

MIS 302F: Intro to Information Technology Management (Foundations)

Spring 2012 – Unique Numbers: 03640, 03645 - Tuttle

Instructor	Clint Tuttle – clint.tuttle@mcombs.utexas.edu Information, Risk and Operations Management (IROM) Department
Class Time	T TH: 2:00-3:30pm (03640), 3:30-5:00pm (03645)
Class Location	UTC 2.102A
Office	CBA 2.230 (on the north side of the wide escalators on ground floor by the Hall of Honors)
Mailbox	IROM Department, CBA 5.202
Phone	(512)-232-8197
Office Hours	W, Th 10:00am-11:30am or by appointment (if you work or have class during the these hours please send me an email <u>2-3 days ahead of time</u> and I'll try to accommodate)
Teaching Assistants	David Shim – huisubshm875@gmail.com (2:00pm class - 03640) Cicy Cui – jingcicycui@utexas.edu (3:30pm class - 03645)

NOTE: TA's most up-to-date office hours are posted on "Faculty Information" section of BB.

Course Description

Information Technology (IT) has transformed all aspects of 21st century business and everyday life. New IT investments continue to be staggering. Worldwide, over \$2.5 trillion has been invested in IT. In the U.S., over 50% of capital expenditures are related to IT. IT has triggered new forms of organizations; transformed business process innovation; and impacted organizational structure, culture, politics, decision-making and society as a whole. IT is also transforming how physical products are designed, how services are bundled with products, and how individuals interact with businesses and with other individuals. A silent transformation of physical items is occurring as more and more products use embedded IT to improve customer experience and product performance. The pervasiveness of IT is expanding global trade and changing how and where work is performed.

The availability of vast amounts of searchable data is changing the nature of the learning required to succeed in traditional business disciplines such as finance, accounting, and marketing. It is vital that future managers – from all majors – have a working knowledge of modern IT, practical experience in its use, and management perspectives on how IT is used to reshape products, services, and organizations.

MIS 302F will focus on three broad issues: (1) IT for strategic competitive advantage, (2) IT core skills and management and (3) IT at the intersection of functional business areas. Topics covered include the IT ecosystem, using information systems (IS) for competitive advantage, databases, networking and data communications, supply chain management systems (SCMs), e-commerce, business process management, data mining, business intelligence and knowledge management, Web 2.0 technologies, user-generated content (UGC), social networks, and IT security. While students are introduced to the practical business uses of some technology tools (Excel in particular), the real value that students gain from MIS 302F comes from understanding the strategic possibilities inherent at the intersection of business and technology.

Required Textbook *Information Systems: A Manager's Guide to Harnessing Technology* by John Gallaugher, Flatworld Knowledge, Inc., Version 1.1,

ISBN 978-0-9823618-1-8; available online for free through the following website

<http://www.flatworldstudents.com/course?cid=714699&bid=38086>

NOTE: Hardcopies of textbook also available at Co-op, Austin Txbooks, and flatworld.com

Required Readings *Course Packet* – available only at UT Co-op,

Additional readings will be prescribed in the schedule. Links will be posted on Blackboard

Required Software *Microsoft Office compatible software* including Word, PowerPoint, and Excel. It's recommended you have at 2010 or later of actual Microsoft product. Use of Open Office or Apple Numbers is not endorsed at this time.

i>clicker (Required) This class requires the use of an **i>clicker** (ISBN 0-716779390) which is a remote device that allows you to respond to questions that I pose during class.

Class Website Announcements, assignments, updated course schedule, additional readings, and other information are available on Blackboard at <http://courses.utexas.edu>

Login and select 12SP INTRO TO INFO TECHNOLOGY MGMT

Attendance

I expect you to attend class. You will learn more and do better if you attend class regularly, take notes, ask questions, and contribute to discussions. I make a commitment to you that I will do my best to prepare engaging lectures. In return I expect you to be present and prepared at all classes. I also recommend coming to office hours as people who tend to do this improve their chances in doing better in the class. Also see notes below on *i>clicker* and *participation*.

i>clicker

As noted above on page 1, this class requires the use of an i>clicker. You must get your i>clicker and bring it to class by 2nd class day (Jan 19th) and use it to respond to least one question. After that, you must register your i>clicker remote by 5pm on January 20th at <http://www.iclicker.com/support/registeryourclicker/>.

