**Information Technology & Data Analytics**

**MASY1-GC 1240 | 100 | Fall 2024 | 09/09/2024 - 12/09/2024 | 3 Credit**

**Modality:** In-person

**Course Site URL:** [https://brightspace.nyu.edu](https://brightspace.nyu.edu/d2l/home/240524)

**General Course Information**

**Name/Title:** Peter Peng, Adjunct Instructor, He/Him/His

**NYU Email:** peter.peng@nyu.edu

**Class Meeting Schedule:** 09/09/2024 - 12/09/2024 | Monday | 06:30pm - 09:05pm

**Class Location:** TBD

**Office Hours:** By appointment via e-mail. Meetings can be scheduled to take place in-person after class, or remotely via Zoom.

**Description**

In this course, the organization is examined as a system, and the roles of information and computers are explored to facilitate the specification, development, implementation and maintenance of information technology for supporting organization decision-making and strategic planning in today's information age. Students apply the information management principles, techniques, and best practices to analyze and manage an organization’s information technology activities. The course examines the role of information within organizations, provides an overview of modern hardware and software platforms and systems development architectures and introduces students to e-commerce databases and data warehouses. It also covers computer crime and forensics and how people and information can be protected through information security and privacy.

**Prerequisites**

N/A

**Learning Outcomes**

At the conclusion of this course, students will be able to:

* Assess organizational information technology system requirements
* Develop plans to acquire, develop, and deploy information technology systems for the firm
* Propose improvements to business processes efficiency and effectiveness through the use of information technology
* Create plans to utilize current and emerging information technologies better aligned with individual, organizational, and societal needs
* Develop business proposals including IT elements to achieve an organization’s strategic and tactical objectives

**Communication Methods**

Be sure to turn on your [NYU Brightspace notifications](https://www.nyu.edu/servicelink/KB0018507) and frequently check the “Announcements” section of the course site. This will be the primary method I use to communicate to the entire class with information, updates, and other announcements related to the course. To contact me, send me an email or a message through NYU Brightspace. I will typically respond within 24-48 hours.

Credit students must use their NYU email to communicate. Non-degree students do not have NYU email addresses. Brightspace course mail supports student privacy and FERPA guidelines. The instructor will use the NYU email address to communicate with students. All email inquiries will be answered within 24-48 hours.

**Structure | Method | Modality**

This course is In-person and will meet once a week on Monday. [NYU Brightspace](https://brightspace.nyu.edu/) is the learning management system we will use. Log-in to Brightspace frequently for course announcements, assignments & Zoom access. At times, you may be required to meet outside the lecture hours with your group members to complete the group project.

**Expectations**

Learning Environment

You play an important role in creating and sustaining an intellectually rigorous and inclusive classroom culture. Respectful engagement, diverse thinking, and our lived experiences are central to this course, and enrich our learning community.

Participation

Students are expected to be active participants in the learning experience as opposed to passive receptacles for information. Respect for the opinions of others and openness to new ideas is vital for all participants. For successful completion of this course, students will master material presented via lectures and demos, assigned in readings, communicated through discussions and from research activities.

Participation means contributing to the discussion versus simply speaking in class or offering a random comment in the online forum; it also means actively listening and building on the questions and discussion points of your classmates. As graduate students, you are expected to conduct yourselves in a professional manner and engage and collaborate with your classmates.

It is expected that each student will be prepared to participate in lively, intelligent, and professional discussions during and outside of the classroom. Reading assignments and homework must be completed as indicated so that everyone will benefit from an in-depth discussion of topics covered.

Assignments and Deadlines

Complete readings and submit assignments prior to class as assigned by the instructor and listed in this syllabus. All students must complete all course assignments. You should come to each class fully prepared, having read the assigned readings and completed the assignment(s), and actively engage in class discussions. Assignment details and due dates will be announced in class and posted on Brightspace. All assignments must be uploaded to the folder on Brightspace labeled “Assignments.”

All written assignments are to be in a professional and business standard.

Unless previously approved due to illness or other emergency, assignments that are submitted late will automatically receive a 10% reduction in maximum grade for each 24-hour period the assignment is late, not counting any additional deductions from the assignment itself.

