

Course Number: INFO 4710

**Course Title: Information Technology
Management**

Course Sections: 001 & 005

Stephen Lancaster, MBA

SYLLABUS

Spring 2020

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COURSE INFORMATION

- Course Name: INFO 4710
- Course Title: Information Technology Management
- Course Sections: 001 & 005
- Credit Hours: 3 Hours
- Class Meeting: Online
- Course Pre-requisites: None
- Course Format : Online

Instructor's Contact Information

- Name: Stephen Lancaster
- Title: Adjunct Professor, Student & Program Coordinator
- UNT Email: Stephen.Lancaster@unt.edu
- Office hours – As this is an online course I will not have set face to face office hours; however, students are welcome to set up a meeting with me that can be online through Zoom or face to face.

Communicating with Your Instructor

- When communicating with me about course-related concerns/questions, please use the Canvas messaging feature.
- If the Canvas system is not available or experiencing issues, you can use my UNT email address.
- I make every effort to respond to course messages and emails in a timely manner. During normal business hours you should receive a reply within a few hours with few exceptions. After business hours or during the weekend you should receive a reply within 24-48 hours.
- I usually provide feedback on assignments and post grades within the week they are submitted.

Course Description

Basic concepts of information and its role in an information society. Includes mechanisms of information processing, information transfer, and applications of computers and other information tools in various disciplines and fields.

- Course Goals: Learn concepts related to information technology management including the fundamentals of information technologies, technology resources, and computer systems and networking. Evaluate and assess components of the Web and their uses, privacy and digital security policies, and IT applications from a user/consumer perspective. Create and use spreadsheets for information retention and statistical purposes. Research and write accurate, informative, and interesting summaries on current information technology topics related to the concepts in the textbook as well as a long-form research paper on an information technology topic of choice.

- Learning Objectives/Outcomes/Goals: Identify, comprehend, and assess concepts related to information technology, resources, and policies and be able to accurately and effectively answer questions related to these concepts. Demonstrate quality critical thinking and writing skills as well as an awareness of current information technology developments, concepts, and ideas through current event article summaries and a research paper. Conduct effective research in order to write an informative and in-depth research paper. Create an effective and easy to understand spreadsheet that accurately conveys data in a collection.
- Course Outcomes: Thorough understanding and retention of concepts related to information technology and its role in an information society. Effectively research, compile, assess, and write evaluative and informative summaries and papers regarding information technology concepts and ideas. Create an effective spreadsheet that accurately conveys data in a way that is easy to see and understand.

Materials

Textbook:

Snyder, L. (2018). *Fluency with Information Technology* (7th Edition). Pearson Education Inc. ISBN: 9780134448725

Articles (Supplied in Canvas Site):

Johnson, M. E., Goetz, E., & Pfleeger, S. L. (2009). Security through Information Risk Management. *IEEE Security & Privacy*, 7(3), 45–52. doi: 10.1109/MSP.2009.77

McGraw, D. (2009). Privacy and Health Information Technology: Executive Summary. *The Journal of Law, Medicine & Ethics*, 37(2), 121–149. doi: <https://doi.org/10.1111/j.1748-720X.2009.00424.x>

Health Texas Provider Network. (2013). *HTPN Notice of Health Information Practices*. (4th ver.). Dallas, TX: Author.

Teaching Philosophy

This course uses a combination of discussion posts, reading quizzes, writing and spreadsheet assignments, exams, and a research paper to help students understand the topics, enhance their ability to apply theories into real life scenarios, and assess learning outcomes.

This course is at a senior level and will be graded as such. Students are expected to turn their work in by the posted deadlines as late submissions will not be allowed. All assignments are to be submitted through the Canvas site unless specifically instructed otherwise. The writing in this course is expected to be at a senior level and everything submitted to the Canvas site should be written in a professional, proper, and concise manner. Please remember to be courteous and respectful when communicating with your fellow students and professor.

