INSY 4325-001
Information Resource Management
Spring 2017

INSTRUCTOR:	Karen Sarratt Scott
OFFICE:	Rm. 515 COB
OFFICE HOURS:	MW 5:00 – 5:30, by appointment
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FACULTY PROFILE:	http://www.uta.edu/profiles/karen-scott
CLASS TIME, PLACE:	MW, 7:00 – 8:20, Rm. 239 COB

Text Book: *The Adventures of an IT Leader* by Robert D. Austin, Richard L. Nolan, and Shannon O'Donnell, Harvard Business Press, 2009, ISBN: 978-1-4221-4660-6.

Prerequisites: This is the capstone course for Information Systems majors.

Course Objectives: This course is designed to provide INSY majors, who already have a strong technical background, a broad managerial view of deployment and management of IT resources. Information technology (IT) has dramatically altered the way organizations conduct business and compete in a global marketplace. The commercialization of the Internet has created new electronic market places, and new channels of supply and distribution. New business models are continuing to emerge and challenge our notion of how best to organize a business. This course aims to discuss the challenges of managing a business in a global networked economy and to provide an understanding of the influence of IT on business decisions from a senior management perspective. This course will:
1. Provide a process-oriented view of organizations
2. Provide an understanding of how end-to-end business processes work in organizations
3. Facilitate an understanding of the role of ERP (enterprise resource planning) systems
4. Give students hands-on experience with a real-world ERP system
5. Expose students to emerging trends in enterprise software development, deployment, and architectures; including SOA (service-oriented architecture), cloud-computing, and business intelligence

Course Requirements:

Lab Assignments: There will be 5 lab assignments. Details will be given in class and/or via Blackboard.

Exams: There will be 5 quizzes, a mid-term, and a final exam. The exams will be primarily based on concepts from the textbook, slides, and any additional content prescribed for the course.

Case Study Presentations: The class will be divided into groups for the purpose of case presentations. Each group will analyze a case and make a presentation to the class. The cases are meant to reinforce concepts taught in the lectures, slides, and/or additional readings. Points will be taken off if you do not attend the case presentations. Further details will be provided in class and/or Blackboard.

CLASS POLICIES

Attendance/ Class Behavior: At the University of Texas at Arlington, taking attendance is not required. Rather, each faculty member is free to develop his or her own methods of evaluating students' academic performance, which includes establishing course-specific policies on attendance. As the instructor of this section, I have established the following attendance policy: Attendance is considered mandatory for all lectures. If you miss a class, you are responsible for the materials covered. Frequent absences, talking during lecture, cell phone usage, non-class related computer use, sleeping in class, etc. may negatively affect the student's final grade. Please be considerate and respectful of your classmates and your instructor at all times.

Assignments: All assignments are due at the beginning of class on the date specified in the schedule. Late assignments will be accepted with a 20% penalty for each day that it is late. Assignments turned in on the due date, but after class has been dismissed, will be considered one day late—NO EXCEPTIONS. If you know you are going to miss class, you should turn your assignment in early. **Cheating is not accepted and will be handled in accordance with the policies and procedures of the University of Texas at Arlington.**

>   **Reading assignments:** You are expected to read and study the assigned textbook. You should read each chapter/section assigned in this syllabus prior to coming to the class lecture on the assigned chapter/section. You will be responsible for any assigned material in the textbook regardless of the class coverage. If you don't understand the material, please ask your instructor.

>   **Lab Assignments:** You will be assigned four (4) SAP lab assignments and one (1) Tableau lab assignment, all of which will require a computer with an Internet connection and additional free software. Specific instructions for installing and/or accessing the software and/or websites will be discussed in class and/or posted in Blackboard.

