

UMBC
1000 Hilltop Road, Baltimore, Maryland 21250

IS 440 - INTEGRATING TECHNOLOGY INTO BUSINESS PROCESSES

Spring 2017
Thursdays 7:10-9:40pm
PAHB 234

Instructor: Margaret M. Kahl

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Please include your Course# in the subject line of each email in addition to the Assignment#, Current Event#, or Question (i.e. IS 440 Assignment #1 Gen X/Y/Z, or IS 440 Project Question)

Office Hours: Before/after class or by appointment

WELCOME to IS 440

Office information and decision support systems are examined as emerging and critical elements in business data and information systems. Emphasis is given to information processing considerations at the systems level, including analysis and management of support activities, leadership issues, managing the essential technologies, managing system development, and systems for supporting knowledge-based work. The course includes discussion of person/machine interfaces and appraisals of current and future technological trends and their impacts on systems. Pre or corequisite is IS 350.

The objective of the course is to provide discussions on IT issues, leadership styles, strategies, and the use and management of IT.

TEXTBOOK

McNurlin, Information Systems Management in Practice, Pearson Prentice Hall

COURSE PROJECT – (Find a company with a CIO/CTO first, then you'll be easily able to find strategic, tactical, and operational managers to interview....looking at different perspectives of the material learned in class)

The course project is designed to cover all the materials discussed in class. Each deliverable will be collected at designated times throughout the semester (refer to **Project Assignment Due Dates on Schedule – page 6-9**). The materials covered in class will be instrumental in the completion of this project. **Groups cannot use the same company as another group.**

Each deliverable must, at a minimum, include all the detailed topics (refer to page 5) relating to the company. Each deliverable should list all team members' names alphabetically, be typed, font 12, double-spaced, one-sided printing, grammatically correct with no spelling errors, well organized, no longer than 25 pages, written in third person, use subheadings from syllabus throughout, and presented to the class as a group in a presentation, using a presentation tool of your choice. All deliverables must be assembled together with a binder clip. Make sure that all info/documents are shared among the group. No one person should have total control of info/documents. Refer to class slides and notes when working on each section of the project. **Late deliverables will not be accepted.**

Deliverables 1-3 will be presented to the class by all the group members. The presentation should be direct, concise, and professional. Please do not read your paper to the class – **present it**. Each group will be allotted about 10 minutes to present each deliverable. A presentation evaluation form is on Blackboard, as a guideline. There will also be an anonymous peer evaluation at the end of the semester, in which each of the team members will grade the other team members. Any team member not actively participating in the project can be “fired” from the group at any time. When evaluating your team members, please remember to use their first and last names, and email the form to the instructor by Test 3 (not as an attachment). The peer evaluation form is also on Blackboard.

BLACKBOARD

Blackboard will be used in this course. There you can find the syllabus, PowerPoint slides, homework assignments, and announcements.

LECTURE

The overall direction and instructional format of the lectures will be conducted by Margaret Kahl. It is highly recommended that you come to class so that you take full advantage of the resources available to you. You are responsible for all material and announcements presented in each lecture which will begin promptly at 7:10pm. **All assignments are due by the beginning of class.**

Class time will be most lucrative for you if you read the book and PowerPoint slides ahead of time. Prior to each lecture, you should read the corresponding section in the textbook as outlined on pages 6-9 and complete all assignments on the due dates listed. **Late assignment will not be accepted.** Some material may be presented only lightly in order to devote more time to problem solving and concept application.

HELPFUL HINTS...

It is strongly recommended that you read the text material (book and PowerPoint slides), set aside a daily time slot for doing homework assignments, and ask any and all questions. **Print out the class notes (PowerPoint slides) from Blackboard and bring to class, so that you are not rewriting everything that is on the slides.** In the past, students have been lulled into a false sense of security by less rigorous material in the first few weeks of the course. The material becomes increasingly difficult as the semester progresses. Keep up with the work, be prepared, and do not hesitate to seek assistance.

STUDENT DISABILITY SERVICES

UMBC is committed to eliminating discriminatory obstacles that disadvantage students based on disability. [Student Disability Services](#) (SDS) is the UMBC department designated to receive and maintain confidential files of disability-related documentation, certify eligibility for services, determine reasonable accommodations, develop with each student plans for the provision of such accommodations, and serve as a liaison between faculty members and students regarding disability-related issues. If you have a disability and want to request accommodations, contact SDS in the Math/Psych Bldg., room 212 or at 410-455-2459. SDS will require you to provide appropriate documentation of disability. If you require accommodations for this class, make an appointment to meet with me to discuss your SDS-approved accommodations.