Complete the fields with your first name, last name, student ID, and remote ID. Your student ID must be your UTEID; the remote ID is the series of numbers and letters found on the back of your i>clicker remote. Your i>clicker will be used regularly in class and you are responsible for bringing it to every class session and ensuring that it is functioning properly. During the semester, if you lose your i>clicker or for any reason have to get a different remote, you should notify the instructor as soon as possible.

Readings and Class Participation

Participation is worth 10% of your final grade so come to class ready to join the discussion on the reading and lecture material. Your knowledge and experience will add to class learning, making the discussion informative and productive. High-quality class participation includes:

- Attending class regularly
- Doing assigned readings **before** class
- Making useful and succinct contributions to class thinking
- Offering insightful analysis of topics supported by facts from class/outside readings or from own experience
- Adding constructive disagreement to the class conversation
- Contributing when called on
- Letting others speak, and, in fact, encouraging them to speak
- Posting questions, comments, and information on the Blackboard class Discussion Board

How participation points work: During the semester you will be asked to participate in various exercises and questions while in class. The majority of participation related questions will require the use of your i>clicker; as such, you are responsible for bringing it to every class session and ensuring that it is functioning properly. Each class day we will usually have about 4 participation points possible and by the end of the semester a total of 100 participation points possible. Although there is no way to make-up participation points that are missed for any reason, you will only need about 80 points to get full credit for participation.

Deliverables

In most business settings, a deliverable is the product of your work that can be conveyed to and assessed by someone else. A deliverable does not have to be a tangible document, but it does serve as the evidence that you have completed an assigned task. Deliverables for MIS 302F consist of critical thinking assignments, skills assignments, class participation, reading quizzes, and exams. The critical thinking assignments will push you to think strategically about using IT in business. The skill assignments emphasize IT capabilities you will use in your careers.

Homework assignments will require independent learning and thought to be completed. Homework assignments will be introduced and discussed in class. All assignments will be turned in via Blackboard. It is your responsibility to submit your work by the deadline. Deadlines for all assignments are **strictly enforced**. I suggest submitting assignments on BB well ahead of the deadline to ensure that you have time to resolve any potential technical issues that you may have, which is your sole responsibility. Missed deadlines due to technical issues are not acceptable.

Known browser issues with Blackboard: UT's Technical Support advises that you NOT use the Safari browser to upload your assignments on Blackboard. Please use Firefox, which is available for free at <http://www.mozilla.com>

Exams

There are three non-cumulative exams in MIS 302F. Two are in-class midterms, and the last exam is given during the final exam period. The final exam is **not** cumulative and covers the material included in class lectures and discussions, assigned readings, and homework assignments. Exams will be multiple choice and exact dates of exams are found on class schedule on BB. There are no exceptions to the exam date schedule and there will be no make-up exams. You must take the exam in the section for which you are registered. If you miss a midterm exam for an extreme emergency, you can have the final exam grade count for both the missed midterm and the final. That one exam will thus constitute a greater portion of your course grade. **The extreme emergency must be approved by the instructor BEFORE the exam date.** Counting one exam twice is a gutsy move and not recommended.

Fairness, Deliverable Deadlines, and Time Management

Deliverables are assigned because they supplement and reinforce learning. Deliverables are also due at designated times and in specific formats, all of which will be described in assignment criteria. To be fair to everyone in class and to get assignments graded and returned in a timely fashion, the deadlines are important. Please turn things in on time.

