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INFO 943-83 Information Technology and Process Improvement

Chuck Boyll

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INFO 943-83
Information Technology and Process Improvement
Spring 1999

Instructor: Mr. Chuck Boyll

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messages may be left at XU Acct & Info Sys: 745-3236
mailbox in the hall outside Schott 605

Class Sessions: Wednesday 6:00 - 8:30 PM, Alter 313 (as scheduled)

Required Text: *Online Customer Care - Applying Today's Technology to Achieve World-Class Customer Interaction*, Michael Cusack, ASQC Press, 1998

Optional Text: *The Power of IT: Maximizing Your Technology Investments*, Timothy Braithwaite, ASQC Press, 1996

Key Resources To Be Provided By Instructor:

Four Possibilities, Donald J. Wheeler, SPC Press, Inc., 1994

1999 Malcolm Baldrige National Quality Award Criteria, National Institute of Standards and Technology (NIST), 1999

Course Vision:

Individuals and small groups will improve an organization's process(es), particularly the delivery and use of information technology, and foster personal total quality management skills. The student-selected projects will focus on the identification of customers' needs and the use of process improvement tools, data management, and teamwork.

Course Objectives:

(To be developed by class members during first two sessions)

Operations: (To be confirmed by class members)

1. Format - informal; attendance and participation at your discretion; one short break around 7 p.m.; wrap-up just after 8 p.m.
2. Content - material will be covered as scheduled on page 2 with change based on needs and desires of students in support of their project work
3. Evaluation: A = Exceptional; B = Good; C = Minimal (per XU policy) with the breakdown as follows:
 - 5% = each of: student IT focus; student problem statement; each of two quality improvement tool reports (1 - 2 page(s) each); each of two small group case study presentations (5 - 10 minutes each); Y2K report; student technology presentation; peer evaluation
 - 15% = mid-semester project status report (5 minute oral/1 - 2 page(s) written focusing on problem statement, problem-solving process, identification of customers' needs, and plan)
 - 25% = end-semester project report (in-class presentation of 10 - 15 minutes effectively using appropriate presentation technologies and clearly /succinctly describing the problem and the problem-solving process used, analysis of data, critical evaluation of process improvement tool(s) used, conclusion(s), and next steps)

Note that no formal paper need be prepared in addition to presentation.

- 15% = attendance at last three class meetings (three = A; two = B; one = C)

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Schedule for Spring 1999

Date	Topic	Prior to Class Reading
Jan 13	{class canceled}	
Jan 20	Introduction - State of IT Customers "Design the Course"	handout
Jan 27	Customers' Checks Confirm course objectives and operations Student IT focus reports Problems and Problem Statements (due 2/3) Overview of Quality Tools / Tool Report assignments (due 2/10)	Cusack, pp. 1 - 56 Wheeler, pp. 1 - 15
Feb 3	IT System Development Processes Process Improvement Models Practitioner Presentation Review of Student Problem Statements	Cusack, pp. 71-123, 237-251 handouts
Feb 10	Quality Tool Reports presented Baldrige National Quality Award Criteria Small Group Case Study assignments (including in-class work time)	Cusack, pp. 125 - 179 NIST material handouts
Feb 17	Small Group Case Study presentations Baldrige National Quality Award Criteria Creativity and Improvement	NIST material
Feb 24	Change Agents Teams {catch up as needed}	
Mar 3	NO CLASS: XU SPRING BREAK	
Mar 10	Project Status Reports (5 minutes per person/team) Ethics and Information Systems Technologies, with student presentations practitioner presentation	Cusack, pp. 181 - 235
Mar 17	NO CLASS: WORK DAY	
Mar 24	Y2K reports due Small Group Case Study assignments (plus in-class work time)	
Mar 31	NO CLASS: PRE-XU EASTER VACATION	
Apr 7	Small group case study presentations {lecture/discussion topic(s) to be announced} Project Presentations advance sign-up for date and time	
Apr 14		
Apr 21	Project Presentations (10 - 15 minutes per person/team)	
Apr 28	Project Presentations (10 - 15 minutes per person/team)	
May 5	Individual Conferences (by prior appointment)	