Call SDS ahead of time to schedule your test on the same day/next day as our class schedule.

HONOR: STATEMENT OF VALUES FOR STUDENT ACADEMIC INTEGRITY AT UMBC

By enrolling in this course, each student assumes the responsibilities of an active participant in UMBC's scholarly community in which everyone's academic work and behavior are held to the highest standards of honesty. Cheating, fabrication,

plagiarism, and helping others to commit these acts are all forms of academic dishonesty, and they are wrong. Academic misconduct could result in disciplinary action that may include, ***but is not limited to***, suspension or dismissal. To read the full Student Academic Conduct Policy, consult the UMBC Student Handbook, the Faculty Handbook, or the UMBC Policies section of the UMBC Directory.

All members of the UMBC community are expected to make a commitment to academic honesty in their own actions and with others. Following are examples of academic misconduct that are not tolerated at UMBC:

- **Cheating:** Knowingly using or attempting to use unauthorized material, information, or study aids in any academic exercise.
- **Fabrication:** Intentional and unauthorized falsification or invention of any information or citation in an academic exercise.
- **Facilitating Academic Dishonesty:** Intentionally or knowingly helping or attempting to help another commit an act of academic dishonesty.
- **Plagiarism:** Knowingly representing the words or ideas of another as one's own in any academic exercise, including works of art and computer-generated information/images.

Students who are found to have plagiarized any of their assignments will receive a 0 on the assignment. A report of academic misconduct will be filed against the student, as plagiarism is a violation of the Undergraduate Academic Conduct Policy. If you are unclear how to write without plagiarizing, see me at once.

CLASSROOM POLICIES

1. **Student Demeanor** – Students assume a duty to conduct themselves in a manner appropriate to the University's mission as an institution of higher education and in accordance with the university's policies and regulations. It is expected that you will act in a manner that is respectful of those around you. Those who's academic standing and general conduct is considered unsatisfactory will be dismissed. This policy includes cheating of any kind, inappropriate gestures, disruptions in class, and plagiarism. Each student must engage in learning activities and take school work seriously, take responsibility for their own behavior, be courteous, attend class on time, be prepared to learn, speak appropriately, exhibit self-control, cooperate with others and behave ethically. Academic misconduct could result in disciplinary action that may include, but is not limited to, suspension or dismissal. To read the full

Student Academic Conduct Policy, consult the UMBC Student Handbook, the Faculty Handbook, or the UMBC Policies section of the UMBC Directory, or go to www.umbc.edu/provost/integrity.

Additionally, talking during class and packing to leave before class is over is very disruptive and rude and will not be tolerated. Disruptive behavior of any sort may result in your dismissal from class or the deduction of points from your final grade.

2. **Cell phones** – The use of cell phones, pagers, and other similar electronic devices will not be tolerated. All cell phones need to be put away when entering the classroom. **No checking your phone at all during class.** Students must have consideration for the instructor as well as their classmates' need to concentrate on the learning process.
3. **Laptops** – **There will be no laptops/tablets open during class.** Studies have shown that students who bring laptops/tablets to class get distracted, and often do not achieve the grade they want. Students can print out the PowerPoint Slides, on Blackboard, in the format they choose, bring them to class, and incorporate any additional notes where needed.
4. **Tests** – Tests will be based on the PowerPoint slides (both teacher and student slides), class discussions, textbook, and class notes. Each student will prepare a **pretest** that will be given to another student in class (when making up a test, please do not use easy questions similar to, 'What does IS stand for?'). These pretests are very helpful for students to determine their strengths and weaknesses, after they have studied. The students that receive the pretest will take the pretest, grade themselves, and then grade the value of the test (i.e. Did the maker of the test use relevant questions? Was the test too easy? Was the test too difficult?) with a letter grade and comment. Then on the test day, return your completed pretest with letter grade and comment to M. Kahl.

Students are expected to take all tests and to complete all assignments on the required date given. Make-up tests will be given if and only if the student notifies the instructor before the test with a compelling reason. The make-up test will contain a higher level of difficulty. Those who fail to inform the instructor before the test will receive a zero.

- 5. Attendance** – attendance is not mandatory, however, it is used in borderline cases. If a student misses a class, it is their responsibility to get all the assignments and information covered from their group members.

