

**Oklahoma State University Institute of Technology  
Online Common Syllabus  
Spring 2017**

**ITD 3163 IT ENTERPRISE OPERATIONS**

In this course students gain a working knowledge of the roles, functions, structures and constituencies of IT organizations. Topics include major IT systems and terminology, planning, compliance, quality assurance, environmental responsibility and internal/external customer relations.

**Type of course:** Theory.

**Credit Hours:** 3; Total hours of theory per semester: 30;

Total hours of lab for the semester: 45; Total hours of clinical per semester: 0.

**Class length -** Full Semester

**Class format -** Fully Online

**Prerequisites:** ITD 1213 Hardware Systems Support

**Instructor Name:** Daniel D. Claborn

**Instructor Phone:** (918) 293-4780

**Office:** Building: ET/IT Room: 15D

**Instructor email:** [danny.claborn@okstate.edu](mailto:danny.claborn@okstate.edu)

**Contact:** My preferred method of contact is e-mail. Please allow 24-48 hours to return your correspondence during the normal workweek.

**Instructor's Office Hours:** Monday through Wednesday 7:30 – 11:00 a.m., Tuesday and Wednesday 6:00 – 8:00 p.m., Central Time

**School's Name:** School of Information Technologies **School's Main Phone:** 918-293-5440

**REQUIRED TEXT, REFERENCES, AND MATERIALS**

**Texts:** *Management of Information Technology, Fourth Edition*, Carroll W. Frenzel and John C. Frenzel, Course Technology, ISBN 978-0-619-03417-7

**Materials:** Materials needed including notebooks, writing utensils, project supplies, data storage devices, tools, etc  
Access to a computer with broadband Internet Access (2Mbps upload preferred)

**Uniform/Tools:** None Required

**Estimated Cost for Materials:** \$166.90

**Estimated Cost for Uniform/Tools:** \$ 0.00

**Upon completion of the course, students should:**

	<b>Course Objectives</b>	<b>Assessment of Objectives</b>
C.4	Determine the current organizational IT system components and assess their capabilities to perform specific processes (the 'as-is')	*CEO/CIO Interview
D.1	Work within a team environment to produce a written project	*Green IT Team Project
F.1	Communicate in a professional manner in both IT technical and non-technical written forms in electronic and/or print formats	*Green IT Team Project
F.2	Communicate in a professional manner in both IT technical and non-technical presentations in live and/or recorded formats	*Green IT Project Presentations
F.3	Interact socially in a professional manner in both IT technical and non-technical professional and/or social functions	*CEO/CIO Interview

Aspects of the course objective assessments may be used in the university's assessment of student learning. If applicable, an asterisk (\*) above indicates this course is used in the university assessment program.

**COURSE ACTIVITIES**

In this course students will:

- Evaluate, analyze and determine how to use hardware and software trends in contemporary information systems management.
- Evaluate, analyze and determine how modern telecommunications systems will be utilized in contemporary information systems.
- Analyze and design management system policies incorporating both legislative and industry trends.
- Evaluate and respond to customer expectations of contemporary information systems in the development of management policies to address these expectations.
- Analyze and plan for both e-business systems and network systems within an organizational structure.
- Evaluate IT investments to determine expected returns on investments.
- Evaluate various Information Technology controls; assess protections and security systems to determine the correct system for specific environments.

**EVALUATION - GRADES WILL BE BASED ON THE QUALITY AND COMPLETION OF THESE TASKS:**

Chapter Assignments – (12 sets) .....	36%
Individual Discussion Board – (12 sets).....	12%
Study Guides – (12 study guides 1 per chapter) .....	12%
Unit Exams – (4 exams covering unit blocks) .....	15%
Group Project* .....	15%
Portfolio.....	5%
Participation in Online Activities.....	5%
Total .....	100%

<b>OSUIT Grading Scale</b>
A = 90%-100%
B = 80%-89%
C = 70%-79%
D = 60%-69%
F = 59% & below

**ONLINE COURSE INTERACTION**

This online course uses a variety of tools to build a community of learners and strengthen communication between students and their peers, as well as between students and the instructor. Through the use of these tools, you will be able to interact with others in the virtual classroom. Communication tools used in this course include Discussion, News, Blackboard Collaborate, and Email.

**INTERACTION WITH YOUR PEERS**

For each of the topics covered, you will be required to post one original post per week by 11:59 p.m. on Wednesday and then post to responses to your peers by 11:59 p.m. on Sunday of the same week on the discussion board within the Online Classroom (D2L).

