I. Course Description

ITM 125 introduces you to management issues surrounding contemporary, technology-mediated, global business environments. Course discussions and activities are framed by integrating programmatic themes common to information technology issues in the world of business:

- Information Technology in Business
- Management
- Leadership
- Ethics
- Global issues

The course will assist you in developing management skills from basic through strategic planning, while interacting with current and evolving technologies that lift the contemporary digital enterprise. You will become acquainted with information architecture and infrastructure, converged network and application tools and concepts, enterprise technology tools, databases, distributed computing, storage and information distribution systems, information security, customer and sales force management, as well as evolving and new tools such as “cloud computing.”

Through the creation of a problem-centered case analysis, you’ll demonstrate your understanding of the tools and processes involved in undertaking and supporting information systems projects in business environments where return on investment and value are primary considerations.

Prerequisite: none
2. Course Objectives

Students will articulate the following topics by a variety of methods:

- Contemporary information technologies in networked environments
- Applications of information technologies in business
- Management issues of IT systems: integration, return on investment, value, contributions of IT to business goals and strategies
- Ethical and global issues associated with the use of IT in business

3. Instructor Information

Originally from Portsmouth, Virginia, Kenny Vick is a U.S. Navy veteran, now working as an IT industry professional with over twenty years implementing technical IT solutions. Kenny is currently employed at Sony Computer Entertainment America, LLC as a Senior IT Program Manager. Kenny graduated from Old Dominion University with a Bachelor of Arts degree in History, concentrating in the Colonial and Federal periods. He recently graduated Summa Cum Laude with a Master of Science in Project & Systems Management with a concentration in Information Technology from Golden Gate University. Kenny is currently a doctoral student at Golden Gate University pursuing a Doctor of Business Administration degree.

4. Required Materials / University Library / Research Information


**Book Store:** The course textbook can be purchased from eFollett, Golden Gate University’s official online bookstore, at [http://www.ggu.bkstr.com](http://www.ggu.bkstr.com).

**Other Required Reading:** Students will be required to read the Seminole case study, which is published on our Cyber campus portal.

**University Library**

**Library:** The University Library houses one of California’s largest collections of materials in professional fields. The Law Library contains more than 250,000 volumes, including a comprehensive collection of case law from all jurisdictions.

Find the **GGU Library Home Page** at [http://www.ggu.edu/libraries/university-library/](http://www.ggu.edu/libraries/university-library/).

There are several databases available through the Golden Gate University Library for students to conduct research on various topics. Remote (off campus) access to the databases **requires your last name and student ID#** (located on the front of your ID card). Be sure to type in ALL 7 digits, including the starting 0. Example: 0123456.

**Contact Information:**

Librarians are available to help you with research assistance. You are welcome to:

Email: askalibrarian@ggu.edu
Phone: (415) 442-7244
IM: [https://www.ggu.edu/libraries/university-library/contact](https://www.ggu.edu/libraries/university-library/contact)
Text Message: (415) 448-7993
Research Information:

1. The University Library’s website http://www.ggu.edu/libraries/university-library offers a wealth of information to guide you through the research process, including research guides.
2. The following link has detailed information useful for searching on ITM related subjects. http://ggu.libguides.com/ITM.
3. For detailed information on using and citing sources using APA, visit the University Library’s APA Research Guide: http://ggu.libguides.com/apa. I also recommend the Purdue OWL: APA Formatting and Style Guide, which can be found at https://owl.english.purdue.edu/owl/resource/560/01/.
4. The University Library’s web site offers a wealth of information to guide you through the research process. Resources include a sample research paper and detailed information on evaluating and citing sources. Available at http://ggu.libguides.com/.
5. At the Writing Center, located in Room P-25 at the San Francisco campus, you work one-on-one with experienced writing tutors (most of them GGU instructors) who are familiar with the types of writing assignments common in GGU courses.

5. Course Requirements / Student Responsibilities

Students are expected to attend all classes, complete all assignments, and participate regularly in online activities and discussions. Textbook readings are assigned for each week. A tentative outline of topics and assignment due dates can be found in Section 11 of this syllabus document. Weekly assignments will be clearly outlined in each week’s lesson.

• Assignments must be posted to the proper course digital dropbox by midnight of the due date. Assignments must be submitted in Microsoft Word format.
• Discussions must be posted by midnight on the due date. No late Discussion postings will be accepted.
• Late assignments will only be accepted one week from the due date for 70% credit.
• No plagiarism or acts of cheating will be tolerated. Students who commit such actions will fail the course.