GROUP PROJECT HANDED-IN DELIVERABLES: (Groups cannot use the same company as another group.) Use the subheadings below in order (list, define, relate)

Deliverable 1 Based on material from Chapters 1-3, approximately 4 -5 pages, present as a group (everyone presents) and touch on highlights 10 mins (20 pts)

At the minimum, include the following in order:

Background, Mission Statement, Manager's Responsibilities (Strategic Managers, Tactical Managers, and Operational Managers), CIO/CTO role, External Business environment, Internal Business environment, competitive edge, types of IS, and Strategic uses of IT

Deliverable 2 Based on material from Chapters 4-7, approximately 4 -5 pages, present as a group (everyone presents) and touch on highlights 10-12 mins (25 pts)

At the minimum, include the following in order: What plans do managers have in place? Ask why planning is difficult. How is their planning different now then years ago? SWOT? Do they go through the 7 planning techniques? How is their current architecture set up? How do they use telecommunication and data communications? How is their topology set up? How do they manage their information resources? Managing data? Managing information? Three level database? Database Analysis Life Cycle? What type of Support/Help Desk do they have?

Deliverable 3 Based on material from Chapters 8-10, approximately 4 -5 pages, present as a group (everyone presents) and touch on highlights 10-12 mins (25 pts)

At the minimum, include the following in order: How do they manage operations? Internal/External measures? How could they outsource? Strategies used to outsource? What security needs do they have? Pillars of security? Any disaster recovery plan? How do they develop a system? How do they

manage staff? How do they manage projects? Do they have Legacy systems? Risk Management? Relate and explain each company category in business and IT. What considerations does the company take into account for technological change? Force field analysis?

Deliverable 4 Based on material from Chapters 11-14, approximately 4 -5 pages, present as a group (everyone presents) and touch on highlights 10-12 mins (30 pts)

At the minimum, include the following in order: What does the company do in terms of the scope of security management? What technical countermeasures do they employ? What technology do they take into account that can support decision making? What technology supports knowledge work? Knowledge management life cycle? How do they use data warehousing/data mining?

What Apps (i.e. Mobile Apps) do they currently use? What App could you develop that would be useful for the company?

Would the App deliver business intelligence, transactions, or multimedia content? Write up the specs, explanation, and design the icon of the App you would develop.

After going through their website, what do you like and what would you change? Give examples and explanations of the before/after screen shots. List/explain the Pros and Cons of **your** group dynamics (your IS 440 group, not the company you chose group). What could you have done to improve group process? Did you use Virtual Collaboration? How else could you have used Virtual Collaboration?

APPROXIMATE COURE SCHEDULE

DATE	TOPIC	CHAPTER(S)
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Thursdays

2/2/17	Intro, Importance of Information Systems Mgmt	1
2/9/17	Chapter 1 continued, IS Jobs	1, 2
2/16/17	Strategic Uses of IT	3
	Strategic Information Systems Planning	4

Assignment #1 Due – Understanding where you have been and
2/16/17 where you are today, research Gen X, Gen Y, and Gen Z. Explain how each generation uses technology (all kinds of technology, and each generation's strength and weaknesses with technology), their learning styles, work ethic, respect, communication style, attitudes, behaviors, expectations, habits, and what motivates each generation.

2-3 typed pages, double spaced, cite and reference APA- (3 references: year, month, date of original publication), and written in third person.

One deliverable per person emailed to M. Kahl.

Don't forget your name, class#, date, and Assignment# in the email (No attachment).

Place the following in the subject line of your email:
IS 440 Assignment #1 Gen X/Y/Z

Assignment #2 Due – Pretest 1: Type 10 T/F, 10 Multiple Choice,
2/16/17 and 3 essays based on the slides, notes, and textbook Chapters 1-4.

Type answers on separate paper.

**One deliverable per person handed in to M. Kahl.
Each pretest will be handed in and given to another student in the class to help prepare them for Test 1
(See syllabus page 5 for details)**

**Don't forget your name, class#, date, and
Assignment# on your paper.**

Review for Test 1

2/23/17 Test 1 1 – 4

**Assignment #3 Due – 1 typed paragraph about the company
2/23/17 chosen for the project (cannot use the same company
as another group). Include all group members' names
and email addresses.**

One deliverable per group emailed to M. Kahl.

**Don't forget all of your group members' names,
class#, date, and Assignment# in the email (no
attachment).**

**Place the following in the subject line of your email:
IS 440 Assignment #2 Company Chosen**

**3/2/17 Deliverable 1 with presentation and slides due
One deliverable per group handed in.
Total group presentation time is 10 minutes.**

**Don't forget all of your group members' names, class#, date, and
Deliverable# on your paper.**

3/9/17 Group 1 - Designing Corporate IT Architecture 5

**Group 1 will research 3 Current Event articles that relate to
Designing Corporate IT Architecture. Group 1 will type up
a report (8-10 pages) with resources cited (Current Event
must be less than 3 years) APA (3 references: year, month,
date of original publication), and include the Current Event**

Articles. Relate (and define) ALL of M. Kahl's Chapter 5 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 1 Current Event Chapter 5