It is important to remember to read and follow all instructions closely as not doing so can cause you to miss valuable points and reduce your grade. Make sure you pay close attention to the deadlines posted in this syllabus and in the Canvas site. Other than an emergency there should be no excuse for not

turning in every assignment on time. Lastly, read and follow feedback given on your assignments by your professor as doing so is a simple way to improve your grade.

TECHNICAL SUPPORT AND ASSISTANCE

The UNT University Information Technology provides student IT services and technical support, including Canvas.

- UIT Homepage: <https://it.unt.edu/uit>
- Email: helpdesk@unt.edu
- Phone: 940.565-2324
- In Person: Sage Hall, Room 330

Canvas technical requirements: <https://clear.unt.edu/supported-technologies/canvas/requirements>

Students will need to have access to a word processor and spreadsheet software. Excel is the preferred spreadsheet software and the spreadsheet assignment is designed around using it. If you do not have or can get Excel you can use Google Sheets but that is not preferred.

Minimum Technical Skills Needed

As this is a senior undergraduate level course, students are expected to have the following technology skills to fully participate and learn in the course. Students should be able to effectively use Canvas or refer to help guides to access course related materials and resources, check and keep up with emails regularly, and create, modify, and submit files through the site according to the professor's instructions. Students should also be able to perform the basics in Microsoft Word and Excel.

Success in the Online Course

The most important aspect to learning in an online environment compared to a face-to-face classroom is discipline. Since you are not required to attend a physical class there is nothing "forcing" you to participate in the online class so it is important to stay disciplined and keep up with the readings and assignments yourself. You will still receive weekly communications from your professors regarding what is required each week but it will up to you to stay on task and complete everything on time.

For more tips on succeeding as online student please refer to this webpage, "[How to Succeed as an Online Student](#)."

Student Academic Support Services

- [Code of Student Conduct](#): provides Code of Student Conduct along with other useful links
- [Office of Disability Access](#): exists to prevent discrimination based on disability and to help students reach a higher level of independence
- [Counseling and Testing Services](#): provides counseling services to the UNT community, as well as testing services; such as admissions testing, computer-based testing, career testing, and other tests
- [UNT Libraries](#)
- [UNT Learning Center](#): provides a variety of services, including tutoring, to enhance the student academic experience

- [UNT Writing Center](#): offers free writing tutoring to all UNT students, undergraduate and graduate, including online tutoring
- [Succeed at UNT](#): information regarding how to be a successful student at UNT

COURSE MODULES, TOPICS AND LECTURES

INFO 4710 is organized into 3 Learning Modules and each is comprised of reading assignments, quizzes, writing and individual assignments, and an exam with a final exam at the end of the semester. Here are the topics for each reading:

- Module 1:
 - Chapter 1: Defining Information Technology
 - Chapter 2: Exploring the Human-Computer Interface
 - Chapter 3: The Basics of Networking
 - Chapter 9: Principles of Computer Operations and Appendix B: Integrated Circuits and Semiconductors
- Module 2:
 - Chapter 5: Locating Information on the WWW
 - Chapter 7: Representing Information Digitally
 - Chapter 11: Social Implications of IT
 - Chapter 12: Privacy & Digital Security
 - Security through Information Risk Management
 - Privacy and Health Information Technology: Executive Summary
 - HTPN Notice of Health Information Practices
- Module 3:
 - Chapter 13: The Basics of Spreadsheets
 - Chapter 14: Advanced Spreadsheets for Planning
 - Chapter 15: Introduction to Database Concepts

ASSESSMENT & GRADING

Assignments and Assessments

Introduction Post:

- The purpose of this assignment is to evaluate a student's ability to identify and assess concepts related to information technology and their quality writing skills.
- Students are to write 2-3 sentences about themselves and another 2-3 sentences regarding their interest or apprehension about information technology and post it to the discussion board. Students must then also post a 2-3 sentence meaningful reply to another student's post to receive full credit.
- The first post is worth 20 points and will be graded based on the completion of the instructions and the quality of the writing. The second reply post to another student's initial post is worth 10 points and will be graded based on the completion of the instructions and the quality of the writing.