Please submit all assignments to the appropriate section of the course site in [NYU Brightspace](https://brightspace.nyu.edu/). If you require an extension due to an illness, hardship, or other reason, please contact me BEFORE the due date.

Course Technology Use

Establishing an environment of mutual respect and exchange in the classroom requires a commitment to presence in discussions and full attention to the course materials presented in class. In the interest of ensuring that attention stays focused on your classmates and class discussions, use of laptops, cellphones, and other electronic devices should be limited during the session unless required for a class activity.

Assignments will require the use of technology (e.g., laptop, computer lab) for learning, research, and assignment submission purposes.

**Generative AI Use**

You are allowed to use generative AI tools for assignments or activities. However, assignments created with AI should not exceed 25% of the overall work. Additionally, you must identify the portions where you used AI tools, the tool(s) that you used, and describe how you used them. Violations can result in failure of the assignment or failure of the course and a notation on your transcript.

Note that you are responsible for all parts of an assignment; if an AI tool provides incorrect information, it is your responsibility to find and fix the error before submitting. Note too that overreliance on AI can hinder independent thinking and creativity.

Feedback and Viewing Grades

I will provide timely meaningful feedback on all your work via our course site in NYU Brightspace. You can access your grades on the course site Gradebook.

Attendance

Students are expected to attend all on-line class sessions. Excused absences are granted in cases of documented serious illness, family emergency, religious observance, or civic obligation. In the case of religious observance or civic obligation, this should be reported in advance. Unexcused absences from sessions may have a negative impact on a student’s final grade. Students are responsible for assignments given during any absence.

If for some reason you will not be in class, you must notify the instructor prior to the scheduled session if you will not be attending and the reason.

Each unexcused absence or being late may result in a student’s grade being lowered by a fraction of a grade. A student who has three unexcused absences may earn a Fail grade.

Refer to the [SPS Policies and Procedures page](https://www.sps.nyu.edu/homepage/student-experience/policies-and-procedures.html) for additional information about attendance.

**Textbooks and Course Materials**

Required Text - Information Technology for Management: Driving Digital Transformation to Increase Local and Global Performance, Growth and Sustainability, 12th edition  
Authors: Efraim Turban, Carol Pollard, Gregory Wood

ISBN-13: 978-1119702900  
ISBN-10: 1119702909

Published April 2021

<https://www.wiley.com/en-us/Information+Technology+for+Management%3A+Driving+Digital+Transformation+to+Increase+Local+and+Global+Performance%2C+Growth+and+Sustainability%2C+12th+Edition-p-9781119702917>

or

<https://www.amazon.com/Information-Technology-Management-Transformation-Sustainability/dp/1119702909>

**Grading | Assessment**

Individual chapter assignments (45%) – Individual Grades

There will be a total of 9 individual assignments or hands-on labs (each worth 5%) based off the topics covered in the textbook readings and/or class. Unless stated otherwise, readings and assignments are to be completed prior to the start of the class so that when the topics are covered during the lecture, students should already have a basic understanding of the material and be prepared to discuss these topics on a more advanced level.

Group Project (45%) – Group and Individual Grades

Students will be divided into groups for the purpose of the group project and each group will be assigned to a stakeholder of a company. Groups will be expected to interview the stakeholder to understand their current (real or hypothetical) challenges and/or technology needs. Based on the interviews, the students will use what they have learned during the course to create a proposal with their group to address the company’s IT challenges/needs. Additional information and specific details of the group project will be provided at a later point in class.

Both innovative content and effective communication will be critical to success. This will be assessed based on several dimensions, including the ability of the team to generate a range of ideas, listen respectfully to different perspectives, distribute work fairly, resolve differences, and communicate effectively. Each group will be evaluated on the quality of your recommendations through the group’s written proposal and presentations.

Class Participation (10%) – Individual Grade  
Each student is expected to actively participate during each class session. Opportunities to participate include contributing to classroom discussions by moving the discussion and analysis forward or build on other comments. Additionally, there may be break-out group exercises during the class where students will be expected to actively participate and contribute within the group as well as make informal presentations to the class based on group discussions.

Participation grades will be broken up into 2 halves of the class each worth 5% (First half: Sessions 1-7 and Second Half: Sessions 8-14) for a total combined Class Participation grade contributing 10% to the overall grade.

