# BCIS 4690 Revised 6-03-2019
## Information Technology Management
### Summer 2019

**Instructor:**  
**Dr. Jack D. Becker**  
**SYLLABUS (hot link)**  
**Ethics Stmt**

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**Website:**  
[http://www.coba.unt.edu/itds/faculty/becker/](http://www.coba.unt.edu/itds/faculty/becker/)

**Office Hours:**  
Tue., Wed, Th. 5-6pm & by appointment

**Classroom:**  
BLB 015

**Class Times:**  
TuTh 6:00 p.m. – 9:50 p.m.

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<table>
<thead>
<tr>
<th>Grades/Speakers:</th>
<th>GRADES [.pdf]</th>
<th>Speaker Schedule (External link)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam Notes:</td>
<td>Exam Components (Midterm)</td>
<td>Practice Midterm Exam</td>
</tr>
</tbody>
</table>
| Bonus:           | Bonus1 (50 pts)  
Bonus2 (50 pts) | Due: Bonus1: 5/1/2019 Scoresheet  
Due: Bonus2: 5/1/2019 Scoresheet  
Due: 5/1/2019:  
COB Graduation Survey (5 Bonus pts)  
eTextbook Survey (5 BONUS pts) |

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### Supplemental Readings

- **Luftman: Role of CIO [.ppt]**  
  Role CIO McLean
  "Management, Leadership, and the Roles of the CIO."  
  Atlanta: Robinson College of Business, Georgia State University (2012).

- **Fox School IS Jobs Survey 2016**  
  NEW

- **Some Recommended Readings and Presentations**  
  NEW
  - IT Strategic Alignment; from Kroenke Chapter 3 NEW  
    (see slide #4, especially)
  - Baylor Health Care Case Study
  - NEW ITIL Glossary (provided by Axels)

- **OUTSIDE: Westerman, Strategic IT Risk Management**  
  NEW
  - 100 IT Performance Metrics NEW
  - The Structure of Scientific Revolutions, Thomas Kuhn (1962)  
    NEW
  - BONUS (Due: ??)  
    COB Graduation Survey (10 Bonus pts)  
    eTextbook Survey (5 BONUS pts)

- **HIPAA & SOX Compliance Regulations [.ppt]**  
  SOX RFP Template
  BobLennardSOX ppt

- **Jonathan Overton: Cook NEW Children’s Hospital NEW**  
  CloudComputing TimeShari
  Genealogy of [IT] Consulting Firms [v5]

- **OUTSIDE: Outsourcing Offshoring Baron Green, A&M**  
  NEW
  - Enterprise Architecture at Celanese: Barbara Stewart  
    NEW
  - Business Intelligence Software Guide (TrustRadius)  
    NEW
Required Textbook & Reading Materials

- Readings to be assigned. *Info-Tech, Gartner, McKinsey, ComputerWorld* and other journal sources are listed below.

ITDS Electronic Library Resources NEW (Very comprehensive)

- BCIS 4690 Research Link NEW
- UNT Library Catalog; Article Search Strategy NEW
- Info-Tech (formerly Gartner Reports): [UNT EUID and Password required]; McKinsey Quarterly Reports [Sign up for Reports]
- ITIL & ITSM Links [UNT BCIS 5520 Students Global Resource] NEW
- Engineering Village NEW
- Google Scholar NEW
- UNT library Ask-us NEW (Online Chat and Email Reference Service)
- Forsythe Group Focus Magazine. Many relevant practitioner articles.

- Also, check out the Bibliographies of the related articles already posted on this website.

Course Description

The objective of this course is to provide an overview and an understanding of the issues involved in the management of information systems (IS) and information technology (IT) assets in organizations. The course examines a broad range of issues and problems associated with the management of IT and IS. The course focuses more on managerial rather than technical issues and views IS from the perspective of managers at all levels--from the boardroom and C-Level executives to the first line manager.

A key component of this course is the students’ interaction with guest speakers who are key executives that serve in either an IT role or who are closely associated with IT organizations. The objective of these interactions is for the student to come away with both an academic-oriented and practitioner-oriented perspective of IT/IS Management.

Prerequisites: Please see the course description and prerequisites in the UNT college catalog.

Course of Study

It is your responsibility to read all assigned materials prior to class and to be prepared to participate actively in class discussions. You are responsible for all assigned materials whether they are addressed directly in class or not. You are also responsible for knowing the deliverables for each week of class.