Quizzes:

- The purpose of this assignment is to evaluate a student's ability to identify, comprehend, and assess concepts related to information technology, resources, and policies and be able to accurately and effectively answer questions related to these concepts.
- Students will be given a quiz after each reading assignment chapter or article that is comprised of 10 randomly selected questions from a database. The questions will be multiple choice, fill in the blank, true/false, and short essay response in nature.
- Quizzes are worth 10 points so each missed question will result in a deduction of 1 point from the student's score.

Exams:

- The purpose of this assignment is to evaluate a student's ability to identify, comprehend, and assess concepts related to information technology, resources, and policies and be able to accurately and effectively answer questions related to these concepts.
- Students will be given an exam after each module. The first two modules will conclude with an exam comprised of 50 randomly selected questions from a database covering material from each of those modules. The third module will conclude with the final exam comprised of 100 randomly selected questions from a database covering material from all three of the modules. The questions will be multiple choice, fill in the blank, true/false, and short essay response in nature.
- The first two exams are worth 100 points each and the final exam is worth 200 points so each missed question will result in a deduction of 2 points from the student's score.

Current Event Article Summaries:

- The purpose of this assignment is to evaluate a student's critical thinking and writing skills as well as awareness of current information technology developments, concepts, and ideas.
- Students are to write 3 current event article summaries for the course. There will be 1 summary due for each module and the topic of the article has to relate to the readings in that module. Each summary has a 300 word minimum.
- Each summary is worth 50 points and students will be evaluated based on their understanding of the article topic, quality of their writing, and their display of critical thinking as well as spelling, grammar, formatting, and their ability to follow the instructions.

Research Paper:

- The purpose of this assignment is to evaluate a student's critical thinking and writing skills as well as their ability to conduct effective research in order to write an informative and in-depth research paper.
- Students are to write a 1,500 word research paper using a minimum of 5 credible sources on a topic or area that pertains to information technology management.
- The research paper is worth 150 points and students will be evaluated based on their understanding of their topic's history, current state, and future as well as their own analysis. Students will also need to demonstrate quality writing that uses critical thinking as well as

ensure there are no spelling, grammar, or formatting mistakes or miss any items from the instructions.

Spreadsheet Assignment:

- The purpose of this assignment is to evaluate a student's ability to create an effective and easy to understand spreadsheet that accurately conveys data in a collection by closely following the instructions.
- Students are to create a spreadsheet that lists and organizes items of their choosing based on various attributes as well as create and use some basic formulas. There are two drafts for this assignment. The first draft has the bulk of the requirements and the second draft serves to implement any corrections provided by the professor as well as add some additional elements.
- The first draft is worth 100 points and students will be evaluated based on meeting the requirements stated in the instructions and ensuring there are no formatting mistakes. The second draft is worth 50 points and will be evaluated based on meeting the requirements stated in the instructions, making the corrections provided by the professor, and ensuring there are no formatting mistakes.

Grading

Grading is done on a point basis. There are 1,000 points available in total and here is a breakdown of the points and how they are dispersed between quizzes, exams, and assignments.