Quizzes and Exams: There will be no makeup quizzes or exams. If you miss a quiz, your grade on that quiz will be zero. ***If you miss an EXAM (midterm or final) without a valid excuse, your grade on that exam will be zero***. If you miss an EXAM with a valid excuse and provide proper documentation to the instructor within one (1) week of the missed exam, your final exam grade will be used to replace the missed-exam grade. Documentation must be given to your instructor no later than 1 week following the missed exam. Examples of valid excuses are serious illness, death in the family, and participation in University sponsored events. Examples of valid documentation are a doctor's note, death certificate or funeral program, memo from the UTA Athletic Department, etc. If you have any questions concerning a grade you receive on a quiz or exam, it is your responsibility to inform the instructor within 1 week of the exam. Grades will not be discussed after that time. If you are caught sending text messages, accessing e-mail or the Internet, talking on your cell phone or to another individual, etc.; your test will be ended/taken up, you will receive a zero for that examination, and appropriate disciplinary action will be taken. **Cheating is not accepted and will be handled in accordance with the policies and procedures of the University of Texas at Arlington.**

Pop Quizzes and In-Class Activities: Pop quizzes and/or in-class assignments may be administered at the instructor's discretion and may be figured into project and/or exam grades. **No makeups** will be given, so if you miss a pop quiz or an in-class assignment, a grade of 0 will be given.

Project Work Days: If time permits, "Project work days" may be designated to allow students to work on their projects during class time. Such days would be at the instructor's discretion and would be in lieu of regular class meetings.

Incomplete Grades: Instructors are not obligated to give "incomplete" grades. A grade of Incomplete will only be given under extraordinary unforeseen circumstances, at the instructor's discretion, for students who have completed more than 90% of the course and cannot complete the remaining requirements. Poor performance, absences, and travel are not considered sufficient grounds for incompletes.

Communication: The instructor may use [Blackboard](), MavMail, and other forms of e-mail to communicate with students outside of class.

Grade Calculation:

Case Analysis:	15%
Quizzes:	15%
Mid Term Exam:	25%
Final Exam:	30%
Lab exercises:	15%
	100%
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Grades:
A = 90% and above
B = 80% - 89%
C = 70% - 79%
D = 60% - 69%
F = 0% - 59%

Course Schedule

Date	Chapter/Topic	Materials/Source
1/18	Course Intro	Syllabus
1/23 – 1/25	ERP Business Models	Lecture Lecture
1/30 – 2/1	Business Models (cont.) CIO Role, Challenges, Leadership	Slides and/or Video Textbook – Part 1
2/6 – 2/8	**Quiz 1 (2/6)** Cost & Value of IT, Project Management, IT	Textbook – Part 2
2/13 – 2/15	Crisis, Damage, Communication Introduction to SAP SAP Lab 1 Assigned	Textbook – Part 3 Slides and/or Video
2/20 – 2/22	**Quiz 2 (2/20)** Standardization, Innovation	Textbook – Part 4
2/27 – 3/1	**SAP 1 Lab Due (2/27)** Looking Forward, IT Mgt "Systems" Project Management, Managing Project Risk SAP Lab 2 Assigned	Textbook – Part 5, Epilogue Lecture
3/6 – 3/8	**Quiz 3 (3/6)** Case Studies Group Case Assignments **SAP 2 Lab Due (3/8)**	Slides
3/13 – 3/15	SPRING BREAK!!	
3/20 – 3/22	Managing IT Service Delivery Cloud Computing SAP Lab 3 Assigned **Midterm Exam**	Lecture Lecture/Video
3/27 – 3/29	**Quiz 4 (3/27)** **SAP 3 Lab Due (3/29)** Business Intelligence SAP Lab 4 Assigned	Lecture/Video
4/3 – 4/5	Big Data Security Risk Management **SAP 4 Lab Due (4/5)**	Lecture/Video Video
4/10 – 4/12	**Quiz 5 (4/12)** Dashboard Software Dashboard Lab Assigned	Lecture
4/17 – 4/19	Case Study Presentations	
4/24 – 4/26	Case Study Presentations	
5/1 – 5/3	Case Study Presentations Final Exam Review **Dashboard Lab Due (5/3)**	
5/10	**Final Exam (Wednesday, 5/10, 8:15)**	

SYLLABUS CHANGES: The instructor reserves the right to make changes to the above syllabus as necessary; students are responsible to be attentive to changes announced in class and/or announced via Blackboard/e-mail.

