

# IST 614 Syllabus: Information Technology Management and Policy

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**Office:** Hinds Hall

**Course Times:** TBD

**Office Hours:** 30 minutes after class and by appointment

**Course Description:** Basic ideas, concepts and perspectives of management and policy as they apply to the information professions. Students learn to understand and apply these principles to improve organizational effectiveness and promote digital transformation.

**Additional Course Description:** The course provides an overview of general management principles and how various types of information technology (IT) are a key strategic and tactical enabler for most business functions. The course also highlights the role of policy for IT and corporate governance, service delivery, standards, privacy, rights, ethics, accessibility, and security. The course is offered in classroom and online formats, with assignments and case studies promoting a deeper understanding of how to apply IT management and policy concepts.

**Prerequisite:** None

**Audience:** Graduate students in the Master of Science in Information Management program.

**Credits:** 3 credit hours

**Course Fees:** None

**Learning Objectives:** After taking this course, students will be able to:

1. Explain the core concept for each of the following areas of general management: risk, asset, financial, program, IT, ethics, and human capital; and list two best practices in each area without lecture notes.
2. Provide at least five examples of how IT resources (e.g., databases, websites, bots, clouds, and systems) enable the aforementioned areas of general management, without the aid of lecture notes.
3. Identify the purpose of enterprise-level portfolio management and give three examples of how this improves organization-wide asset, financial, and program management, without lecture notes.
4. Explain the differences between enterprise architecture and solution architecture, including the purpose of current views, future views, scenarios, alternatives analyses, transition plans, artifacts, and online repositories without the aid of lecture notes.
5. Describe the core concept and role of policy as it relates to IT planning and management at various levels of scale (enterprise, program, networks, and systems) without the aid of lecture notes.
6. Explain of how policy's contribution to governance and management is shaped by key concepts from economics, law, and political science; and apply these concepts to an example of how policy supports the development and implementation of best practices in cybersecurity, data privacy, internet access, and the protection of intellectual property without the aid of lecture notes.
7. Compare and contrast executive, management, and staff viewpoints of what constitutes IT-enabled value within an organization and with external stakeholders, without the aid of lecture notes.

**Bibliography/Texts/Supplies Required:** The following are the four required course textbooks, which are available from online booksellers. Additional articles and case studies that will be referred to in class are available at no cost online or in the Content area of the course website. Required textbooks are:

1. Drucker, P. F. (2008). *The essential Drucker: The best of sixty years of Peter Drucker's essential writings on management*. New York, NY: HarperCollins. AISBN: 0061345016.
2. Dyche, J. (2015). *The New IT: How Technology Leaders are Enabling Business Strategy in the Digital Age (1<sup>st</sup> edition)*. McGraw Hill Education. ISBN 100071846980.
3. Bernard, S. (2020). *Holistic Enterprise Architecture (4<sup>th</sup> Edition)*. AuthorHouse, ISBN: 9781728358055.
4. Denardis, L. (2020). *The Internet in Everything*. Yale University Press, ISBN: 9780300233070.

### Additional Readings:

- Case Study #1: Establishing Effective IT Management Practices. Harvard Business School #10018-HBK-ENG.
- Case Study #2: Using Policy to Support IT Service Delivery. Harvard Business School #190130-PDF-ENG.
- Investment Business Case/Alternatives Analysis Template. Instructor provided.
- Financial Management for IT Leaders: Technology Business Model, v4. [www.tbmcouncil.org/learn-tbm-taxonomy](http://www.tbmcouncil.org/learn-tbm-taxonomy)
- U.S. Telecommunications Act of 1996. <https://www.fcc.gov/general/telecommunications-act-1996>
- World Summit on Information Society <https://www.itu.int/net4/wsis/forum/2022/en>
- UN Internet Governance Forum Report: [https://www.intgovforum.org/en/filedepot\\_download/11138/2452](https://www.intgovforum.org/en/filedepot_download/11138/2452)

### Course Assignment Requirements and Grading:

Assignment	Points	Due	Point Total	Course Grade
Weekly Q&A (15)	15 points	Weekly	94-100	A
Textbook 1&2 Quiz	12 points	Week 6	90-93	A-
IT Mgmt. Case Study	15 points	Week 6	87-90	B+
Textbook 3&4 Quiz	12 points	Week 11	83-86	B
IT Policy Case Study	15 points	Week 12	80-82	B-
Final Research Paper	31 points	Week 15	75-79	C+
			70-75	C
			69-60	C-
<b>Total:</b>	<b>100 points</b>		<59	F

**Course-Specific Policies:** Students must complete all assignments and attend at least 80% of the class sessions to receive credit for the course. Each submitted assignment that is submitted by the due date is eligible for full points credit, with the grade being subjectively determined by the instructor based on the accuracy, completeness, and clarity of each answer. Students shall not use the work of others in answering questions without proper citation. Late assignments will receive a 10% lower points grade for each day after the due date, unless other arrangements have been made with the instructor. Students are expected to let the instructor know at the earliest opportunity if a class session cannot be attended or if an assignment will be late. Accommodation by the instructor (e.g., due date extension or excused class attendance) will be granted on a case-by-case basis. Make-up and extra-credit assignments will not be offered by the instructor. One-on-one student office hours can be arranged via email.