Student responsibilities:

• Time Management

1. Log in frequently. Log in and participate in class activities.
2. Make quality postings. Quality participation involves more than just making an isolated posting; postings should build on previous submissions and expand the depth of the discussion.
3. Read all materials thoroughly. You are responsible for reading all content items in the course.
4. Stay current. You are expected to keep current with all the readings, assignments, homework, and classroom participation. It is important to note that falling behind in class makes it very difficult to catch up.

• Communications

1. Have reasonable expectations of email responses. When communicating with professors, anticipate a reply within two business days. In case of an emergency, try to contact the instructor by phone.
2. Avoid value judgments.
3. Be professional when communicating.

6. Course Procedures

YOU WON’T GET A GRADE IN THE COURSE IF YOU DON’T DO ALL OF THE COURSEWORK!

Sometimes students reason that they can get an acceptable grade, even if they don’t complete selected parts of the course requirements. You have to participate in the course, and doing the required work is part of that participation. If you can’t participate in the course, drop it prior to penalty dates. If you have a legitimate problem and HAVE DONE MOST COURSEWORK, you can discuss an Incomplete with the instructor. Incompletes are NOT for people who simply get behind and want to complete the course later.
Attendance: Attendance is strongly encouraged. Lectures contain valuable course information pertaining to assignments and quizzes.

Discussion Assignments: Each week participation assignments will be posted in the online section of the course. Students are required to post complete answers by the discussion due date in the online discussion area.

Assigned Projects: Each student must complete all assignments and course projects. Students are required to post completed assignments to the proper Cyber campus dropbox by the assignment due date. Late assignments will be accepted for only one week after the assignment due date, for a maximum 70% possible credit.

Final Exam: Each student must complete the final exam by Saturday, October 18, 2014. The final exam will be available on Cyber campus during Week 8. It will be open book, open notes, 2.5 hours, with ONE attempt. No late final exam will be allowed.

7. Instructor Feedback

Students will be asked to perform a course evaluation during Week 3. This anonymous feedback process will provide the instructor with valuable insights and allow the instructor to make changes to the course that will make the course more effective.

Providing Anonymous Feedback

If you are having problems of any sort with the course, your program, or your instructor, you should begin by talking to me. If you want to provide anonymous feedback, you can do so by way of this link: http://www.ggu.edu/forms/studentfeedbackform.jsp

8. Grading Policy

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<thead>
<tr>
<th>Score</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>93 – 100</td>
<td>A</td>
</tr>
<tr>
<td>90 – 92.9</td>
<td>A-</td>
</tr>
<tr>
<td>87 - 89.9</td>
<td>B+</td>
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<tr>
<td>83 – 86.9</td>
<td>B</td>
</tr>
<tr>
<td>80 – 82.9</td>
<td>B-</td>
</tr>
<tr>
<td>77 – 79.9</td>
<td>C+</td>
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<tr>
<td>73 – 76.9</td>
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<tr>
<td>70 – 72.9</td>
<td>C-</td>
</tr>
<tr>
<td>67 – 69.9</td>
<td>D+</td>
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<tr>
<td>63 – 66.9</td>
<td>D</td>
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<td>60 – 62.9</td>
<td>D-</td>
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<tr>
<td>0 – 59.9</td>
<td>F</td>
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Graded Items

<table>
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<tr>
<th>Topic</th>
<th>Grade Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes: 3 Quizzes</td>
<td>300 pts - 30%</td>
</tr>
<tr>
<td>Assignments: 3 Assignments</td>
<td>300 pts - 30%</td>
</tr>
<tr>
<td>Weekly Discussions / Participation: 8 Discussions</td>
<td>200 pts - 20%</td>
</tr>
<tr>
<td>Term Project: Seminole Case Study</td>
<td>100 pts - 10%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100 pts - 10%</td>
</tr>
</tbody>
</table>
9. University and Instructor Policy on Cheating and Academic Integrity

Golden Gate University requires that students be honest in their academic work. Academic dishonesty is viewed as an ethical issue and the violation of the principles expressed in the University's Statement of Educational Mission. Academic dishonesty defrauds all those who depend upon the integrity of the University, its courses, and its degrees.