Grading Table

<i>Assignment</i>	<i>Points Possible</i>	<i>Percentage of Final Grade</i>
<i>Introduction Post</i>	<i>30 points</i>	<i>3%</i>
<i>Quizzes – 12 in total</i>	<i>10 each, 120 points total</i>	<i>1% each, 12% total</i>
<i>Exams – 2 in total</i>	<i>100 each, 200 points total</i>	<i>10% each, 20% total</i>
<i>Current Event Article Summaries – 3 in total</i>	<i>50 each, 150 points total</i>	<i>5% each, 15% total</i>
<i>Research Paper</i>	<i>150 points</i>	<i>15%</i>
<i>Spreadsheet Assignment – Draft 1</i>	<i>100 points</i>	<i>10%</i>
<i>Spreadsheet Assignment – Draft 2</i>	<i>50 points</i>	<i>5%</i>
<i>Final Exam</i>	<i>200 points</i>	<i>20%</i>

Total Points Possible for Semester/Grading Scale = 1,000

1,000-900 = A
899-800 = B
799-700 = C
699-600 = D
599-0 = F

CALENDAR

Week	Date	Topic	Assignments, Quizzes, Exams	Due Date
1	1-13	Introduction Post	Introduction Post	1-19
		Chapter 1: Defining Information Technology	Ch. 1 Quiz	
2	1-20	Chapter 2: Exploring the Human-Computer Interface	Ch. 2 Quiz	1-26
3	1-27	Chapter 3: The Basics of Networking	Ch. 3 Quiz	2-2
4	2-3	Chapter 9: Principles of Computer Operations & Appendix B	Ch. 9 & Appendix B Quiz	2-9
		Module #1 Article Summary	Current Event Article Summary #1	
5	2-10	Exam 1	Exam 1	2-16
6	2-17	Chapter 5: Locating information on the WWW	Ch. 5 Quiz	2-23
7	2-24	Chapter 7: Representing information digitally	Ch. 7 Quiz	3-1
8	3-2	Chapter 11: Social Implications of IT	Ch. 11 Quiz	3-8
9	3-9	SPRING BREAK	NOTHING DUE	-
10	3-16	Chapter 12: Privacy & Digital Security	Ch. 12 Quiz	3-22
11	3-23	Articles: Security through Information Risk Management, Privacy and Health Information Technology: Executive Summary, and HTPN Notice of Health Information Practices	Articles Quiz	3-29
		Module #2 Article Summary	Current Event Article Summary #2	
12	3-30	Exam 2	Exam 2	4-5
		Research Paper	Research Paper Assignment	
13	4-6	Chapter 13: The Basics of Spreadsheets	Ch. 13 Quiz	4-12
		Spreadsheet Draft 1	Spreadsheet Draft 1	
14	4-13	Chapter 14: Advanced Spreadsheets for planning	Ch. 14 Quiz	4-19
		Spreadsheet Draft 2	Spreadsheet Draft 2	
15	4-20	Chapter 15: Introduction to Database Concepts	Ch. 15 Quiz	4-26
16	4-27	Module #3 Article Summary	Current Event Article Summary #3	5-3
17	5-2	Final Exam Exam opens Saturday, May 2nd Exam is due Thursday, May 7th	Final Exam	5-7

Final Examination

The final exam will be available online in the Canvas site from **May 2nd to May 7th at 11:59pm.**

COURSE EVALUATION

Student Perceptions of Teaching (SPOT) is the student evaluation system for UNT, implemented in summer 2015, to comply with the State of Texas House Bill 2504. Each semester students will receive an

email from UNT to their student UNT email to respond to the anonymous survey. For more information, visit Office of the Provost, SPOT page: <https://vpaa.unt.edu/spot>

COURSE POLICIES

Assignment Policy

Assignment due dates are posted in this syllabus, in the Assignment section of the Canvas site, and the professor will send out weekly announcements stating which assignments will be due that week. Assignment instructions are posted both in the Assignments and Files section of the Canvas site. All Word-based documents should be submitted in a .doc or .docx file format and spreadsheets are preferably submitted in .xlsx format. All assignments are submitted through the assignment drop boxes in the Canvas site. Please be aware all Word-based documents are run through the Turnitin software.

Please note there are no extra credit assignments available in this course. As long as you keep up with the readings and assignments you should not need extra credit to get the grade you desire.

