Contact Information:

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Dawit [David] Demissie, Ph. D.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Location</td>
<td>Draper Hall 140D</td>
</tr>
<tr>
<td>Office hours</td>
<td>Friday, 2:00–3:30pm, by appointment (phone or email/Blackboard)</td>
</tr>
<tr>
<td>Telephone</td>
<td>518-421-5506; 518-442-5110</td>
</tr>
<tr>
<td>E-Mail</td>
<td><a href="mailto:hudawit@gmail.com">hudawit@gmail.com</a>, * In most cases, I will return your emails &amp; calls within 12 hours</td>
</tr>
</tbody>
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Course Information:

<table>
<thead>
<tr>
<th>Course/ Semester</th>
<th>IIST611-Information Systems, Fall 2013</th>
</tr>
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<tbody>
<tr>
<td>Date/Time/Place</td>
<td>Wednesday 7:15pm-10:05pm, Husted 004</td>
</tr>
<tr>
<td>Webpage</td>
<td><a href="http://www.albany.edu/~dd536519/cs/ist611">http://www.albany.edu/~dd536519/cs/ist611</a></td>
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Course Description:

This course provides a detailed *survey of information systems*. It also provides an introduction to information systems and dominant supportive technologies. Emphasis on reprography (printing, replication, micrographic processes), computing and communications. Applications to library/information systems administration, technical services, reference services, document delivery systems. It presents conceptual, theoretical, historical, social, economic, and ethical issues surrounding the development, deployment and management of dominant information systems technologies. Topics covered include: information systems architectures, database management systems, transaction processing, ecommerce, telecommunications, software and hardware standards, Internet/Web-based systems, data warehousing, data mining, agent-based systems, and social impacts of information systems.

Communication:

**E-mail** – Any email I write will be sent to your UA email address, which is the official email of the University. Any emails you send to me must be sent using your UA email. It is highly recommended that you access your UA email at least once daily.

**Blackboard Messages** – Messages can be sent back and forth through Blackboard. Messages you receive will show up in the message box on the side panel in your course.

**Forum on Blackboard** – I will use Blackboard to post announcements and provide general news. I have also created a forum for students to post current events relevant to the course. Unless noted elsewhere, contributions to this forum are voluntary.

**Assignments** – There will be required assignments for this course. Unless indicated otherwise, submit your completed assignments via Blackboard. After grading your assignment, I will return it via blackboard with comments and a grade.

**Course Website** - The course website will be used to post lecture notes, cases and other relevant course materials. However, this is not an online course and all course materials will not necessarily be available online or in Blackboard.
Learning Outcomes:
The following key learning outcomes have been identified for this course. The course content, readings, discussions, and assignments have been specifically designed to help students successfully fulfill these outcomes. Upon successful completion of this course, students will be able to:

- Understand fundamental terms and concepts of information systems and associated technology.
- Develop the ability to evaluate information systems, assess user needs, propose solutions, and evaluate proposals for implementation.
- Communicate effectively about information technology with salespeople, technical specialists, users, colleagues, and administrators.
- Understand how IT provides value by improving the management process through access to better information.
- Appreciate the challenges in developing and utilizing IT-based business solutions.
- Understand systems development life cycle and software development methodologies.

Textbook & Readings:


   This textbook, published by *Flat World Knowledge*, can be read online for free. If you prefer to use a hard copy then you may print them yourself ($34.95 for a B&W copy) or pay a higher price (prices will vary by color scheme) to have a hard copy mailed to you. Alternatively, you may print specific chapters ($2.49 per chapter in B&W).

3. Case Package: This package was specifically designed for this course and contains seven case studies. It is available through Harvard Business School Publishing at [http://cb.hbsp.harvard.edu/cb/access/11988198](http://cb.hbsp.harvard.edu/cb/access/11988198)


Course Requirements:
1. **Group Project – (20 points)**
Each presentation team consists of at least 3 students. The timeslot for each presentation is indicated in the class schedule. Please note that all students are expected to attend and also ask questions in the Q&A sessions. If you haven't been allocated a slot yet, please send your preferences to hudawit@gmail.com. Every member of the group should participate and also:

   - Think about how you are going to divide the time allocated for your group. How much will be devoted to common themes? How much will be devoted to presenting information about individual subjects?
What information can you present that will convey the significance of your subjects' intellectual contributions efficiently and effectively? Do you want to concentrate on a single work, moment, idea, or comparison? Do you want to narrate a life story? Do you want to tell a story about the intellectual community to which your subject belonged?