- Deliverables handed in **after** the due date/time but **during the next 24 hours** will receive half credit. This goes for assignments turned in even 1 minute after deadline so recommended to do assignments early.
- Deliverables will not be accepted more than 24 hours after the due date.
- PLEASE double-check deliverables submitted through Blackboard to make sure your assignment file is attached. If your file is not attached, you will not receive credit for the assignment
- Quizzes are usually given online before class. **These items cannot be made up.**

Re-Learning on Assignments and Exams

Asking questions after your exams and assignments have been graded reinforces learning and helps you to understand your strengths and weaknesses with course material. Therefore, I encourage you meet with TA's or me to discuss your assignments. However, you must contact us within ONE WEEK of the day the homework is returned or grades are posted on Blackboard. **After the one-week window, your grade for that assignment is permanent.**

Excel Training

If you have no background in Excel I would strongly urge you to attend office hours and utilize the message board functionality on Blackboard. When all else fails Google is a tremendous resource. Please note that class time will not be used to teach you basics of Excel. You are expected to learn on your own.

Developing as Critical Thinkers

All career paths have something in common: to succeed in a constantly changing business world, you must constantly seek new information from the environment, make sense of it with your colleagues and business partners, and act on it to develop and implement your business strategy. You must be able to think critically. In order to think critically, you need a knowledge base. A significant part of MIS 302F involves reading, self-learning, and sometimes memorizing conceptual models and theories. Learning these base concepts will give you a foundation for thinking critically and solving real business problems. The goal of MIS 302F is to deliver learning that will serve you in the future, both at UT and in your career.

Instructions for Mac Users

You should not be required to have Windows but if you choose to do so you can address this issue in two ways:

- a) Install Windows 7 on your Mac. You can run both Mac OS and Windows using Bootcamp, VMWare Fusion or Parallels. Bootcamp comes with your Mac but in order to switch from Mac OS to Windows you will have to reboot. VMWare or Parallels will let you run both OSs at the same time and switch instantaneously. However, running this software can slow your Mac down considerably.
- b) Or, you can choose to download Windows Remote Desktop Connection for Mac and use any of the programs without installing Windows OS. Check out the following link for information.
<http://www.utexas.edu/its/wts/answers/rdc-macintosh.php>.

Class Participation, Quizzes

There will be several short multiple-choice quizzes on class readings. All quizzes will be announced and completed individually on blackboard. Because quizzes relate to assigned class reading, there are no make-ups if you miss. *READ the material prior to the day it is due, and you will do well on quizzes.*

In-Class Technology Use Policy

Please turn cell phones, iPods, tablets, and other devices OFF during class time. When a true need to communicate with someone outside of the class exists (e.g., a medical or family emergency, etc.), inform me before class.

Based on strong feedback from previous students and agreement among all the MIS instructors, **the use of laptops is not allowed in class**. The rule applies to all McCombs MBA classes, so you are in good company. When students surf the web, answer email, check Facebook, play Angry Birds on their iPad, and stray from the topic at hand, they do themselves and distracted peers a disservice. For this reason, **texting in class is also a violation of the no laptop policy**. Thanks for respecting this simple rule.

Drop Policy

University policies permit you to drop this course with instructor approval by the withdraw/drop deadlines set by UT. The Spring 2012 Q-drop deadline is February 1st. After the deadline, students who drop the course receive a grade based on what they have earned in the course at that point.

Blackboard Use & Class Learning

Access to Blackboard and your email (as listed with the Registrar) is **required** for this class. It is **your responsibility** to regularly check both the class website on Blackboard and your email account that is registered with Blackboard.

Adding questions, comments, and learning links to Blackboard's Discussion Board are **highly** valued professional class behaviors. PowerPoint slides will be available on Blackboard in time for you to bring hard copies to class. Use of Blackboard's email will be disabled and only useable to email TA's or Professor, not entire class body.