### Course Requirements and Expectations:

Assignment 1. Weekly Class Discussion. In the Assignments area of the course website, the instructor has posted a question that is related to the assigned readings. The weekly calendar for the course runs from Monday to Sunday. Students will post a 1-2 paragraph answer by Sunday midnight to the weekly question, using your own words (don't cut/paste from other sources). Each weekly discussion answer is worth 1 grade point and the instructor will evaluate the accuracy, clarity, and cogency of the student's answer in grading.

Assignment 2. Textbook 1&2 Quiz. In the Assignments area of the course website, the instructor has posted a quiz with three questions about key topics that each textbook covers. By the end of Week 6, students will post a one paragraph answer to each question, using your own words (don't cut/paste material from the book or other sources). Each quiz answer is worth 2 grade points and the instructor will subjectively evaluate the accuracy, clarity, and cogency of the student's answers and in awarding an overall grade of up to 12 points.

Assignment 3. IT Management Case Study Paper. In the Assignments area of the course website, the instructor has posted a template that the student will use to submit answers to questions related to the Case Study on IT management that is located in the Content area of the course website. The purpose of the Case Study is to present IT management concepts and practices in a realistic, applied context to reinforce student learning. The answers are due by the end of Week 6, should be 1-2 paragraphs in length. The instructor will subjectively evaluate the accuracy, clarity, and cogency of the student's answers and in grading, worth up to 15 points.

Assignment 4. Textbook 3&4 Quiz. In the Assignments area of the course website, the instructor has posted a

quiz with three questions about key topics that each textbook covers. By the end of Week 11, students will post a one paragraph answer to each question, using your own words (don't cut/paste material from the book or other sources). Each quiz answer is worth 2 grade points and the instructor will subjectively evaluate the accuracy, clarity, and cogency of the student's answers and in awarding an overall grade of up to 12 points.

Assignment 5. IT Policy Case Study Paper. In the Assignments area of the course website, the instructor has posted a template that the student will use to submit answers to questions related to the Case Study on IT policy that is located in the Content area of the course website. The purpose of the Case Study is to present IT policy concepts and practices in a realistic, applied context to reinforce student learning. The answers should be 1-2 paragraphs in length. The instructor will subjectively evaluate the accuracy, clarity, and cogency of the student's answers and in grading, worth up to 15 points.

Assignment 6. Final Research Paper. The purpose of the final research paper assignment is to allow the student to do an in-depth review of concepts and practices in an area of IT management or policy that is of interest to the student. *The paper's topic and content outline is to be submitted to the instructor for approval by the end of Week 8 of the course* (worth 1 grade point). The paper is to be at least 10 pages in length, not counting the cover page or bibliography. Page format is double-spacing, 12-point font, and 1" margins. Students will properly cite the work of others using footnotes and APA format. The paper's is to be submitted as a .pdf file that is uploaded to this assignment's link in the Assignment area of the course website. The paper is due by the end of Week 15 and the instructor will subjectively evaluate the accuracy, clarity, and cogency of the student's answers and in awarding an overall paper grade of up to 30 points.

**Course Schedule:** The following is the class general weekly reading and assignments schedule.  
(Subject to change)

Week	General Topic	Readings	Assignments
1	Strategic & Tactical Planning	Text #1, Ch. 1-4	Weekly Discussion
2	Asset Management Concepts	Text #1, Ch. 5-8	Weekly Discussion
3	Financial Management Concepts	Text #1, Ch. 9-12	Weekly Discussion
4	Risk Management Concepts	Text #2, Ch. 1-5	Weekly Discussion
5	Project Management Concepts	Text #2, Ch. 6-12	Weekly Discussion
6	Key IT Management Concepts & Stakeholder Views	Instructor's Article	Weekly Discussion <b>Text 1&amp;2 Quiz</b> <b>IT Mgmt. Case Study</b>
7	The Role of Policy	Text #3, Ch. 1-6	Weekly Discussion
8	Regulatory & Legal Policy Requirements	Text #3, Ch. 7-15	Weekly Discussion
9	How Policy Supports Standards	Text #4, Ch. 1-5	Weekly Discussion
10	Economic Considerations in IT Policy	Text #4, Ch. 6-11	Weekly Discussion
11	Security, Privacy and Ethics Considerations in IT Policy	Text # 4, review	Weekly Discussion <b>Text 3&amp;4 Quiz</b>
12	Organizational Structure and Culture Considerations for Management & Policy	Instructor's Article	Weekly Discussion <b>IT Policy Case Study</b>
13	Enterprise and Portfolio Level Thinking	Instructor's Article	Weekly Discussion
14	The Changing Nature of Work	Instructor's Article	Weekly Discussion
15	Management & Policy in Dealing with Disruption	Instructor's Article	Weekly Discussion <b>Final Paper</b>

