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INFO 924-81 Virtual Office Management

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Virtual Office Management Syllabus

- Course Numbers:** INFO 924-81 and MGMT 924-81
- Credit Hours:** 3
- Faculty:** Lisa R. Hughes
- Classroom:** Lindner 103
- Office Hours:** By appointment face-to-face, telephone, and e-mail
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U.S. Postal: 12173 Crestfield Court, Cincinnati, Ohio 45249
- Participation:** Class meets on Monday from 6:00 p.m. to 8:30 p.m.
- Dates:** 15 Weeks
- Attendance:** You are expected to attend all class sessions.

Overview

This course examines virtual office management concepts and structures. It provides a study of the movement toward virtual office environments. Participants will gain an understanding of virtual office management issues using class discussion, cases, and team exercises. They will assess the impact of virtual office structures on business functions and results. Sessions combine face-to-face and virtual delivery.

Objectives:

1. Define various virtual office environments.
2. Identify economic, social, political, technological aspects of virtual office management.
3. Analyze opportunities, challenges, and risks associated with virtual office work structures.
4. Compare and contrast virtual office management with traditional office management
5. Describe key issues and concerns of virtual office managers and employees.
6. Understand how to adapt different management styles to virtual office management.
7. Describe how communication, trust, motivation, and teamwork change when working in virtual office environments.
8. Develop a virtual office management project.

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Grading Guidelines:

A	98 -- 100
A-	95 -- 97
B+	94 -- 96
B	91 -- 93
B-	88 -- 90
C+	85 -- 87
C	82 -- 84
C-	79 -- 81

Basis for Evaluation:

Evaluation of your performance is related to your demonstrated achievement of course outcomes through individual, group, and project work.

Group interaction is evaluated on the quantity and quality of responses to the faculty member and fellow students.

You are expected to be an active participant in the class, contribute new and relevant information to discussions, comment in a positive manner, and build on the remarks of fellow students. Individual work will be graded on its relevance to the assignment, comprehensiveness of information presented, specificity of application, clarity of reporting, and analytical skills used.

Final grades will be determined as follows:

Class participation	25% of final grade
Book Review	25% of final grade
Mid Term Paper	25% of final grade
Team interaction and Final Project	25% of final grade

Materials Fee: \$45.00

Assignments:

- Attend class and participate in discussions and activities.
- Read and review one book related to your interest in Virtual Office Management using the Book Review format handout. You may select a book from the list or choose your own.
- Read one article per week, related to Virtual Office management as input to teamwork and class discussion.
- Write a mid term paper analyzing one virtual office management case study.
- Work in teams to develop a case and alternative solutions for virtual office. Base your case on one or more course objectives. Relate the case and objective(s) to situations and experience of your organization. Use the Case Development handout provided by the faculty to prepare a paper and a 30-minute presentation. Give the faculty the name of your team members and case description by the end of the second week of class.

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Book List:

- Bredin, Alice. 1996. **The Virtual Office Survival Book**. New York: John Wiley & Sons Inc.
- Crandall, N. Fredric and Marc J. Wallace. 1998. **Work & Rewards in the Virtual Workplace : A 'New Deal' for Organizations & Employees**. AMACOM.
- Dennis, Anita. 1997. **Creating a Virtual Office : Ten Case Studies for CPA Firms**. American Institute of Certified Public Accountants.
- Dinnocenzo, Debra. 1999. **101 Tips for Telecommuters: Successfully Manage Your Work, Team, Technology, and Family**. Berrett-Koehler.
- Duarte, Deborah L and Nancy Tennant Snyder. 1999. **Mastering Virtual Teams : Strategies, Tools, and Techniques That Succeed**. Jossey-Bass Publishers.
- Dziak, Michael J. 2001. **Telecommuting Success: A Practical Guide for Staying in the Loop While Working Away from the Office**. Park Avenue.
- Edwards, Paul and Sarah Edwards. 1999. **Working From Home: Everything You Need to Know About Living and Working Under the Same Roof** Jeremy P. Tarcher/Putnam.
- Kimball Fisher and Mareen Duncan Fisher. 2001. **The Distance Manager – A Hands-On Guide to Managing Off-Site Employees and Virtual Teams**. McGraw Hill.
- Fisher, Kimball et al. 1997. **The Distributed Mind : Achieving High Performance Through the Collective Intelligence of Knowledge Work Teams**. AMACOM.
- Garber, Peter R. 1999. **Managing by Remote Control: How to More Effectively Manage People and Resources When You Can't Always Be There**. CRC Press - St. Lucie Press
- Grenier, Raymond and George Metes. 1995. **Going Virtual : Moving Your Organization into the 21st Century**. Prentice Hall Computer Books.
- Gray, Mike, Noel Hodson, Gil Gordon. 1993. **Teleworking Explained**. Chichester: John Wiley and Sons.
- Hawryszkiewicz, Igor. 1997. **Designing the Networked Enterprise (Artech House Technology Management and Professional Development Library)**. Artech House.
- Haywood, Martha. 1998. **Managing Virtual Teams : Practical Techniques for High-Technology Project Managers (Artech House Professional Development Library)**. Artech House, Amer Society for Quality.
- Hoff Oberlin, Loriann. 1997. **Working at Home While the Kids Are There, Too**. Career Press.
- Igbaria, Magid and Margaret Tan. 1998. **The Virtual Workplace (Series in Information Technology Management)**. Idea Group Publishing.

