

SI 627: Managing Information Technology
University of Michigan, School of Information
Day: Thursdays, Time: 6-9pm, Location: 2245 NQ
Winter 2023

PROFESSOR

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OFFICE HOURS

Via Zoom meeting appointment (details forthcoming)

OVERVIEW

In this course, students will learn the roles and functions that IT plays in an organization and how to manage these resources to meet the organization's goals. Students will also explore the 4 C's of global work as applied to IT, incorporating critical thinking, communication, collaboration, and creativity. The course also examines the processes used in the selection, implementation, and evaluation of technology.

Credit Hours: 3

Advisory prerequisites: SI-501, or equivalent study or experience, or permission of the instructor.

OBJECTIVES

At the conclusion of this course, you will be able to:

1. Define and discuss the role of IT in today's organizations
2. Apply strategic planning principles to real-world business and organizational issues
3. Analyze the acquisition process of technology and information systems
4. Analyze the process of technology implementation and integration
5. Analyze strategies to evaluate the effectiveness of information systems.
6. Identify and use available information resources to research specific topics related to IT

COURSE MATERIALS

The readings assigned each week illustrate important concepts in information technology management. Readings include portions of Efraim Turban, Carol Pollard, and Gregory Wood, Information Technology for Management: Driving Digital Transformation to Increase Local and Global Performance, Growth and Sustainability, 12th Edition, John Wiley &

Sons, Inc., 2021. The readings are assigned to provide context for discussion and lens through which the material presented in the case studies may be interpreted. You should ask yourself the following questions about each reading:

1. What is the main problem/issue?
2. What are possible solutions?
3. What are the pros and cons of the solution(s)?

You will then go one step further and summarize the reading based on the 3x3 method:

- What are your top 3 takeaways?
- What are 2-3 critical questions you would ask the author(s)?

All course readings will be made available via Canvas.

COURSE SCHEDULE

Assignments are due **the day before class by 5 PM EST** via Canvas (unless otherwise noted). Readings are listed on the date we will discuss them in class. Here is the schedule of topics.

Week	Date	Class Topics
1	1/5/23	Course introduction; Information Systems 101
2	1/12/23	Data and Network Infrastructure
3	1/19/23	Ethics and Social Responsibility
4	1/26/23	Operational Planning
5	2/2/23	Enterprise Information Systems
6	2/9/23	Business Intelligence and Decision Support
7	2/16/23	IT Strategic Planning
8	2/23/23	Acquisition Processes
9	3/2/23	NA (break week)
10	3/9/23	Implementation/Adoption Management
11	3/16/23	Business Process Management

12	3/23/23	Systems Development
13	3/30/23	Web, Wireless and Social Media Dynamics
14	4/6/23	Video Lecture/Group presentations
	4/13/23	Last Day of Classes
	4/27/23	Final, Take-home Exam (TBA, per exam week)

Course Schedule Notes:

1. Note that the average expectation is 2-3 hours of homework per 1 hour of class time, see <https://bit.ly/2D0JDht>
2. The syllabus is linked from Canvas and is on the shared Google Drive folder
3. The academic calendar for Winter 2023 is here: https://ro.umich.edu/calendars?field_calendar_type_target_id%5B1%5D=1&field_calendar_type_target_id%5B2%5D=2&field_term_target_id=164&title=

For details on lectures, readings and assignments, please consult the Class Plan. Note that this plan may be amended as the course progresses, based on collective needs, feedback, current events and other factors.

COURSE REQUIREMENTS

Additional assignment details, rubrics and submissions will be provided in Canvas. Final grades will be based on total points accumulated throughout the term.

Grading

We will use a point-based grading system with no curving. It is your responsibility to accumulate points based on completing the assignments. This means you can earn an A if you accumulate **4,200 points** or more during the semester. This also means that failure is possible—an outcome we want to plan to avoid.

Items are scored from 0 to the maximum points based on the quality and completeness of the assignments. Note that assignment points are based on accumulating items in each rubric and A+ grades are only awarded at the instructor's discretion for consistently excellent work and engagement.