Consider the format of your presentation. Do you want to project any illustrations? Bibliographies? Timelines? Would brief audio or video clips make important points? Do you want to provide students in the class with handouts to follow during your presentation?

Prepare yourself for likely questions. Make sure you plan your time well so that your presentation will fit comfortably into the schedule.

2. Case Discussions- (30 points)
In preparing for class, read the case three times. The first reading should be a quick run-through of the text in the case. It should give you a feeling for what the case is about and the types of data it contains. During the case discussion, you should be prepared to share your thoughts on the real problems and issues of the case and present a persuasive summary of your recommendations. Be prepared to explain why you rejected any obvious alternative courses of action and provide vital facts supporting acceptance of your recommendation. Your goal is to convince the class that your recommendation is the best. However, a rigorous approach will consider both sides to every recommendation. You should be up-front about potential problems you might expect in implementing your recommendation.

Here is a useful framework for your case analysis:
- **Situation** – What is the company doing? Under what circumstances? With what results? Try to grasp the important facts and critical interrelationships.
- **Strategy** – What’s the current business and technology strategy (ies)? The strategy (ies) that you focus on will depend on the case. Is the current strategy appropriate given the situation?
- **Issues and Options** – What are the critical issues and associated options? For each issue you should have several options for addressing the issue or eliminating the problem.
- **Analysis** – The quality of your solution is a function of the effort expended here. Analyze each option. Perform both qualitative and quantitative analyses. After you perform your analyses the recommendations will be straightforward.
- **Recommendations** – What will you recommend? Be specific and demonstrate the benefits. What issues are resolved? How will it save or earn the company money?
- **Implementation** – How will you implement your recommendations? What’s going to happen? When? Who’s involved? What are the risks? How will you measure success?

3. Class Participation- (15 points)
Each student is expected to participate in every class. Positive participation means speaking so everyone can hear; asking appropriate questions; replying to questions, contributing ideas and participating in discussion without dominating it; and helping others. Positive participation
creates a supportive learning environment in which other students feel comfortable asking questions and everyone contributes to the discussion.

Positive participation requires that students come prepared for class. This means distilling the terminology and major concepts of assigned readings; having points of personal interest in mind for discussion; having questions in mind for ideas that are unclear; knowing what the day’s topics will be and what assignments are due; and bringing appropriate texts, materials, and tools for the day’s class. Your participation grade (and your personal satisfaction) will be helped by contributions that make the class better for yourself and others. These include:

- Asking relevant questions
- Presenting alternative views to those raised by class readings, other students, or the instructor
- Comments that encourage other speakers
- Comments that clarify or summarize ongoing class discussion
- Contributions which demonstrate connections you see between material in this course and other experiences or courses you have had
- Asking questions of guest lecturers
- Being a good listener (participation does not have to be verbal; being alert and attentive is a positive contribution)

**Assessment & Grading:**
The first test and the final exam will cover the assigned book chapters and readings, as well as the material presented in class. The project and case discussions are team-based. The composition of the teams is left to the students in view of the problems of organizing team meetings outside class hours. Each team is expected to lead a case discussion at least once during the semester.

**The following grading scale will be used:**

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<thead>
<tr>
<th></th>
<th>PERCENT</th>
<th>GRADE</th>
<th>PERCENT</th>
<th>GRADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-term Exam</td>
<td>98%-100%</td>
<td>A+</td>
<td>78%-79%</td>
<td>C+</td>
</tr>
<tr>
<td>Group Project</td>
<td>93%-97%</td>
<td>A</td>
<td>73%-77%</td>
<td>C</td>
</tr>
<tr>
<td>Case Discussions</td>
<td>90%-92%</td>
<td>A-</td>
<td>70%-72%</td>
<td>C-</td>
</tr>
<tr>
<td>Final Exam</td>
<td>88%-89%</td>
<td>B+</td>
<td>68%-69%</td>
<td>D+</td>
</tr>
<tr>
<td>Class Participation</td>
<td>83%-87%</td>
<td>B</td>
<td>63%-67%</td>
<td>D</td>
</tr>
<tr>
<td>Total</td>
<td>80%-82%</td>
<td>B-</td>
<td>60%-62%</td>
<td>D-</td>
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<td></td>
<td>Below 60%</td>
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**Delivery of Course Content:**
This course is organized by week (or topic). Each week (module) there will be an introduction to the topic. The format will vary and could include in-class lecture, text, audio, and/or video. This will be followed by readings, a discussion, and an assignment.
Course Policies:

- **Classroom Discussions**
  While debate is natural and healthy in an academic setting, disagreement (and agreement) should be done with respect and civility. Attacks of a personal nature or comments made that are offensive based on race, sex, religion, sexual orientation, age, national/regional origin, or other descriptors will not be tolerated.