Individual Assignments (Individual Grade) – 9 assignments 45%

Group Project (Group and Individual Grades) 45%

Class Participation (Individual Grade) 10%

Total 100%

See the [“Grades” section of Academic Policies](https://www.sps.nyu.edu/homepage/student-experience/policies-and-procedures.html#Graduate1) for the complete grading policy, including the letter grade conversion, and the criteria for a grade of incomplete, taking a course on a pass/fail basis, and withdrawing from a course.

**YU SPS Graduate Grading Scale**

|  |  |  |  |
| --- | --- | --- | --- |
| **A** | 95-100 | 4.000 | **Exceptional:** Demonstrates exceptional mastery of all learning outcomes of the course and thorough and complete understanding of all concepts. |
| **A-** | 90-94 | 3.667 | **Excellent:** Demonstrates highly competent mastery of all learning outcomes of the course and strong understanding of all concepts. |
| **B+** | 87-89 | 3.333 | **Very Good; exceeds course standards:** Demonstrates mastery of all learning outcomes of the course and understanding of core concepts. |
| **B** | 83-86 | 3.000 | **Good; meets course standards:** Demonstrates mastery of some learning outcomes; understanding of some core concepts could be improved. |
| **B-** | 80-82 | 2.667 | **Somewhat Satisfactory;** meets some course standards and requires improvement: Demonstrates basic understanding of some learning outcomes; improved understanding of all core concepts is needed. |
| **C+** | 77-79 | 2.333 | **Less than Satisfactory; requires significant improvement:** Demonstrates partial understanding of all learning outcomes and core concepts; requires significant improvement. |
| **C** | 73-76 | 2.000 | **Unsatisfactory; requires substantial improvement:** Demonstrates partial understanding of some learning outcomes and core concepts; requires substantial improvement. |
| **C-** | 70-72 | 1.667 | **Unsatisfactory; requires extensive improvement:** Demonstrates poor understanding of all learning outcomes and core concepts; requires extensive improvement. |
| **F** | Below 70 |  | **Fail:** Demonstrates minimal to no understanding of all key learning outcomes and core concepts; work is unworthy of course credit towards the degree. |
| **P** |  |  | **Passing:** If a Pass/Fail grade is allowed, the choice of pass/fail must be made prior to the completion of the fifth week of the term. |

**Course Outline**

**Start/End Dates:** 09/09/2024 - 12/09/2024 | Mondays

**Time:** 06:30pm - 09:05pm

**No Class Date(s):** Monday – 10/14/2024

**Special Notes:** Tuesday 10/15/2024 – Legislative Monday: Classes will meet according to a Monday schedule on Tuesday, October 15, 2024

**Session 1 - 09/11/23**

Session Topic: Course Introduction, Syllabus Review, and Digital Transformation

Required Readings (to be completed prior to class): Chapter 1

Student Learning Objectives:

IT impact on global economy

Explain the role of IT in improving business processes. Understand the concepts of business process reengineering and competitive advantage

Describe how IT is disrupting the way that companies operate, the IT megatrends that are driving organizational performance, growth, and sustainability

Technology mega trends

**Session 2 – 09/18/23**

Session Topic: Information Systems, IT Infrastructure, and the Cloud

Required Readings (to be completed prior to class): Chapter 2

Student Learning Objectives:

Information System concepts and framework

IT infrastructure, IT architecture, and enterprise architecture (EA) and their roles in guiding IT growth and sustaining long-term performance and growth

Understand the different types of data centers, cloud computing and cloud services, and how they each add value to an organization

Describe the different types of virtualization and the ways in which an organization can benefit from it

**Session 3, 09/25/23**

Session Topic: Data and Databases Part 1: Data Management, Data Warehouses, and Data Governance

Required Readings (to be completed prior to class): Chapter 3

Student Learning Objectives:

Describe the fundamentals of data management and how database management systems, including blockchain technology, help companies improve performance

Identify the differences between a database, a data warehouse, and a data mart and why a company would move from a database to a data warehouse or data mart

Describe the importance of data governance in providing trusted data available when and where needed and why master data management (MDM) is an important data governance initiative