The schedule of the speakers will be handed out separately and is subject to change. The topic schedule included within this syllabus is also subject to change based on the availability of the speakers. At this time I expect there will be about a dozen outside speakers with the following backgrounds presenting to BCIS 4690:
♦ A corporate CIO, director, senior executive, or VP will be discussing their role, expectations from other senior managers, planning, budgeting, etc.
♦ A corporate HR executive will be discussing best practices, responsibilities, setting expectations, changes in needs and expectations, hiring, firing, etc. associated with technical personnel.
♦ A corporate Auditing executive will be discussing the role of internal auditing of the IT organization, HIPPA, and Sarbanes- Oxley as they impact the IT organization and the business organizations that the IT organization deals with.
♦ An Executive Consultant will discuss dealing with vendors and the use of consultants.

Assignment Requirements & Submissions Policy
Weekly assignment requirements:
1. Each assignment is 50 or 100 points consists of 1 or 2 articles (50 pts. Each). You are to find an article from either a research journal or a respected IT practitioner journal or magazine that addresses the topic assigned for that class. A list of typical sources is listed below. Click here for Instructions and SAMPLE scoreheet.
2. Bring copies of these articles to class along with an Executive Summary of the article.
3. There are weekly (or per class) assignments with the exception of the first week, the day of the mid-term, and the day of the final.
4. Please submit each Executive Summary as follows (see end of this document):
   1. The Executive Summary will be divided into three sections: 1) The first section should address the significance, relevance, issues, etc of the article in relationship to the assigned topic; 2) The second section should be written in the first person and address what the topic would do for your company as the CIO; and 3) The third section should be written in the first person and address what the topic would do for you personally as a CIO of a company. The summary is to be no longer than one page (4K characters; approximately 700 words).
   2. Heading: Each assignment will include the name of the student, the date, the class and class section, the title of the article, and Footer: Appropriate bibliographic entry.
   3. A copy of the article is to be included. A copy of the article should also be kept by the student. You will be called upon at random to discuss your article. So, it’s a good idea to keep a copy of your article and the Executive Summary hand for discussions during class. If you have no article, or if you are not prepared to contribute, you will have points deducted from the grade for the assignment.
   4. A Rating of the Article according to its Relevance and Rigor. This will be further explained in class.
   5. The articles will also be used in the discussions with the guest speakers.
   6. The articles will be cited following proper citation rules. See examples on separate instructions sheet.

Spelling, grammar, and composition errors may cost up to 10% of your grade for that item (each error found, every time it is found, costs 1 point). Neatness counts! All work is due in class at the beginning of the period. Late assignments are not accepted. It is recommended that you start looking for your articles immediately. It may take you a while to find information on some of these topics. If the article that you turn in for the weekly assignment does not address the topic assigned, an automatic 50% penalty will be assessed. Additional points may be deducted from this score for other inaccuracies.
The following is a list of some of the key Information Systems Journals:

1. Primarily academic-, research-, and technically-oriented:
   1. *Accounting, Management, and Information Technology*
   2. *ACM Computing Surveys*
   3. *Communications of the ACM*
   4. *Computer Personnel*
   5. *Computers & Society*
   6. *Data Base*
   7. *Decision Sciences*
   8. *Gartner Research Reports*
   9. *IEEE Expert*
   10. *IEEE Transactions*
   11. *IIE Transactions*
   12. *Information Resources Management Journal*
   13. *Information Systems Research*
   14. *Information & Management*
   15. *Info-Tech Database*
   16. *International Journal of Information Management*
   17. *International Journal of Man-Machine Studies*
   18. *Journal of Computer Information Systems*
   19. *Journal of Database Management*
   20. *Journal of End-User Computing*
   21. *Journal of Global Information Management*
   22. *Journal of Information Systems*
   23. *Journal of Information Technology Management*
   24. *Journal of Management Information Systems*
   25. *Journal of Management Systems*
   26. *Journal of Organizational Computing*
   27. *Journal of Strategic Information Systems*
   28. *Journal of Systems and Software*
   29. *Journal of the ACM*
   30. *Management Science*
   31. *McKinsey Reports*
   32. *MIS Quarterly*
   33. *Security, Audit & Control*
   34. *Software*