Information Privacy

Password-protected class sites, such as Blackboard, are available for all accredited courses taught at The University. Syllabi, handouts, assignments and other resources are types of information that may be available within these sites. Site activities could include exchanging email, engaging in class discussions and chats, and exchanging files. In addition, class email rosters are a component of the sites. Students who do not want their names included in these electronic class rosters must restrict their directory information in the Office of the Registrar, Main Building, Room 1. For information on FERPA-related issues, see <http://registrar.utexas.edu/students/records/ferpa/>. **If you choose anonymity, please email your JDOE number to your instructor so she can post your grades on Blackboard.**

Scholastic Dishonesty Policy

I take this issue seriously. ***Any dishonesty—such as cheating, unauthorized collaboration on quizzes and homework, etc.—that comes to my attention will result in an F in the assignment in question. Also a report of the incident will be filed with Student Judicial Services.*** The University defines academic dishonesty as cheating, plagiarism, unauthorized collaboration, falsifying academic records, and any act designed to avoid participating honestly in the learning process. Scholastic dishonesty also includes, but is not limited to, providing false or misleading information to receive a postponement or an extension on an exam or other assignment, and submission of essentially the same written assignment for two different courses without faculty permission.

The McCombs School of Business has no tolerance for acts of scholastic dishonesty. The responsibilities of both students and faculty with regard to scholastic dishonesty are described in detail in the Policy Statement on Scholastic Dishonesty for the McCombs School of Business:

By teaching this course, I have agreed to observe all of the faculty responsibilities described in that document. By enrolling in this class, you have agreed to observe all of the student responsibilities described in that document. If the application of that Policy Statement to this class and its assignments is unclear in any way, it is your responsibility to ask me for clarification. Policy on Scholastic Dishonesty: Students who violate University rules on scholastic

dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since dishonesty harms the individual, all students, and the integrity of the University, policies on scholastic dishonesty will be strictly enforced. You should refer to the Student Judicial Services website at <http://deanofstudents.utexas.edu/sjs/> or the General Information Catalog to access the official University policies and procedures on scholastic dishonesty as well as further elaboration on what constitutes scholastic dishonesty.

Students should refer to the Student Judicial Services <http://deanofstudents.utexas.edu/sjs/> or the General Information Catalog to access the official University policies and procedures on scholastic dishonesty as well as further elaboration on what constitutes scholastic dishonesty.

Lastly, regarding the use of i>clickers for this class, since each i>clicker has a unique code, you are not allowed to share or borrow another i>clicker. Allowing another student to use your i>clicker, using another person's i>clicker or simply having more than one i>clicker in your possession will be considered academic dishonesty and will warrant a severe academic penalty.

University of Texas Honor Code

The core values of The University of Texas at Austin are learning, discovery, freedom, leadership, individual opportunity, and responsibility. Each member of the university is expected to uphold these values through integrity, honesty, trust, fairness, and respect toward peers and community.

Using Email for Official Correspondence to Students

Email is recognized as an official mode of university correspondence; therefore, you are responsible for reading your email for University- and course-related information and announcements. You are responsible for keeping the university informed about changes to your email address. You should check your email regularly and frequently – I recommend daily, especially the evenings before class – to stay current with University-related communications, some of which may be time-critical. You can find UT Austin's policies and instructions for updating your email address at <http://www.utexas.edu/its/policies/emailnotify.php>.

Documented Disability Statement

The University of Texas at Austin provides, upon request, appropriate academic accommodations for qualified students with disabilities. If you require special accommodations, you must obtain a letter that documents your disability from the Services for Students with Disabilities area of the Division of Diversity and Community Engagement (471-6259 or 471-4641 TTY). Present the letter to me at the beginning of the semester so we can discuss the accommodations you need. No later than five business days before an exam, you should remind me of any testing accommodations you will need so that I can make arrangements. For more information, visit <http://www.utexas.edu/diversity/ddce/ssd/>.

Religious Holidays

By UT Austin Policy, you must notify me of your pending absence at least 14 days before the date of observing a religious holy day. If you must miss a class, an examination, a work assignment, or a project to observe a religious holy day, I will give you an opportunity to complete the missed work within a reasonable time after the absence.