Grade Grievances: Any appeal of a grade in this course must follow the procedures and deadlines for grade-related grievances as published in the current University Catalog: http://catalog.uta.edu/academicregulations/grades/#undergraduatetext

Drop Policy: Students may drop or swap (adding and dropping a class concurrently) classes through self-service in MyMav from the beginning of the registration period through the late registration period. After the late registration period, students must see their academic advisor to drop a class or withdraw. Undeclared students must see an advisor in the University Advising Center. Drops can continue through a point two-thirds of the way through the term or session. It is the student's responsibility to officially withdraw if they do not plan to attend after registering. **Students will not be automatically dropped for non-attendance**. Repayment of certain types of financial aid administered through the University may be required as the result of dropping classes or withdrawing. For more information, contact the Office of Financial Aid and Scholarships (http://wweb.uta.edu/aao/fao/).

Disability Accommodations: UT Arlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including *The Americans with Disabilities Act (ADA), The Americans with Disabilities Amendments Act (ADAAA),* and *Section 504 of the Rehabilitation Act.* All instructors at UT Arlington are required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of disability. Students are responsible for providing the instructor with official notification in the form of a letter certified by the **Office for Students with Disabilities (OSD).** Students experiencing a range of conditions (Physical, Learning, Chronic Health, Mental Health, and Sensory) that may cause diminished academic performance or other barriers to learning may seek services and/or accommodations by contacting:
The Office for Students with Disabilities, (OSD) www.uta.edu/disability or calling 817-272-3364.
Counseling and Psychological Services, (CAPS) www.uta.edu/caps/ or calling 817-272-3671.

Only those students who have officially documented a need for an accommodation will have their request honored. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at www.uta.edu/disability or by calling the Office for Students with Disabilities at (817) 272-3364.

Title IX: *The University of Texas at Arlington does not discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, disabilities, genetic information, and/or veteran status in its educational programs or activities it operates. For more information, visit uta.edu/eos. For information regarding Title IX, visit* www.uta.edu/titleIX.

Academic Integrity: Students enrolled all UT Arlington courses are expected to adhere to the UT Arlington Honor Code:

> *I pledge, on my honor, to uphold UT Arlington's tradition of academic integrity, a tradition that values hard work and honest effort in the pursuit of academic excellence.*
>
> *I promise that I will submit only work that I personally create or contribute to group collaborations, and I will appropriately reference any work from other sources. I will follow the highest standards of integrity and uphold the spirit of the Honor Code.*

UT Arlington faculty members may employ the Honor Code as they see fit in their courses, including (but not limited to) having students acknowledge the honor code as part of an examination or

requiring students to incorporate the honor code into any work submitted. Per UT System *Regents' Rule* 50101, §2.2, suspected violations of university's standards for academic integrity (including the Honor Code) will be referred to the Office of Student Conduct. Violators will be disciplined in accordance with University policy, which may result in the student's suspension or expulsion from the University.

Electronic Communication: UT Arlington has adopted MavMail as its official means to communicate with students about important deadlines and events, as well as to transact university-related business regarding financial aid, tuition, grades, graduation, etc. All students are assigned a MavMail account and are responsible for checking the inbox regularly. There is no additional charge to students for using this account, which remains active even after graduation. Information about activating and using MavMail is available at http://www.uta.edu/oit/cs/email/mavmail.php.

Student Feedback Survey: At the end of each term, students enrolled in classes categorized as "lecture," "seminar," or "laboratory" shall be directed to complete an online Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student's feedback enters the SFS database anonymously and is aggregated with that of other students enrolled in the course. UT Arlington's effort to solicit, gather, tabulate, and publish student feedback is required by state law; students are strongly urged to participate. For more information, visit http://www.uta.edu/sfs.

Final Review Week: A period of five class days prior to the first day of final examinations in the long sessions shall be designated as Final Review Week. The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week *unless specified in the class syllabus*. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week, classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.

Emergency Exit Procedures: Should we experience an emergency event that requires us to vacate the building, students should exit the room and move toward the nearest exit. When exiting the building during an emergency, one should never take an elevator but should use the stairwells. Faculty members and instructional staff will assist students in selecting the safest route for evacuation and will make arrangements to assist individuals with disabilities.

Student Support Services: UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to resources@uta.edu, or view the information at http://www.uta.edu/universitycollege/resources/index.php

Emergency Phone Numbers: In case of an on-campus emergency, call the UT Arlington Police Department at **817-272-3003** (non-campus phone), **2-3003** (campus phone). You may also dial 911. Non-emergency number 817-272-3381