2. Primarily practitioner- or manager-oriented:
   • *AI Expert*
   • *AI Magazine*
   • *Byte*
   • *CIO*
   • *Computer Executive*
   • *Computerworld*
   • *Corporate Computing*
   • *Financial & Accounting Systems*
   • *Gartner Research Reports*
   • *Harvard Business Review*
   • *IBM Systems Journal*
   • *Information Strategy*
   • *INFO World*
   • *InformationWeek*
   • *IS Analyzer*
   • *Journal of Information*
   • *McKinsey Reports*
   • *Systems Management*
   • *Sloan Management Review*
   • *Wired*
Remote Library Research Assistance at UNT

UNT Digital Libraries:
Electronic Library Resource for ITDS:  http://www.library.unt.edu/
Wall Street Journal; [ProQuest; ABI Inform]

My Course BCIS 4690/5700:  http://guides.library.unt.edu/bcis4690

Index of Resources by Search Engines: http://iii.library.unt.edu/search/y

[UNT EUID and Password required];


Yvonne Dooley, Business Librarian; 940-565-3980

The Libraries’ Chat Service is a virtual help desk. It is staffed in real-time by librarians and library staff members. Summer hours of operation are Monday through Thursday, from 10:00 am to 6:00 pm, Friday from 10:00 am to 5:00 pm, and Sunday from 1:00 pm to 5:00 pm. To visit the Online Reference Help Desk, point your Internet browser to: http://www.library.unt.edu/chatroom/default.htm or http://www.library.unt.edu/chatroom and follow the instructions.

The UNT Libraries also offers an E-mail Reference service. E-mail Reference can be used to answer short, factual questions. A reply will be sent within 24 to 48 hours, excluding weekends or holidays. To access the E-mail Reference service, also go to: http://www.library.unt.edu/chatroom/default.htm or http://www.library.unt.edu/chatroom. In addition the Libraries have a toll-free phone number. You can reach us toll free during regular Willis Library Reference Desk hours at: 877-872-0264.
Specific Grade Requirements
Your grade for this course will be based on the following:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midterm</td>
<td>500</td>
</tr>
<tr>
<td>Final</td>
<td>500</td>
</tr>
<tr>
<td>12 Executive Summaries (50 pts each):</td>
<td>600*</td>
</tr>
<tr>
<td>*Individual Journal/Magazine articles or PSG textbook chapter evaluations (50 points each)</td>
<td></td>
</tr>
<tr>
<td>*Individual Practitioner report/article evaluations (50 points each) – includes class participation</td>
<td></td>
</tr>
<tr>
<td>Attendance Incentive--NOT BONUS</td>
<td>100</td>
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<tr>
<td>Undergrad Total</td>
<td>1,700</td>
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<tr>
<td>Grad Student Project</td>
<td>400</td>
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<tr>
<td>Grad Student Total</td>
<td>2,100</td>
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*NOTE: Lowest 100 point assignment dropped.

Grading Scale

<table>
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<tr>
<th>Percent</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90.0 – 100 %</td>
<td>A</td>
</tr>
<tr>
<td>80.0 – 89.9 %</td>
<td>B</td>
</tr>
<tr>
<td>70.0 – 79.9 %</td>
<td>C</td>
</tr>
<tr>
<td>60.0 – 69.9%</td>
<td>D</td>
</tr>
<tr>
<td>&gt; 59.9%</td>
<td>F</td>
</tr>
</tbody>
</table>

Absenteeism
Class attendance is mandatory. There will be a 100-point Attendance Incentive (Not a Bonus) for perfect attendance. There will be a 50-point reduction in your incentive for each class absence. If you have more than two unexcused absences from class, I reserve the right to drop you from the course with a grade of WF. Excused absences must be cleared with the instructor prior to class time, except for medical emergencies. Time conflicts caused by work schedules or other outside activities do not constitute an official excuse from attending class – or from meeting course obligations. I encourage you to submit assignments early or have a friend deliver your work for you if it becomes necessary.

Cell Phones and Pagers
Please turn off all cell phones or pagers during class time.

Speaker Expectations
On days when a guest speaker is scheduled, the dress for the class is BUSINESS CASUAL.