Behavior Concerns Advice Line (BCAL)

If you are worried about someone who is acting differently, you may use the Behavior Concerns Advice Line to discuss your concerns about another individual's behavior. This service is provided through a partnership among the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The UT Police Department (UTPD). Call 512-232-5050 or visit <http://www.utexas.edu/safety/bcal>.

Communicating with the Professor and Teaching Assistant

The teaching assistants and I have regularly scheduled office hours every week, which are posted on BB. I encourage students to use this time to discuss any course-related issues or get additional help as needed. If you are unavailable during scheduled office hours, please feel free to set an appointment for an alternate day and/or time. To set an

appointment, please send an email with several date/time options of when you will be available. The teaching assistants or I will choose from your options to give a specific date and time to meet.

Be aware that we cannot discuss specific grades over email. Students must discuss grades during office hours or an office appointment.

Also, due to the large size of this class, it may be two to three days before you get a response to any email that you send. Please keep this in mind, particularly when scheduling an appointment.

Tentative Class Schedule

The class schedule is planned for the complete semester, as accurately as possible. However, it is tentative and may change. At the end of each class, I will announce what must be completed before the next class. I will also announce any changes to the currently posted schedule. Therefore, pay attention during the end of each class to understand the assignments due for the next class. The latest version of the class schedule will be posted on BB.

Final Grading Policy

The final letter grade in the class will be based on a curve. Per McCombs policy, the average final grade in MIS 302F will be between 3.2-3.3. However, this average can be higher (or lower) based on overall class performance. I will use the plus/minus grading system. You may expect the following grade distribution: approximately 30-35% will receive an A or A-, about 15-20% a C+ or below, and 45-55% will receive a B+, B, or B-. However, if the overall class performance exceeds the instructor's expectations, the percentages of A, B, C, etc. could change.

Grades will be announced and reported on Blackboard. It is your responsibility to check Blackboard after each grade announcement to confirm that your grades are correct. Any grading issue or question that you have must be discussed during office hours with the instructor or teaching assistant immediately. Questions or issues related to grades must be resolved **within one week** from the date the grade is announced. Otherwise, **no change** in a previously reported grade will be made.

Additional extra credit assignments **may** be offered to the entire class at the discretion of the instructor. There will be **no** opportunity to raise your course grade by doing individual extra credit work at any point during or after the semester, as this would violate University policy. Also, I will not under any circumstance (including scholastic probation) curve a grade up to a higher grade that wasn't earned fairly. This would be unfair to the class and other students. If you do have special circumstances that require you to get a higher grade in this class I recommend coming to class, office hours, and discuss the situation with your Instructor or TA's so we can ensure you prepared and truly earning the grade you need.

The final letter grade in this class will be calculated by added up the total points earned (including extra credit) divided by the 1000 potential points, then multiplied by 100 to get a grade percentage out of 100%. Letter grades will then be assigned based on UT recommend grade distribution listed below

The instructor does reserve the right to curve a final letter grade up depending on 1.) how close it is to the cutoff for a letter grade change and 2.) the overall distribution of grades in the class which can't be determined until after all deliverables are graded. Also if a grade is curved, it will only curve it up and never down.

Detailed content and grading criteria will be posted on Blackboard for each assignment. The assignment weights are detailed below.

Deliverable Detail	Points
Quizzes	
	150
Reading Quiz #1	30
Reading Quiz #2	30
Reading Quiz #3	30
Reading Quiz #4	30
Reading Quiz #5	30
Homework	
	150
Homework #1	30
Homework #2	30
Homework #3	30
Homework #4	30
Homework #5	30
Exams	
	600
Exam 1	200
Exam 2	200
Exam 3	200
Class Participation	
	100
Based on in-class responses using i>clicker	100
Total Available Points	
	1000

UT Recommended Grade Distribution

From	To	Grade	GPA
93	100	A	4.00
90	93	A-	3.67
87	90	B+	3.33
83	87	B	3.00
80	83	B-	2.67
77	80	C+	2.33
73	77	C	2.00
70	73	C-	1.67
67	70	D+	1.33
63	67	D	1.00
60	63	D-	0.67
0	60	F	0.00