Explain the concept of information management and why it is important for an organization to follow good information management practices

Define the terms electronic document, electronic record, and electronic content and how the technologies that manage them are being used to make organizations more effective and efficient

**Session 4, 10/02/23**

Session Topic: Data and Databases Part 2: Databases and Introduction to SQL

Student Learning Objectives:

Continuation of previous class

Key characteristics of relational databases

Key characteristics of non-relational databases

Introduction to SQL

Database Relationships

**Session 5, 10/10/23**

Session Topic: Network, the Internet of Things (IoT), and Edge Computing

Required Readings (to be completed prior to class): Chapter 4

Student Learning Objectives:

Describe the different types of wired networks and their principal components and how a computer network supports basic business functions

Identify the different generations of wireless networks, the standards that drive them and the technologies that support them

Explain the growth in mobile data traffic and the benefits companies can gain from the Internet of Things (IoT) and edge computing

Describe the importance of evaluating the quality of a network and the current status of Net Neutrality.

**Session 6, 10/16/23**

Session Topic: Data Privacy and Cyber Security Part 1

Required Readings (to be completed prior to class): Chapter 5

Student Learning Objectives:

Data Privacy

Main data privacy concerns, define the privacy paradox, and describe how data privacy regulations are protecting consumers

Data breaches

Major sources of cyberthreats and cyberattacks

**Session 7, 10/23/23**

Session Topic: Data Privacy and Cyber Security Part 2

Student Learning Objectives:

Continuation of previous class

Preventative and reactive security measures

**Session 8, 10/30/23**

Session Topic: Business Intelligence, Data Science, and Data Analytics

Required Readings (to be completed prior to class): Chapter 6

Student Learning Objectives:

Social search technologies

Descriptive data analytics

Predictive data analytics

Prescriptive data analytics

Tools and techniques to support all levels of data analytics

Explain how big data and advanced data analytics work together to predict organizational performance in the future and prescribe actionable insights

**Session 9, 11/06/23**

Session Topic: Social Media and Semantic Web Technology, Omnichannel Retailing, E-commerce, and Mobile Commerce Technology

Required Readings (to be completed prior to class): Chapters 7 & 8

Student Learning Objectives:

Explain how technological developments that define Web 2.0 created a fundamentally new experience for users

Describe how search engines work and identify ways that businesses gain competitive advantage by using search technology effectively

Explain how Semantic Web technology enhances the accuracy of search engines results and how businesses optimize their websites to take advantage of this emerging technology

Explain how recommendation engines enhance user experience by predicting and recommending Web content, products, and services that might appeal to them

Describe how omnichannel retailing is changing the nature of shopping for consumers and the role convenience plays in determining where shoppers choose to shop

Recognize how mobile payment methods benefit both consumers and retailers.

**Session 10, 11/13/23**

Session Topic: Systems Development, IT Service Management, and Project, Program, and Portfolio Management

Required Readings (to be completed prior to class): Chapter 13

**Session 11, 11/20/23**

Session Topic: Functional Business Systems & Enterprise Systems

Required Readings (to be completed prior to class): Chapters 9 & 10

Student Learning Objectives:

Identify the four traditional functional business units and how business-driven functional business systems support functional and cross-functional process improvement

Describe six types of enterprise systems and the major drivers and challenges associated with migrating to them

Define the purpose of an ERP and the key factors that lead to a successful ERP implementation

Supply chain management (SCM) flows and major capabilities of SCM systems

Define the five phases of the customer relationship management (CRM) process and the role of a CRM system in customer acquisition, retention, and customer lifetime value

**Session 12, 11/27/23**

Session Topic: Artificial Intelligence, Robotics, Quantum Computing

Required Readings (to be completed prior to class): Chapter 11

Student Learning Objectives:

Artificial intelligence (AI)

Generative AI (ChatGPT) & Adaptive AI

Ethical issues associated with AI

Robotics

Work automation

AI-powered sentiment analysis, predictive analytics, and content management systems

Quantum computing

**Session 13, 12/04/23**

Required Readings (to be completed prior to class): Chapter 12

Student Learning Objectives:

IT sourcing strategies

Establishing strategic IT plans

Strategic technology trends

Cover additional IT related topics and trends

**Session 14, 12/11/23**

Session Topic: Group Final Project Presentations

**NOTES:**

The syllabus may be modified to better meet the needs of students and to achieve the learning outcomes.