Efficient vs. Effective
• Where does IT/IS touch these processes?
  – Goodman Houston Logistics Center (HLC)
  – HCAC or HVAC QC  PTAC Assembly (CompAdv)
  – Goodman Copper Tour Goodman Aluminum Tour
Americans with Disabilities Act (ADA; Office of Disabilities Accomodation; Sage Hall)
The College of Business Administration complies with this Act in making reasonable accommodation for qualified students with disability. If you have an established disability as defined by this Act and would like to request an accommodation, please contact the ODA office in Sage Hall

Ethical Behavior in BCIS/ITDS Classes
The ITDS Department expects its students to behave at all times in an ethical and legal manner. There are at least two reasons for this. First, ethical behavior affirms the personal value and worth of the individual. Second, both IT and Decision Science professionals frequently handle confidential information on behalf of their employers and clients. Thus employers of BCIS and DSCI graduates expect ethical conduct from their employees because that behavior is crucial to the success of the organization.

Academic dishonesty is a major violation of ethical and legal behavior. The ITDS Department defines academic dishonesty as claiming the work of others as your own, or using illegal or unapproved means to raise your grade in a class. Examples include: copying answers from another person’s paper; using unapproved notes during an exam; copying computer code from another person’s work; having someone else complete your assignments or take tests on your behalf; stealing code printouts, software, or exams; recycling assignments submitted by others in prior or current semesters as your own; and copying the words or ideas of others from books, articles, reports, presentations, etc. for use as your own thoughts without proper attribution (i.e., plagiarism). It does not matter whether you received permission from the owner of the copied work; claiming the material as your own is still academic dishonesty.

The ITDS Department believes it is very important to protect honest students from unfair competition with anyone trying to gain an advantage through academic dishonesty. Consequently, there will be in-class testing to validate all major assignments you complete out of class. This may be accomplished by examination, oral reports, individual interviews or any other means your professor may deem appropriate. You must pass these validation tests with a grade of “C” or better to have your out-of-class work count in your term grade. Further, the student grade for academic dishonesty in BCIS classes is an immediate “F” for the course involved and referral of the case to the COBA Academic Advising Office.