Overview of point structure

	Required Items (all must be done)	Max Points
1	Weekly 3x3 readings critiques / 100 points each week (max 3, one set per month, your pick). One due each month (Jan.-Mar.)	300
2	Short papers (there are 3 total, 300 points each)	900
3	Take-home assignments (there are 5, 40 points each)	200
4	Career Portfolio & Role Play	300
5	Interview a technology leader for their IT strategy and write-up key takeaways	200
6	Group project	800
7	Class attendance, 50 points each, 11 classes	550
8	Class participation, 25 points each, 6 classes	150
9	Final exam (take-home)	800
	Total Maximum Points	4200

Grading Table		
Min	Max	Grade
4200	4200	A
4039	4199	A-
3878	4038	B+
3717	3877	B
3556	3716	B-

3395	3555	C+
3234	3394	C
3073	3233	C-
2912	3072	D+
2751	2911	D
0	2750	F

Grading Notes:

1. Only the total points of all graded assignments in Canvas are relevant for your class grade.
2. Due dates may be adjusted with the following exceptions:
 - a. no due dates can be after 2 days before the end of the semester
 - b. the take-home final stays the same, due to exam week and end of semester
3. Late assignments will be penalized at the rate of 5% per day, for a max of 5 days and no assignments will be accepted after a 5-day maximum
4. Please note per the syllabus that the team projects are weighted based on peer evaluations of contribution/effort
5. Class participation is based on contributing to class discussions and presentations.

Class Participation

Class participation and attendance are important. If a reading is listed for discussion, then you should be prepared to contribute to the class discussion of that reading. You are welcome to share interesting articles, videos or other information that relates to the course. A good grade will be difficult to achieve without regular class attendance because the lectures cover material that is not in the readings. It is expected that you will have read the weekly material. Please come to class prepared to contribute.

Individual Papers

You are required to submit three short papers, each worth 300 points. For each paper you will respond to a prompt available on Canvas designated for that assignment. You should incorporate theories and concepts discussed in class and the readings as well as any insights from your work experience.

Career Portfolio

One of the sections in this class is to help you think through your career planning. As we learn about management issues relevant to IT, you should think through what type of organization and role you would like to have upon completing your degree. To help you

think through the next chapter in your career, you will update your career portfolio that showcases your education, skills, and highlights from recent projects. Role Plays are assigned to both candidate and the hiring manager. Ideally, this assignment will support your career planning beyond just this course.

Group Project

Since organizational work involves working and communicating with others, you will be asked to participate in a group project. Based on the class dynamics, you will be assigned to work in groups of three or four. The aim of the group project is three-fold:

- 1) the project allows you to directly experience the social processes we discuss in our course,
- 2) the project gives you an opportunity to use all of the elements of the course - strategy, structure, and staffing - to build a compelling case for developing a new, strategic IT organization.
- 3) The project provides an opportunity to present to a senior management team to sell your proposal and gain approval and commitments to proceed (something you will do frequently in your career).

A note on group effort: While we hope that all group members would strive to equally contribute to the group project, we realize that this is not always the case. Therefore, the grade you receive on the group assignment will depend on your contribution to the project, which will be determined by your fellow team members. This policy exists to discourage slackers or free-riders. Specifically, each group member will individually and anonymously evaluate his or her team members' contributions to the project (see the team evaluation form). This is done by having each team member anonymously rate group members on a 1-5 scale. Ratings are then averaged and the following are applied to the project presentation scores:

Average peer rating of 4-5, inclusive =	100%
Average peer rating of 3-4 =	75%
Average peer rating of 2-3 =	50%
Average peer rating of 1.3-2 =	25%
Average peer rating < 1.3 =	0%

All ratings must include a brief 1-2 sentence explanation of the rating assigned.

TOPIC READINGS AND ASSIGNMENTS DUE

See the Modules in Canvas.

POLICIES AND EXPECTATIONS

Written Work

Written work will be submitted to Canvas in a format that allows in-line comments (e.g., Word, Google Apps). For all your written work, please take time to organize your thoughts, spell check, and proofread your work. Please use 1-inch margins (top, bottom, left, and right), Times New Roman font size 12. Paragraphs should be singled spaced with double space in between. Include a header for your document that includes the course, the title of the assignment, your name, and the date. The header should appear on every page in the upper left-hand corner. Use section headings and page numbers for easy reference. Page numbers should appear in the lower right-hand corner

For submissions via slide decks, please include a title slide with the same header information and likewise, number your slides. Each content slide should have main text no smaller than font size 20.