## **Appendix:**

### **iSchool Values**

Excellence; Discovery & Innovation; Integrity; Diversity & Inclusion; Global Citizenship and Engagement

### **Syracuse University Policies**

Syracuse University has a variety of policies designed to guarantee that students live and study in a community respectful of their needs and those of fellow students. These statements are an official part of this course syllabus. Some of the most important of these concern:

### **University Attendance Policy**

Attendance in classes is expected in all courses at Syracuse University. Students are expected to arrive on campus in time to attend the first meeting of all classes for which they are registered. Students who do not attend classes starting with the first scheduled meeting may be academically withdrawn as not making progress toward degree by failure to attend. Instructors set course-specific policies for absences from scheduled class meetings in their syllabi. It is a federal requirement that students who do not attend or cease to attend a class to be reported at the time of determination by the faculty. Faculty should use “ESPR” and “MSPR” in Orange Success to alert the Office of the Registrar and the Office of Financial Aid. A grade of NA is posted to any student for whom the Never Attended flag is raised in Orange SUccess. More information regarding Orange SUccess can be found here, at <http://orangesuccess.syr.edu/getting-started-2/>. Students should also review the University’s religious observance policy and make the required arrangements at the beginning of each semester.

### **Diversity and Disability**

The policy can be found at: <https://www.syracuse.edu/life/accessibilitydiversity/>

### **Religious Observances Notification and Policy**

The policy can be found at: [http://supolicies.syr.edu/studs/religious\\_observance.htm](http://supolicies.syr.edu/studs/religious_observance.htm)

### **Orange Success**

The policy can be found at: <http://orangesuccess.syr.edu/getting-started-2/>

### **Disability-Related Accommodations**

Syracuse University values diversity and inclusion; we are committed to a climate of mutual respect and full participation. There may be aspects of the instruction or design of this course that result in barriers to your inclusion and full participation in this course. I invite any student to meet with me to discuss strategies and/or accommodations (academic adjustments) that may be essential to your success and to collaborate with the Center for Disability Resources (CDR) in this process. If you would like to discuss disability-accommodations or register with CDR, please visit Center for Disability Resources. Please call (315) 443-4498 or email [disabilityresources@syr.edu](mailto:disabilityresources@syr.edu) for more detailed information. CDR is responsible for coordinating disability-related academic accommodations and will work with the student to develop an access plan. Since academic accommodations may require early planning and generally are not provided retroactively, please contact CDR to begin this process. <https://disabilityresources.syr.edu/> .

### **Academic Integrity**

Syracuse University’s Academic Integrity Policy reflects the high value that we, as a university community, place on honesty in academic work. The policy defines our expectations for academic honesty and holds students accountable for the integrity of all work they submit. Students should understand that it is their responsibility to learn about course-specific expectations, as well as about university-wide academic integrity expectations. The policy governs appropriate citation and use of sources, the integrity of work submitted in exams and assignments, and the veracity of signatures on attendance sheets and other verification of participation in class activities. The policy also prohibits students from submitting the same work in more than one class without receiving written authorization in advance from both instructors. Under the policy, students found in violation are subject to grade sanctions determined by the course

instructor and non-grade sanctions determined by the School or College where the course is offered as described in the Violation and Sanction Classification Rubric. SU students are required to read an online summary of the University's academic integrity expectations and provide an electronic signature agreeing to abide by them twice a year during pre-term check-in on MySlice.

### **Course Evaluations**

At the end of the term, the iSchool will ask you to share course feedback through EvaluationKIT [<https://coursefeedback.syr.edu>]. Log in to EvaluationKIT using your NetID and password. Please take the time to share your feedback about this course and your experience in it; all ratings and comments are completely anonymous. The iSchool carefully reviews your feedback. Our instructors use this feedback to fine tune course delivery and instruction; our professors of record use this feedback to fine tune course content and assignments. All feedback is factored into iSchool decisions about course, program and instructor development.

### **Use of Blackboard**

This course involves the use of Syracuse University's Blackboard system as an online tool. The environment is composed of a number of elements that will help you be successful in both your current coursework and your lifelong learning opportunities. To access Blackboard, [<http://blackboard.syr.edu>] use your Syracuse University NetID & Password. This specific course will appear in your course list. To search for answers to your Blackboard questions, visit the Answers self-help knowledge at <https://answers.syr.edu/display/blackboard01/Blackboard>. If you have problems logging in or need assistance with Blackboard, contact the ITS Service Center at: [help@syr.edu](mailto:help@syr.edu) or 315.443.2677. The Syracuse University Blackboard support team will assist you.

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