The School of Professional Studies (SPS) and its faculty celebrate and are committed to inclusion, diversity, belonging, equity, and accessibility (IDBEA), and seek to embody the IDBEA values. The School of Professional Studies (SPS), its faculty, staff, and students are committed to creating a mutually respectful and safe environment (*from the* [*SPS IDBEA Committee*](https://www.sps.nyu.edu/homepage/about-us/idbea/about-idbea.html)).

**New York University School of Professional Studies Policies**

1. Policies - You are responsible for reading, understanding, and complying with [University Policies and Guidelines](http://www.nyu.edu/about/policies-guidelines-compliance.html), [NYU SPS Policies and Procedures](http://sps.nyu.edu/academics/academic-policies-and-procedures.html), and [Student Affairs and Reporting](https://www.nyu.edu/about/policies-guidelines-compliance/policies-and-guidelines/student-services.html).

2. Learning/Academic Accommodations - New York University is committed to providing equal educational opportunity and participation for students who disclose their dis/ability to the [Moses Center for Student Accessibility](https://www.nyu.edu/students/communities-and-groups/student-accessibility.html). If you are interested in applying for academic accommodations, contact the [Moses Center](https://www.nyu.edu/students/communities-and-groups/student-accessibility/academic.html) as early as possible in the semester. If you already receive accommodations through the Moses Center, request your accommodation letters through the [Moses Center Portal](https://www.nyu.edu/students/communities-and-groups/student-accessibility.html) as soon as possible ([mosescsa@nyu.edu](mailto:mosescsa@nyu.edu) | 212-998-4980).

3. Health and Wellness - To access the University's extensive health and mental health resources, contact the [NYU Wellness Exchange](https://www.nyu.edu/students/health-and-wellness/wellness-exchange.html). You can call its private hotline (212-443-9999), available 24 hours a day, seven days a week, to reach out to a professional who can help to address day-to-day challenges as well as other health-related concerns.

4. Student Support Resources - There are a range of resources at SPS and NYU to support your learning and professional growth. For a complete list of resources and services available to SPS students, visit the [NYU SPS Office of Student Affairs site](https://www.sps.nyu.edu/homepage/student-experience/resources-and-services.html).

5. Religious Observance - As a nonsectarian, inclusive institution, NYU policy permits members of any religious group to absent themselves from classes without penalty when required for compliance with their religious obligations. Refer to the [University Calendar Policy on Religious Holidays](https://www.nyu.edu/about/policies-guidelines-compliance/policies-and-guidelines/university-calendar-policy-on-religious-holidays.html) for the complete policy.

6. Academic Integrity and Plagiarism - You are expected to be honest and ethical in all academic work. Moreover, you are expected to demonstrate how what you have learned incorporates an understanding of the research and expertise of scholars and other appropriate experts; and thus recognizing others' published work or teachings—whether that of authors, lecturers, or one's peers—is a required practice in all academic projects.

Plagiarism involves borrowing or using information from other sources without proper and full credit. You are subject to disciplinary actions for the following offenses which include but are not limited to cheating, plagiarism, forgery or unauthorized use of documents, and false form of identification

[Turnitin](https://www.nyu.edu/servicelink/KB0018471), an originality detection service in NYU Brightspace, may be used in this course to check your work for plagiarism.

Read more about academic integrity policies at the NYU School of Professional Studies on the [Academic Policies for NYU SPS Students](https://www.sps.nyu.edu/homepage/student-experience/policies-and-procedures.html) page.

7. Use of Third-Party Tools - During this class, you may be required to use non-NYU apps/platforms/software as a part of course studies, and thus, will be required to agree to the “Terms of Use” (TOU) associated with such apps/platforms/software.

These services may require you to create an account but you can use a pseudonym (which may not identify you to the public community, but which may still identify you by IP address to the company and companies with whom it shares data).

You should carefully read those terms of use regarding the impact on your privacy rights and intellectual property rights. If you have any questions regarding those terms of use or the impact on the class, you are encouraged to ask the instructor prior to the add/drop deadline.