Academic dishonesty is the failure to maintain academic integrity. It includes both cheating and plagiarism. Following to a large extent, the California State University mandated provisions under Title V of the California Code of Regulations (Sections 41301 and 41302), cheating and plagiarism are defined as follows:

The term "cheating" is the act of obtaining or attempting to obtain, or helping in obtaining, credit for academic work through any dishonest, deceptive, or fraudulent means. It includes, but is not limited to:

1. Copying, in part or in whole, from another student's test or other evaluation instrument; use of any unauthorized assistance in taking quizzes, tests, or examinations.
2. Submitting work previously presented in another course, unless specifically authorized by the course instructor.
3. Using or consulting during an examination sources or materials not authorized by the instructor.
4. Altering or interfering with grading or grading instructions.
5. Obtaining or giving aid, in writing or orally, on an examination, unless specifically authorized by the instructor.
6. Obtaining unauthorized prior knowledge of an examination.
7. Doing work for another student or having one's work done by another person.
8. Any other act committed by a student in the course of his/her academic work which defrauds or misrepresents, including aiding or abetting in any of the actions defined above.

The term "plagiarism" is intentional or negligent presentation of another person's idea or product as one's own. It includes, but is not limited to:

1. Copying verbatim all or part of another person's written work without proper citation or attribution.
2. Paraphrasing ideas, theories, cases, conclusions, or research without proper attribution.
3. Using equations, charts, figures, illustrations, or mathematical or scientific solutions without citing the source.
4. Representing as one's own the original ideas (theories, models, principles, etc.), phrases, sentences, paragraphs, or parts thereof, or the specific substance of another person's work without giving appropriate credit.
5. Representing another person's scholarly works, computer programs, case studies or artistic works as one's own.

Please read GGU’s Policy on Student Academic Integrity: [http://www.ggu.edu/media/about-ggu/documents/policies/policy-on-academic-integrity.pdf](http://www.ggu.edu/media/about-ggu/documents/policies/policy-on-academic-integrity.pdf). Read this carefully, as it explains plagiarism and cheating and provides useful examples.

10. Disability Accommodations

Golden Gate University seeks to ensure that all programs and services are fully accessible to students with disabilities who identify and express their needs.

Information regarding The Americans with Disabilities Acts and GGU’s policies and services can be found at: [http://www.ggu.edu/student_services/disability_services](http://www.ggu.edu/student_services/disability_services).
## 11. Course Outline

**IMPORTANT NOTE:** THE SYLLABUS LISTED BELOW IS A TENTATIVE LISTING OF ALL ASSIGNMENTS AND DUE DATES. THE INSTRUCTOR MAY MAKE CHANGES AS NEEDED TO THE ASSIGNMENTS AND DATES LISTED BELOW.

<table>
<thead>
<tr>
<th>Week</th>
<th>Learning Objectives</th>
<th>Assignments &amp; Due Dates</th>
</tr>
</thead>
</table>
| 1    | Chapter 1: Information Systems in Global Business  
Chapter 2: Global E-Business and Collaboration | • Week 1 Thinking About It Discussion due midnight September 11th  
• Introductions due midnight September 11th |
| 2    | Chapter 3: Achieving Competitive Advantage with Information Systems | • Week 2 Thinking About It Discussion due midnight September 18th  
• Quiz 1 due midnight September 18th |
| 3    | Chapter 4: Ethical and Social Issues in Information Systems | • Week 3 Thinking About It Discussion due midnight September 25th  
• Assignment 1 due midnight September 25th |
| 4    | Chapter 5: IT Infrastructure Hardware and Software | • Week 4 Thinking About It Discussion due midnight October 2nd  
• Quiz 2 due midnight October 2nd |
| 5    | Chapter 6: Foundations of Business Intelligence: Databases and Information Management  
Chapter 7: Telecommunications, the Internet, and Wireless Technology | • Week 5 Thinking About It Discussion due midnight October 9th  
• Assignment 2 due midnight October 9th |
| 6    | Chapter 8: Securing Information Systems  
Chapter 9: Achieving Operational Excellence and Customer Intimacy: Enterprise Applications | • Week 6 Thinking About It Discussion due midnight October 16th  
• Quiz 3 due midnight October 16th |
| 7    | Chapter 10: E-Commerce: Digital Markets, Digital Goods  
Chapter 11: Improving Decision Making and Managing Knowledge | • Week 7 Thinking About It Discussion due midnight October 23rd  
• Assignment 3 due midnight October 23rd |
| 8    | Chapter 12: Building Information Systems and Managing Projects | • Final Exam October 24th  
• Course Project due midnight October 23rd |