Please know that the University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

Examination Policy

Exams are open-book and open-note, however, it is strongly encouraged that you read and study the course materials thoroughly to ensure that you are properly prepared for the exams. It is not wise to ignore the readings and rely solely on looking things up in the textbook to answer the questions.

Exams must be completed by the due date and only in the event of verifiable emergencies or extreme, unavoidable circumstances will a student be granted an extension or additional chance to take the exam.

In the event of a technical issue during an exam the student should contact the Student Helpdesk and document the remedy ticket number and then send the professor an email regarding the issue. The professor will work with you and the Student Helpdesk to address the situation and ensure the student is given a fair chance to complete the exam.

Instructor Responsibilities and Feedback

My responsibility in this course as your professor is to ensure my students are able to understand the material thoroughly and be able to successfully complete the assignments as well as learn and grow as soon-to-be graduates. I promise to provide clear instructions, answer any questions in a timely manner, and provide thorough and prompt feedback on course assignments.

Feedback and grades for most assignments will be posted within 2-4 days from the due date with the exception of the research paper as it takes more time to grade. Also, the first draft of the spreadsheet assignment will be posted within 2 business days of the due date to ensure students have enough time to look over any feedback and complete the second draft before it is due.

Late Work and Missed Work

Late or missed work will not be accepted unless there is an extenuating and verifiable reason that the assignment was late or missed. In the event that there is an extenuating circumstance the student should report the issue to the professor as soon as possible. Please be aware that some sort of verifiable proof may be required before the student's work will be accepted.

Course Incomplete Grade

Incomplete grades will be assigned in accordance with UNT policy found here:

<https://registrar.unt.edu/grades/incompletes>

Class Attendance and Participation Policy

As this course is an asynchronous online course there is not an official attendance policy as there are no class meetings to attend, however, participation in the course through the UNT Canvas site is expected. Students' individual access to the site can be viewed and is considered reflective of their participation in the course. In order to succeed in the course it is important to check announcements, complete and submit assignments, and access and read materials in the Canvas site.

Students' Responsibility for Their Learning

Students are expected to complete all assigned readings and quizzes, assignments, and exams on time. This is an online course which demands some additional discipline on the part of the student as there are not face-to-face meetings they must attend. Some assignments require work to be started far ahead of the deadline so it is important that students heed the advice of their professor and start working ahead of time on these assignments. It is also important for students to ask questions as soon as they think of them to ensure the professor and student can come to an understanding in a timely manner.

Syllabus Change Policy

In the event there are any changes to this syllabus, course details, or assignment deadlines all students will be notified through the Announcements section of the Canvas site.

UNT POLICIES

Academic Integrity Policy

Academic Integrity Standards and Consequences. According to UNT Policy 06.003, Student Academic Integrity, academic dishonesty occurs when students engage in behaviors including, but not limited to cheating, fabrication, facilitating academic dishonesty, forgery, plagiarism, and sabotage. A finding of academic dishonesty may result in a range of academic penalties or sanctions ranging from admonition to expulsion from the University.

ADA Policy

UNT makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide a student with an accommodation letter to be delivered to faculty to begin a private discussion regarding one's specific course needs. Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. For additional information see the ODA website at disability.unt.edu.

Emergency Notification & Procedures

UNT uses a system called Eagle Alert to quickly notify students with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). In the event of a university closure, please refer to Canvas for contingency plans for covering course materials.

Important Notice for F-1 Students taking Distance Education Courses**Federal Regulation**

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at <http://www.ecfr.gov/>. The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f) (6) (i) (G).

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course. If such an on-campus activity is required, it is the student's responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact

the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Student Verification

UNT takes measures to protect the integrity of educational credentials awarded to students enrolled in distance education courses by verifying student identity, protecting student privacy, and notifying students of any special meeting times/locations or additional charges associated with student identity verification in distance education courses.

See [UNT Policy 07-002 Student Identity Verification, Privacy, and Notification and Distance Education Courses](#).