Xavier University

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INFO 903-84 Systems of Opertions & Technology

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Syllabus

INFO 903 - 84
Systems of Operations & Technology
Fall, 2003
Thursdays, 6:00-8:30
HAI 7

Professor: Dave Kroger
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- DaveKroger (AOL and Yahoo)
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Homepage for course info: http://blackboard.xu.edu
Telephone: 513 745-3928
Office: Schott 506
Office Hours: Thursdays, 5:00 - 5:45 and by appointment

Course Objectives

This course will explore the implications being created by technology as the world moves from an economy based on the efficiency and convenience of electrical power, used in the creation of the Manufacturing/Industrial based economy towards an economy based on the efficiency, effectiveness and convenience of telecommunications and Information Technology which is now creating an Information Based Economy.

Required Course Materials

e-mail / Internet Account / Instant Messaging Capability
Web Browser (Netscape 4.7 or above, Internet Explorer 5.5 or above)

Attendance

1. You can expect me to attend each class session; I also expect that you will attend each class session.
2. In the rare circumstance in which a student finds it unavoidable to miss a class, he/she should make arrangements to obtain lecture notes and assignment solutions from another member of class. (Another good reason for teams!)
3. Reasonable attendance is a condition for the granting of academic credit.

Assessment and Grading

The final grade for the course will be based on the following activities (values given below are approximate, actual results may vary):

Exams: Midterm: (Due October16) 100 points 10%
       Final: (Due December 18) 100 points 10%
Technology Abstract: (Due September 11) 150 15%
Presentation: Throughout the Term
Group Project: (December 11 and December 18) 150 15%
Project Group Evaluation: (Due the Day after YOUR Group Presentation) 50 05%
Collaborative Work (Throughout the Term) 250 25%
One Minute Paper (Throughout the Term) 100 10%

Participation (Throughout the Term) 100 10%

Course grading scale:
A 950-1000
A- 900-949
B+ 875-899
B 800-874
C+ 775-799
C 725-774
F under 700 points

Exams

Exams are open book/open notes/open mind, and may contain both objective and open-ended questions. Exams will be integrative across readings and topics. The final may be cumulative.

If a topic is covered in class, it is eligible to be included on the exams. The learning purpose of the exam is to assess each student's 1) command of the factual knowledge and concepts from the course and 2) his or her ability to generalize the concepts to business situations via critical thinking skills.

Absence from the exam will result in a grade of zero unless the exam is missed due to an illness or an immovable business engagement. Documented confirmation from a physician is required if an exam is missed due to an illness, or from your supervisor if an exam is missed due to a business engagement. In the event of an excused absence from an exam, a make-up will be given at the professor's convenience.

Exam study strategies: You do not have time to get behind. Therefore, diligently keep up with reading and thinking about the assigned readings, problems, and class discussions. It is also key to keep up with the questions & collaborative work on Blackboard.

Current Issues in Technology Abstract and Presentation

Part 1: You are expected to summarize an article about technology or how technology is affecting business / society. After finding an article you must create a thoughtful Executive Summary and Student Insights linking the article to the course themes. You claim your article by posting in the E-Reserves database. Each article may be claimed by only one student will be accepted, and multiple article postings will NOT receive any extra credit. Article postings will all receive a time stamp, and articles will be accepted on a FIFO basis. It is YOUR responsibility to determine that the article you want to post has not been entered already.

Again, the Technology abstract has three parts: The bibliographic information, executive summary and insights section. The bibliographic part of the format is where you will enter data about Journal, Author, date of publication, title of article, pages, URL if applicable. The Executive Summary section is where you briefly describe what the article is about, including all the key points. In the Insights section you must describe why you feel this is an important article and how it fits into our readings. Then, elaborate on the implications of the article for business today, in your own words. It is important for you to relate it both to the company/ organization for whom you work, as well as to the business environment in general. The abstract should be the equivalent of one to one and

one-half pages single spaced 10- or 12-point font; i.e., you can double-space, but that should increase the total length to no more than 3 pages.

Part 2: You are to prepare a five to ten minute PowerPoint presentation summarizing your findings to the class. A sign-up sheet will be provided for you to make your presentation. You will be graded on content, style, and delivery. Because our time is limited, students going over 10 minutes for their presentation and over 15 minutes for their presentation PLUS questions, will be penalized points.

