participating in group work. All late work must be pre-approved by the instructor.

- **Grades of Incomplete (I)**

The University has strict conditions under which a student is given an incomplete in a regularly scheduled, letter-graded course. A grade of Incomplete (I) will be given only for a justifiable reason (due to unavoidable circumstances, not lack of planning on the student's part) and only if the student is passing the course. Incompletes are designed for students who cannot complete the LAST 10% to 30% of the required assignments, generally only the final exam or a last written assignment.

It is the responsibility of the student to request a grade of Incomplete (I) and to meet with the instructor as early as possible to determine and document the requirements for completing the course. Prior to requesting an Incomplete (I), students are urged to consult with their academic advisors.

Any incomplete granted must be removed by the deadline specified by the instructor. The time limit set for removal of an incomplete will take into account the circumstances of the situation but cannot exceed one (1) calendar year.

Check the current OU Academic Calendar for Spring 06, available at <http://www.ou.edu/admrec/spring2006calendar.htm>, for deadlines for dropping/withdrawing from classes.

- **Academic Calendar.**

The University academic calendar is available at

<http://admissions.ou.edu/calendar.html>

- **Academic Integrity:** (the following statement is extracted from <http://www.ou.edu/provost/integrity> -- all students are encouraged to review the OU policy and to discuss any issues or questions with me)
 - Academic integrity means honesty and responsibility in scholarship. Professors have to obey rules of honest scholarship, and so do students. Here are the basic assumptions about academic work at the University of Oklahoma:
 - Students attend OU in order to learn and grow.
 - Academic assignments exist for the sake of this goal.
 - Grades exist to show how fully the goal is attained.
 - Thus, all work and all grades should result from the student's own effort to learn and grow. Academic work completed any other way is pointless, and grades obtained any other way are fraudulent.
 - Academic integrity means understanding and respecting these basic truths, without which no university can exist. Academic misconduct -- "cheating" -- is not just "against the rules." It violates the assumptions at the heart of all learning. It destroys the mutual trust and respect that should exist between student and professor. Finally, it is unfair to students who earn their grades honestly.
- Students with Disabilities
 - Excerpt from University Policy 5.4 Reasonable Accommodation Policy*
 - "Any student in this course who has a disability that may prevent him or her from fully demonstrating his or her abilities should contact me personally as soon as possible so we can discuss accommodations necessary to ensure full participation and facilitate your educational opportunities."

A special thank you and acknowledgement to Dr. Danny Wallace for his help in preparing this syllabus and course.