Ethical Behavior in BCIS/ITDS Classes (continued on LAST PAGE)
<table>
<thead>
<tr>
<th>No.</th>
<th>Date (Wed)</th>
<th>Required Readings (B&amp;P)</th>
<th>Pearlman, Saunders, Gallett (PSG)</th>
<th>Discussion Areas/Assignment Topics</th>
<th>Guest Speakers</th>
<th>Assignment # DUE/(points)</th>
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<tbody>
<tr>
<td>1</td>
<td>6/04</td>
<td>Review of Syllabus Chapter 1 – The IT Dilemma</td>
<td>Introduction Chap</td>
<td>• IT Effectiveness &amp; Efficiency1</td>
<td>New: 2019 Speaker Schedule in Progress</td>
<td>1. HWK #1A (50 pts)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 2 – Sources and Causes of IT Ineffectiveness Chapter 3 – Info. Tech. Costs</td>
<td>Chapter 1 – IS Strategy Triangle</td>
<td>• IT Organization Structure 1 • Management of the IT Organization 1;</td>
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<tr>
<td>2</td>
<td>6/06</td>
<td>Chapter 4 – IT Scope &amp; Strategy</td>
<td>Chapter 2 – Strategic Use of IT</td>
<td>• IT Strategy &amp; Alignment • The CIO/Senior Management Role; IT Operations</td>
<td>See Speaker Schedule:</td>
<td>2. HWK #1B (50 pts)</td>
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<tr>
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<td>Chapter 5 – The IT Organization Chapter 6 – The CIO</td>
<td>Chapter 3 – Organizational Strategy &amp; IS -- Alignment</td>
<td>• IT Organization Structure 2 • Management of the IT Organization 2; • The CIO/Senior Management Role; IT Operations</td>
<td>See Speaker Schedule:</td>
<td>3. HWK #2A (50 pts)</td>
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<tr>
<td>3</td>
<td>6/11</td>
<td>Chapter 7 – IT Standards Chapter 8 -- IT Operations</td>
<td>Chapter 4 – Digital Systems and Work</td>
<td>• ITIL; Configuration Mgt. Service Mgt • Role of CIO/Senior Mgt</td>
<td>See Speaker Schedule</td>
<td>4. HWK #2B (50 pts);</td>
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<td></td>
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<td>Chapter 9 – Problem Management</td>
<td>Chapter 6 – Architecture &amp; Infrastructure</td>
<td>• IT Architecture • Applications Mgt • Project Mgt • Internal Auditing</td>
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<td>Chapter 10- Application Management</td>
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<td>See Speaker Schedule:</td>
<td>5. HWK #3A or HWK #3B (50 pts)</td>
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<tr>
<td>4</td>
<td>6/13</td>
<td>Chapter 11 – IT Human Resource Practices</td>
<td>Chapter 5 - IS &amp; Business Transformation Chapter 8 – Business of IT</td>
<td>• Business Transformation (BPR) • Demand for &amp; Supply of IT Personnel (HR);</td>
<td>See Speaker Schedule:</td>
<td>6-7. HWK #4A &amp; #4B (100 pts)</td>
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<tr>
<td>5</td>
<td>6/18</td>
<td>Midterm (2 hours)</td>
<td>B&amp;P: Chapters 1-10</td>
<td>PSG: Chapter 1-6</td>
<td>EXAM 1 500 pts</td>
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<tr>
<td>6</td>
<td>6/20</td>
<td>Chapter 12 – Vendor Selection Chapter 13 – Vendor Management</td>
<td>Chapter 10-- IS Sourcing</td>
<td>• Vendor Management and Selection • Outsourcing/Offshoring • Consultant Management</td>
<td>See Speaker Schedule</td>
<td>8. HWK #5A or #5B (50 pts)</td>
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<td>Chapter 14 – Business Communications</td>
<td>Chapter 11 – Managing IT Projects</td>
<td>• Cloud Computing • Consultant Management • Project Management 1 (PM1)</td>
<td>See Speaker Schedule</td>
<td>9. HWK #6A (50 pts)</td>
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<tr>
<td>Week</td>
<td>Date</td>
<td>Chapters</td>
<td>Topics</td>
<td>HWKs</td>
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<td>Chapter 17 – IT Demand Management and Project Prioritization</td>
<td></td>
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<td>11. HWK #7A (50 pts)</td>
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<td>8</td>
<td>6/27</td>
<td>Chapter 18 – IT Performance Measurement</td>
<td>Chapter 12 – BI &amp; Data Analytics</td>
<td>See Speaker Schedule</td>
<td>12. HWK #7B (50 pts)</td>
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<td>Chapter 19 – IT Governance</td>
<td>Chapter 9 – IT Governance</td>
<td>See Speaker Schedule</td>
<td>13. HWK #8A OPTIONAL (50 pts)</td>
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<td>14. HWK #8B OPTIONAL (50 pts)</td>
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<tr>
<td>9</td>
<td>07/2</td>
<td>Final (2 hours approx.)</td>
<td>Chapters 11-19; PSG: Chapters 7-12</td>
<td>EXAM 2 (500 pts)</td>
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</table>
Ethical Behavior in BCIS/ITDS Classes (KEEP THIS FOR YOUR RECORDS)

By my signature below, I attest that I understand the above Ethics policy. I will behave ethically in this class, and will encourage my classmates to behave ethically. I also understand that I have a moral responsibility to report to my instructor any suspected case of academic dishonesty in this class.

__________________________________   ____________________________________
Print your name and write your signature

Posting Grades
Publish my course using the last 5 digits of my student number:

(UNT ID) __ __ __ __ __ ; or the following 5-character code: __ __ __ __ __.
If both numbers were left blank, your scores will NOT be published.

__________________________________   ____________________________________
Print your name and write your signature

________________________________________ / __ __ /2019
UNT Student ID number                Today’s date

PREFERRED EMAIL ADDRESS:

______________________________________________________________
Ethical Behavior in BCIS/ITDS Classes (TURN THIS COPY IN)

By my signature below, I attest that I understand the above Ethics policy. I will behave ethically in this class, and will encourage my classmates to behave ethically. I also understand that I have a moral responsibility to report to my instructor any suspected case of academic dishonesty in this class.

__________________________________   ____________________________________
Print your name and      write your signature

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If both numbers were left blank, your scores will NOT be published.

__________________________________   ____________________________________
Print your name and      write your signature

___________________________ _______/______/2019
UNT Student ID number       Today’s date

PREFERRED EMAIL ADDRESS:

_________________________________________________________