Group 2 - Managing Telecommunications 6

Group 2 will research 3 Current Event articles that relate to Managing Telecommunications. Group 2 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 6 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 2 Current Event Chapter 6

3/16/17 Group 3 - Managing Corporate Info Resources 7

Group 3 will research 3 Current Event articles that relate to Managing Corporate Information Resources. Group 3 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the

Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 7 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 3 Current Event Chapter 7

Group 4 - Managing Partnership-Based IT Ops 8

Group 4 will research 3 Current Event articles that relate to Managing Partnership-Based IT Operations. Group 4 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 8 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email. Place the following in the subject line of your email: IS 440 Group 4 Current Event Chapter 8

Group 5 - Tech for Developing Effective Systems 9

Group 5 will research 3 Current Event articles that relate to Technologies for Developing Effective Systems. Group 5 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 9 PowerPoint slides on Blackboard

and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 5 Current Event Chapter 9

Assignment #4 Due - Type 15 T/F (3 from each chapter), 15 Multiple Choice (3 from each chapter), and 5 essays (1 from each chapter) based on Chapters 5-9. Questions on one sheet, answers on another.

One deliverable per person handed in.

Each pretest will be handed in and given to another student in the class to help prepare them for Test 2.

Don't forget your name, class#, date, and Assignment# on your paper.

Review for Test 2

3/23/17 Spring Break

3/30/17 Test 2 5 – 9

4/6/17 Deliverable 2 with presentation and slides due
One deliverable per group handed in.
Total group presentation time is 10-12 minutes.

Don't forget all of your group members' names, class#, date, and Deliverable# on your paper.

4/13/17 Group 6 - Management Issues in Sys Development 10

Group 6 will research 3 Current Event articles that relate to Management Issues in System Development. Group 6 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 10 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 6 Current Event Chapter 10

Group 7 - Managing Information Security 11

Group 7 will research 3 Current Event articles that relate to Managing Information Security. Group 7 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 11 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 7 Current Event Chapter 11

4/20/17 **Group 8 - Supporting Info-Centric Decision Making 12**

Group 8 will research 3 Current Event articles that relate to Supporting Information-Centric Decision Making. Group 8 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 12 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 8 Current Event Chapter 12

Group 9 - Supporting IT-Enabled Collaboration 13

Group 9 will research 3 Current Event articles that relate to Supporting IT-Enabled Collaboration. Group 9 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 13 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 9 Current Event Chapter 13

Group 10 will research 3 Current Event articles that relate to Supporting Knowledge Work. Group 10 will type up a report (8-10 pages) with resources cited (Current Event must be less than 3 years) APA (3 references: year, month, date of original publication), and include the Current Event Article. Relate (and define) ALL of M. Kahl's Chapter 14 PowerPoint slides on Blackboard and add to them with the information in the Current Event articles.

One deliverable (report and slides) per group emailed to M. Kahl.

Don't forget all of your group members' names, class#, date, and Assignment# in your email.

Place the following in the subject line of your email: IS 440 Group 10 Current Event Chapter 14

4/27/17

Deliverable 3 with presentation and slides due

One deliverable per group handed in.

Total group presentation time is 10-12 minutes.

Don't forget all of your group members' names, class#, date, and Deliverable# on your paper.

Assignment #5 Due – Type 25 T/F (4-5 from each chapter), 25

4/27/17 Multiple Choice (4-5 from each chapter) based on Chapters 10-14. Questions on one sheet, answers on another.

One deliverable per person handed in.

Each pretest will be handed in and given to another student in the class to help prepare them for Test 3.

Don't forget your name, class#, date, and Assignment# on your paper.

Test 3

10-14

5/11/17

Completed Project Due – submit all Deliverables (1-4) in the order as stated in the syllabus – ‘Course Project’. Also, include original Deliverables 1 and 2 with M. Kahl’s markings on them. Don’t forget all of your group members’ names, class#, and date on your paper.

Peer Evaluations Due (email, no attachment, IS 440 Peer Evals)

All projects and tests will be maintained by the instructor.

VALUE ADDED TECHNIQUES

Assignments (Project, Pretest, Notes, Slides) – techniques used to encourage students to study notes and share information learned with other students, thus adding another level of learning. **Current Events** are used to enhance the learning experience as well as associate class notes with real life companies to help prepare students for tests and future employment.

ASSIGNMENT OF GRADES

GRADING SCALE

Test 1	20%	90-100	A
Test 2	20%	80-89	B
Test 3	25%	70-79	C
Project/Presentation	20%	60-69	D
Current Event/Presentation	10%	0-59	F
Assignments	5%		