Required: Original post and two responses to peers per discussion thread  
Original post– By Wednesday 11:59 p.m. Central Time  
Two peer responses – By Sunday 11:59 p.m. Central Time

**INTERACTION WITH YOUR INSTRUCTOR**

In addition to online office hours through Blackboard Collaborate (as indicated on the first page of this syllabus), you can also expect me to provide:

- input to discussion threads
- additional information and updates about the course as needed through e-mails and the News feature in the Online Classroom (D2L)
- detailed analysis, feedback and explanation of grades according to the following schedule

Daily and/or weekly quizzes, small weekly assignments and similar type projects: Normal return time to student by next class meeting or no later than one (1) week.

Extensive assignments, large lab projects, extensive quizzes, exams and similar type projects: Normal return time to students in one (1) to two (2) weeks.

You may contact me by email at any time with questions or concerns about your course; however, please allow 24-48 hours to receive a reply to your correspondence on weekdays. I may

not be available to respond to your correspondence on the weekend, so please do not leave your coursework until the last possible moment in case you need assistance.

### **AUTHORIZED TOOLS**

Students may use any/all course materials, including books and notes, while participating in classroom activities. All quizzes are to be completed independently; no collaboration with classmates is permitted and any instance of such will be considered academic dishonesty.

### **LATE WORK**

**Instructor Policy:** Turning in your properly executed work early is always acceptable. All exams, assignments, papers and projects must be completed and submitted by the specified due date; **late work will not be accepted after the due date unless prior authorization is given.** It is the student's responsibility to maintain and protect all their work and electronic files. Class materials should be provided to the instructor, if requested. Exceptions for late work are the same that would be encountered in the workforce: jury duty, military duty, hospital stay, and required activities in another department. It is your responsibility to notify your instructor to make alternate arrangements in advance if these events cause you to miss class. Make-up exams, for reasons listed above, will only be given at times arranged with the instructor and may be different. **If the instructor grades an assignment, you have submitted before the due date, you DO NOT have the ability to modify the assignment to increase your grade.** Any additional submissions will not be opened, so make sure you are ready to submit your assignments and accept the grade you are given.

### **TESTING**

There are four online unit exams given in this course. These exams are timed but un-proctored.

### **UNIVERSITY & COURSE EXPECTATIONS**

It is the responsibility of each OSUIT student to read, abide by and maintain a copy of the syllabus for this course. Syllabi are available on the OSUIT website.

Students understand that excerpts or portions of their work may be utilized for institutional assessment purposes. The purpose of institutional assessment is for verification of student learning and program improvement. Every effort will be made to keep this information confidential.

### **AMERICANS WITH DISABILITIES ACT (ADA)**

According to the Americans with Disabilities Act, each student with a disability is responsible for notifying the University of his/her disability and requesting accommodations. If you think you have a qualified disability and need special accommodations, you should notify the instructor and request verification of eligibility for accommodations from the Office of Academic Accommodations/LASSO Center. Please advise the instructor of your disability as soon as possible, and contact The LASSO Center, to ensure timely implementation of appropriate accommodations. Faculty have an obligation to respond when they receive official notice of a disability but are under no obligation to provide retroactive accommodations. To receive services, you must submit appropriate documentation and complete an intake process during which the existence of a qualified disability is verified and reasonable accommodations are identified. The LASSO Center is located on the 3rd floor of the Noble Center. You may call [918.293.4855](tel:918.293.4855) for more information or fax documentation to [918.293.4853](tel:918.293.4853).

## **ACADEMIC DISHONESTY**

Academic dishonesty or misconduct is neither condoned nor tolerated at OSUIT. Any student found guilty of academic dishonesty or misconduct shall be subject to disciplinary action.

Academic dishonesty and/or misconduct includes, but is not limited to, the following actions:

(1) Plagiarism: the representation of previously written, published, or creative work as one's own; (2) Unauthorized collaboration on projects; (3) Cheating on examinations; (4) Unauthorized advance access to exams; (5) Fraudulent alteration of academic materials; (6) Knowing cooperation with another person in an academically dishonest undertaking. Students are required to actively protect their work against misuse by others. For details, refer to The OSUIT Student Handbook (Student Rights and Responsibilities Governing Student Behavior) available online at [http://www.osuit.edu/academics/forms/student\\_rights\\_responsibility.pdf](http://www.osuit.edu/academics/forms/student_rights_responsibility.pdf).

### **Attendance Policy for Online courses:**

A primary component of OSUIT's Mission is: "to prepare and sustain a diverse student body as competitive members of a world-class workforce." Regular and consistent attendance not only aids in academic success, dependable attendance is a requirement in today's real-world employment; **therefore, regular and consistent attendance is a requirement in all OSUIT courses.** **Definition:**

Absent: Failing to *actively participate* in online coursework during a standard week timeframe for a given course.