Attendance

You are expected to arrive on time and attend all classes. Missing multiple classes will not enable you to pass the class, and you should withdraw from the class if you anticipate multiple absences. Understandably, unexpected life events happen that may prevent you from attending class. If that is the case, please speak with the professor to clear any absences. Each student will be granted two weeks of absence of your choosing for handling emergencies and unforeseen events. Documented medical and religious observation absences are exempt. Missed classes can be made up by watching the recorded video and completing a 3x3 summary of the class.

Late policy

Late assignments will be penalized at the rate of 5% per day, including weekends. After 5 days, assignments will be valued at zero and not be accepted. April 20 is the last class and the last date to submit any assignments.

Cell Phones and Laptops

Cell phones should be turned off when you enter the classroom. You are encouraged to bring a laptop to class for use during class activities. Please refrain from personal web/social media browsing and email reading during class unless directly related to class activities. When guest speakers are present, please close all laptops.

Effort

Note that the average expectation is 3-2 hours of homework per 1 hour of class time for graduate-level classes (see <https://bit.ly/2D0JDht>). Therefore, the work for this course will be targeted at up to 9 hours per week. Please plan accordingly.

Evaluation

At the midpoint and end of the semester, you will be invited to participate in an evaluation of this course supported by the University. Your feedback is important to the University, to the School of Information, and to me as an instructor, and I encourage you to participate in the evaluation process.

What you can expect from me

1. I will come to class prepared and ready to discuss the topics of the day and related matters
2. I will be available to you for office hours as listed in the syllabus.
3. I will be available to you via electronic communications and will promptly return your e-mail messages.
4. I will maintain the Canvas website with current materials, announcements, and will resolve any content-related problems promptly as they are reported to me.
5. I will return all assignments to you as soon as possible and include individualized comments and suggestions with each larger assignment on Canvas.
6. I will hold our written or verbal communications in confidence unless reviewed by you. I will not share or post your assignments without notifying everyone in advance of my plans to post them.
7. I will treat all class members fairly, flexibly, and will do my best to accommodate individual learning styles and special needs.

Academic Integrity

Unless otherwise specified in an assignment all submitted work must be your own, original work. Any excerpts, statements, or phrases from the work of others must be clearly identified as a quotation, and a proper citation provided. Any violation of the School's policy on Academic and Professional Integrity (stated in the Master's and Doctoral Student Handbooks) will result in serious penalties, which might range from failing an assignment to failing a course, to being expelled from the program. Violations of academic and professional integrity will be reported to UMSI Student Affairs. Consequences impacting assignment or course grades are determined by the faculty instructor; additional sanctions may be imposed by the assistant dean for academic and student affairs.

Accommodations for Students with Disabilities

If you think you need accommodation for a disability, please let me know at your earliest convenience. Some aspects of this course, the assignments, the in-class activities, and the way we teach may be modified to facilitate your participation and progress. As soon as you make me aware of your needs, we can work with the Office of Services for Students with Disabilities (SSD) to help us determine appropriate accommodations. SSD (734-763-3000; ssd.umich.edu/) typically recommends accommodations through a Verified Individualized Services and Accommodations (VISA) form. I will treat any

information that you provide in as confidential a manner as possible.

Student Mental Health and Wellbeing

The University of Michigan is committed to advancing the mental health and well-being of its students. If you or someone you know is feeling overwhelmed, depressed, and/or in need of support, services are available. For help, contact Counseling and Psychological Services (CAPS) at (734) 764-8312 and <https://caps.umich.edu/> during and after hours, on weekends and holidays, or through its counselors physically located in schools on both North and Central Campus. You may also consult University Health Service (UHS) at (734) 764-8320 and <https://www.uhs.umich.edu/mentalhealthsvcs>, or for alcohol or drug concerns, see www.uhs.umich.edu/aodresources.

For a listing of other mental health resources available on and off campus, visit: <http://umich.edu/~mhealth/>

Updated November 22, 2022