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Book List:

- Kostner, Jaclyn. 1994. **Knights of the Tele-Round Table / Virtual Leadership**. New York: Warner Books.
- Kugelmass, Joel. 1995. **Telecommuting A Manager's Guide to Flexible Work Arrangements**. New York: Lexington Books.
- Langhoff, June. 1996. **The Telecommuter's Advisor: Working in the Fast Lane**. Aegis Publishing Group, Ltd. 1996.
- Langhoff, June. 1995. **Telecommuting Made Easy** Aegis Publishing Group.
- Levy Pierre and Robert Bononno. 1998. **Becoming Virtual : Reality in the Digital Age** Plenum Press.
- Lipnack, Jessica and Jeffrey Stamps. 1997. **Virtual Teams**. New York: John Wiley and Sons.
- Mahfood, Phillip E. 1992. **Home Work: How to Hire, Manage & Monitor Employees Who Work at Home** Chicago: Probus Publishing Company.
- Malhotra, Yogesh. 2000. **Knowledge Management and Virtual Organizations** Idea Group Publishing.
- Martin, Chuck and Charles L., Jr. Martin. 1998. **The Digital Estate : Strategies for Competing and Thriving in a Networked World**. McGraw-Hill.
- McInerney, Claire R. 1999. **Providing Data, Information and Knowledge to the Virtual Office** Special Libraries Assn.
- Niles, Jack M. 1994. **Making Telecommuting Happen** New York: Van Nostrand Reinhold.
- Nilles, Jack M. 1998. **Managing Telework: Strategies for Managing the Virtual Workforce**. John Wiley & Sons.
- Norton, Bob and Cathy Smith. 1998. **Understanding the Virtual Organization**. Barrons Educational Series.
- Olmsted, Barney, and Suzanne Smith. 1989. **Creating a Flexible Workplace: How to Select and Manage Alternative Work Options**. New York: AMACOM.
- Piskurich, George M. 1998. **An Organizational Guide to Telecommuting**, American Society for Training and Development.
- Rheingold, Howard. 1993. **The Virtual Community**. Reading, Madd: HarperPerennial.
- Romm, Celia T. **Virtual Politicking : Playing Politics in Electronically Linked Organizations** 1999. The Hampton Press Communication Series.
- Savage, Charles M. 1996. **Fifth Generation Management : Co-Creating Through Virtual Enterprising, Dynamic Teaming, and Knowledge Networking** Butterworth-Heinemann.
- Tapscott, Don. 1996. **The Digital Economy**. New York: McGraw Hill.

Virtual Office Management Syllabus

Weekly Schedule

Week 1: 8/30/01 Face-to-Face

Welcome, introductions, administrative activities, and expectations.

Define various virtual office environments.

Week 2: 9/6/01

Identify economic, social, political, technological aspects of virtual office management.

Analyze opportunities, challenges, and risks associated with virtual office work structures.

Week 3: 9/13/01

Compare and contrast virtual office management with traditional office management

Describe key issues and concerns of virtual office managers and employees.

Week 4: 9/20/01

Process, Power, and Control

Week 5: 9/27/01 Face-to-Face

Understand how people with different personalities work and manage in virtual office.

Explore ways of adapting traditional work and management styles to virtual office.

Week 6: 10/4/01

Explore how communication, trust and motivation change when working in virtual office.

Week 7: 10/11/01

Teamwork and Collaboration

Identify and analyze issues of teamwork that are unique to virtual office.

Analyze the characteristics and requirements for successful teamwork in virtual office.

Week 8: 10/18/01 Face-to-Face

Speakers Forum

Midterm: Cases

Week 9: 10/25/01

Electronic Communication

Week 10: 11/1/01

Telecommuting: Issues of Working and Managing from a Home Office

Week 11: 11/8/01

Mobility

Week 12: 11/15/01

Examine the e-business/e-commerce and its links to virtual office management.

Week 13: 11/29/01 Face-to-Face

Speakers Forum

Week 14: 12/6/01

End-of-course discussion, Q & A and wrap-up.

Week 15: 12/13/01

Presentations and Course evaluations