- **Attendance**
  Your in-class performance is a key to your success in this course. Attendance, itself, is not graded. Instead, graded in-class activities and assignments constitute an important part of the course grade. It is not possible to maintain a passing average without consistent attendance. Missing class means the student earns an automatic zero for the activities or assignments missed. Because of the nature of the assignments, no make-up opportunities will be available.

- **Blackboard**
  If an assignment is to be submitted on Blackboard, then only submissions on Blackboard will be accepted --- email submissions will not be accepted except without suitable excuse. (“had difficulty” is not a suitable excuse.) If you fail to submit an assignment on Blackboard by the date it is due, then barring extenuating circumstances such as sickness or a death in the family you will receive a zero for that assignment.

- **Tardiness**
  Missing an assignment or activity that happened before a student arrives or after a student leaves also earns a zero. No make-up opportunities will be available. If you know that it will be difficult for you to consistently get to class on time and stay for the entire period, you should take this course at a time that better fits your schedule. Missing or being late frequently will guarantee a low grade for the course.

- **Make-up Policy**
  There are generally no make-up opportunities for missed assignments except in extenuating circumstances. Instead of asking to make up missed work, please see the course ‘safety valves’ described below. Since there will be occasions in your life when missing a class meeting is simply unavoidable, this course has a no-fault safety valve.

- **Late Homework**
  Homework is due on the due date, in class or submitted through Blackboard, depending on the assignment. Late individual assignments will be accepted, but at the cost of a full letter grade for missing the first, in-class deadline and an additional letter grade for each additional 24 hours late. In-class assignments may be done only on the days they are scheduled.

- **Extra Credit**
  There will be no extra credit work. All students will be expected to complete, and be graded on, the same set of assignments.

- **Withdrawal from the course**
  For the drop date please see academic calendar posted at [http://www.albany.edu/registrar/academic_calendar.php](http://www.albany.edu/registrar/academic_calendar.php)
• **Incompletes**
   As per the Graduate Bulletin, the grade of Incomplete (I) will be given "only when the student has nearly completed the course requirements but because of circumstances beyond the student's control the work is not completed." A student granted an incomplete will make an agreement specifying what material must be made up, and a date for its completion. The incomplete will be converted to a normal grade on the agreed upon completion date based upon whatever material is submitted by that time. Incompletes will not be given to students who have not fulfilled their classwork obligations, and who, at the end of the semester, are looking to avoid failing the course. This is asking for special treatment.

• **Cell Phones & Laptops**
   Please make sure your electronic devices are turned off before entering the classroom unless we are doing a team exercise where they are helpful. Use of phones, tablets, computers, etc. for non-class purposes during class will count against you in your class participation grade. While you will be using laptops in class, texting, using Facebook, etc., are not appropriate uses of class time and your instructor-evaluated grade will suffer for it.

• **Weather-Related Delays/Closings**
   Information on weather-related College delays or closing will be listed on MyUAlbany Announcements and available on the following TV and radio stations:
   - **TV:** Channel 6, 9, 10, or 13
   - **Radio:** WGY (810 AM), WFLY (92.3), WYJB (95.5), WRVE (99.5)
   - **Phone:** (518) 422-SNOW

• **Other Cancellations**
   Although it is unlikely, there is always the possibility that a class session will need to be cancelled without advance notice. If this should happen, an email will be sent as soon as possible. A notice will also be posted on the classroom door.

• **Course Changes**
   The instructor reserves the right to make changes to the course schedule, assignments or other course policies as necessary and with advance notice.