- A. Students must demonstrate attendance through *active participation* in the course at least once every seven days. Simply logging into the course does not constitute active participation.
- B. Active participation is defined as the completion of required activities such as:
  1. Completion of online quizzes or exams
  2. Submission of assignments
  3. Participation threaded discussions, or
  4. Involvement in discussion question as determined by the instructor and indicated in the course syllabus.
- C. Calculations for weekly to percentage ratios
  1. Missing 1 of 15 weeks = 6.67%
  2. Missing 2 of 15 weeks = 13.33%
  3. Missing 3 of 15 weeks = 20%
  4. Missing 1 of 7.5 weeks = 13.33%
  5. Missing 1.5 of 7.5 weeks = 20%

### **Procedures:**

Early Intervention:

- A. Any student who misses 10% of an individual course (or earlier at faculty discretion) during a regular fifteen-week semester, or the equivalent portion of time in a shorter session, will have their name submitted by that course instructor to the OSUIT Early Alert System for retention intervention.
- B. At the point the Early Alert is issued, the student *must* meet with their assigned faculty advisor or designated faculty/staff member within seven (7) academic calendar days for counseling on how to improve their attendance and academic success.

Excessive Absences:

- A. The University reserves the right to administratively withdraw any student from an individual course who misses 20% of that course, whether excused or unexcused, and, in the opinion of the instructor, the student does not have a reasonable opportunity to be successful in the course.
- B. Students should be aware any of the following may impact their financial aid:
  - 1. being administratively withdrawn from a course
  - 2. dropping a course
  - 3. their last date of attendance in a course

Please see OSUIT Policy 2-021 for full details and procedures.

<b>Course Schedule</b>		
<b>Week</b>	<b>Topic</b>	<b>Homework</b>
<b>Module One – Foundations of IT Management</b>		
01/02	<b>Course Introductory Ice Breaker View Course Introduction Recording Managing in the Information Age</b>	Wordle is due by 11:59 p.m., CDT, <b>January 8, 2017</b> All Chapter 01 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>January 15, 2017</b>
03	<b>Information Technology's Strategic Importance</b>	All Chapter 02 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>January 22, 2017</b>
04	<b>Developing the Organization's IT Strategy</b>	All Chapter 03 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>January 29, 2017</b>
05	<b>Information Technology Planning</b>	All Chapter 04 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>February 5, 2017</b>
	<b>First Unit Exam -- 01 Chapters 01 – 04</b>	<b>Opens Wednesday, February 1, 2017 Closes at 11:59 p.m., CDT Sunday, February 5, 2017</b>
<b>Module Two – Technology, Legislative, and Industry Trends</b>		
06	<b>Hardware and Software Trends</b>	All Chapter 05 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>February 12, 2017</b>
07	<b>Modern Telecommunications Systems</b>	All Chapter 06 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>February 19, 2017</b>
08	<b>Legislative and Industry Trends</b>	All Chapter 07 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>February 26, 2017</b>
	<b>Second Unit Exam -- Chapters 05 - 07</b>	<b>Opens Wednesday, February 22, 2017 Closes at 11:59 p.m., CDT Sunday, February 26, 2017</b>
<b>Module Three – Superior Practices in Managing Systems</b>		
09	<b>Developing and Managing Customer Expectations</b>	All Chapter 12 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>March 5, 2017</b>
10	<b>Managing Computer and Data Resources</b>	All Chapter 13 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>March 12, 2017</b>
11	<b>Managing E-Business and Network Systems</b>	All Chapter 14 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>March 26, 2017</b>
	<b>Third Unit Exam -- Chapters 12 – 14</b>	<b>Opens Wednesday, March 22, 2017 Closes at 11:59 p.m., CDT Sunday, February 26, 2017</b>
<b>Module Four – Controlling and Securing Information Resources</b>		
12	<b>Measuring IT Investments and Returns</b>	All Chapter 15 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>April 2, 2017</b>
13	<b>Controls, Asset Protection, and Security</b>	All Chapter 16 homework, discussion questions and study guide is due by 11:59 p.m., CDT, <b>April 9, 2017</b>
	<b>Fourth Unit Exam -- Chapters 15 – 16</b>	<b>Opens Monday, April 10, 2017 Closes at 11:59 p.m., CDT Wednesday, April 12, 2017</b>
14/15	<b>Group Project Completion – Development of Policy for Green IT on Campus</b>	Due by 11:59 p.m., CDT, <b>April 16, 2017</b>
15	<b>Student Portfolio</b>	Due by 4:30 p.m., CDT, <b>April 19, 2017</b>

Schedule is subject to change at instructor discretion.