Team Work

1. Presentation - This project is to be done in groups and presented in class toward the end of the semester. Groups (teams) will be assigned in class and will create and present this presentation. There are two types of projects that are acceptable and are listed below.

Traditional - Research Report about some business area of interest to you, your company, a business sector (retailing, manufacturing, banking, etc) and how IT has had an affect, is having an affect, and the future affect IT might have on this area.

Non-Traditional - Design a New Business Model that might exploit the shift from a manufacturing/industrial economy to an information-based economy. Ideas for implementing this model and taking advantage of the infrastructure now being created should be given and if possible a working model should be created (i.e., Web pages, etc.)

An outline/description of your research project should be turned in to me by September 18th for my review. I will return your outline/description by the next class period after I receive it. Do not start your project unless you have received approval of your outline/description from me.

One Minute Paper / Participation

You are expected to take part in class discussions of the material, as well as in problem demonstrations. In addition you will be required to complete the One Minute Paper (OMP) at the end of every class. The purpose of the OMP is to elicit four responses from you while the class lecture is fresh in your mind. In the OMP you will have the opportunity to describe what area you are unclear about, what area you understand, what you would like to learn more about, and your overall perception of understanding of the materials just presented. I will be able to use this information to adjust what direction the next class period takes.

In addition to using the OMP to provide me feedback, your fellow colleagues will also be able to read the messages and respond with helpful suggestions regarding an area of weakness identified in your OMP. Your OMP and the responses to the OMP will form the basis of your OMP grade. It is important to note that the quality of a response counts, and not the quantity of the response. It is also important to note that a response is expected each week, and missing responses mean missing points.

Collaboration

The OMP is one method for forming outside classroom discussion via Blackboard. You are expected to participate in the weekly discussions on

blackboard. The precise requirements will be discussed during the first class, but you can expect to visit blackboard at least twice a week to check in on, and participate in the discussions. One hint to the importance I place on collaboration is the proportion of your grade assigned to it. You can also begin more general or specific discussions yourself within the Discussion Room. This will also count towards your overall participation score. Use of Blackboard will be discussed during the 1st class.

Group Work and Evaluations

You will be participating in a group (team) project during the semester: a group presentation/research project, and a case presentation. Group work is an important part of this classroom as well as, outside work experiences. As discussed at the beginning of class, more and more group/team work is expected to form the major portion of one's daily activities in the work environment. The group work in this class will be supported by Blackboard and it is expected that everyone use Blackboard to complete the project/case work required for this course. A demonstration of the groupware capabilities of Blackboard will be given in class.

It is my hope that everyone in a group puts forth equal amounts of effort. You will be evaluating your fellow group members (privately) contributions so that if some person(s) within the group is undeserving of an overall group grade I can be made aware of the fact.

Interacting with the Professor

e-mail is the best way to send me questions or to get information. I keep up with my e-mail and will usually respond the same day, no more than two days (except on weekends or over breaks). You are also welcome to contact me by phone, fax, or see me in my office if you have questions.

Class Policies
Grading policy: It is important to recognize that a grade reflects another person's evaluation and judgment of your work. I will grade all exam questions, and cases. You are encouraged to meet with me at anytime to discuss the strengths and weakness of your course work (i.e., to gain understanding of your performance). The policies below will help to assure that grading is consistent and fair to all students.

If you decide to appeal a grade, follow these steps:

1. Within seven days of receiving the grade, e-mail or send me a written appeal. After seven days, I will not consider any grade appeals.
2. To file an appeal, prepare a written statement detailing why you are appealing your grade. Be sure to document your reasons by referring to grading standards, incorrect point calculations, etc., stating simply that you feel you "deserve" a higher grade because you worked hard or based on a vague impression is not sufficient grounds for an appeal.
3. Submit the written statement together with the graded material.
4. I will consider your appeal and make a decision within a week.

Academic Dishonesty Policy: Academic dishonesty will not be tolerated. University procedures will be followed to investigate observed/reported instances of dishonesty.

Special Needs: Please advise me of any disabilities or conditions that may require my attention in arranging for access or alternate forms of test taking.

Disclaimer: This syllabus has been prepared by a fallible human being and may contain errors. The fallible human being in question reserves the right to correct, amend, and otherwise modify this syllabus as necessary.