**University Policies:**

**Americans With Disabilities Act**
The University is committed to providing equal access and responding to the needs of students with disabilities, as defined by the Americans with Disabilities Act. A student seeking academic adjustments under the Americans with Disabilities Act must register and provide documentation to the Director of Disabilities Services. Any student in need of classroom assistance or modification under the Americans with Disabilities Act must inform the instructor of the needed adjustment by first obtaining the necessary accommodation letters from the Director of Disabilities Services in order for reasonable accommodations to be provided. It is recommended that students do so at the onset of classes as reasonable prior notice needs to be given. The Disability Resource Center is located in the Campus Center 137, 1400 Washington Avenue Albany, NY 12222 and can be contacted via phone at (518) 442-5490.
Policy On Academic Honesty
Students are responsible for planning and completing their assignments. They are encouraged to invite peer review and comments; they should not collaborate on writing papers. In addition, the availability of relevant texts on the Web should not tempt students to "cut and paste" without attribution. Both of these practices are wrong-headed in any context and especially troublesome in a class that attempts to foster professional responsibility. University rules are quite strict and can be found at http://www.albany.edu/undergraduate_bulletin/regulations.html. Any student caught violating these norms will receive a failing grade for the course.

For guidance in proper referencing of sources, as well as how to avoid plagiarism, consult the most recent editions of the following works, which are available in the reference section of the libraries on the Troy and Albany campus.


Religious Observance
The University recognizes the value of participation in and observance of religious obligations and practices by individual students. No student will be penalized because a religious observance prevents participation in any course requirement. An opportunity will be provided for each student to make any requirement missed for an absence due to religious observance. A student who intends to be absent from classes for a religious observance must notify each instructor in advance and make arrangements to cover missed course materials and to complete the course requirement(s) missed. The University reserves the right to confirm the existence of the observance through an interfaith calendar.
## IST611-Tentative Course Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Laudon &amp; Laudon</th>
<th>Gallaugher</th>
<th>Case/Readings</th>
</tr>
</thead>
</table>
| August 28  | Review of course syllabus & course expectation                          | --              | --         | • Introduction  
• Groups/Teams  
• Team project v1  
• Preparing for case discussions  
• WSJ Debate #1 |
| September 4| No class, Rosh Hashanah                                                 |                 |            |                                                                                |
| September 11 | Intro to Information Systems                                          | Chapter 1       | Chapter 1   | WSJ Debate #2 (Blackboard)                                                     |
| September 18| Types of Information Systems (Library Information System)**            | Chapter 2       | Chapter 3   | Guest Instructor (University Libraries)**  
SMR 2005 Carr (Blackboard)                                                      |
| September 25| IT Infrastructure                                                       | Chapter 5 & 7   | Chapter 12, 5 & 2 | TBA                                                                               |
| October 2  | Ethical and Social Issues in Information Systems                       | Chapter 4       |            | SOPA/PIPA Debate                                                               |
| October 9  | Business Intelligence                                                 | Chapter 6       | Chapter 11  | HBS case #1                                                                    |
| October 16 | Mid-term Exam                                                          |                 |            |                                                                                |
| October 23 | Intro to Information Systems                                           | Chapter 10      | Chapter 7 & 8 | HBS case #2                                                                    |
| October 30 | Social tools & Web 2.0                                                  |                 |            | Group project proposals due  
HBS case #3                                                                      |
| November 6 | Managing knowledge                                                    | Chapter 11      |            | HBS case #4                                                                    |
| November 13| Building systems                                                       | Chapter 13      |            | HBS case #5                                                                    |
| November 13| IT outsourcing Cloud computing & SaaS                                   | Chapter 7 & 10  |            | Guest speaker (Bank of America)  
HBS case #6                                                                      |
| November 20| Open source                                                            | Chapter 9 & 10  |            | Guest speaker (IBM) &  
HBS case #7                                                                      |
| November 27| No class Thanksgiving                                                 |                 |            |                                                                                |
| December 4 | Group project presentations                                           |                 |            |                                                                                |

**Note:** topics and dates (but not the test or project) are subject to change. All necessary changes will be announced in class.

### Harvard Business School (HBS) Cases:
- HBS Case #1 McFarlan - CareGroup
- HBS Case #2 Munro & Huff – Stars Air Ambulance
- HBS Case #3 Haggerty & Chandrashekhar – Security Breach at TJX
- HBS Case #4 McCormack - Siemens ShareNet
- HBS Case #5 Fung et al – Keda’s SAP implementation
- HBS Case #6 Lakhani et al – TopCoders A
- HBS Case #7 Austin et al – F-secure Corp SaaS

### Readings (posted on Blackboard):
- WSJ Debate #1: Should employees be allowed to use their own devices for work?
- WSJ Debate #2: Is it better for businesses to adopt Open or Closed Platforms?