

<b>COURSE TITLE BLACKBOARD SITE</b>	INT 3203 Technical Infrastructure (Online) Summer 2008 – <a href="http://my.ltu.edu">http://my.ltu.edu</a> and select CRN 5192
<b>INSTRUCTOR</b>	Faculty Name – Kevin Schiller Title and Organization – Adjunct Professor, College of Management Contact Information: E-mail address: <a href="mailto:schiller@ltu.edu">schiller@ltu.edu</a> Mobile phone number: 248-318-3077 Office hours by appointment
<b>SCHEDULE</b>	Starting and ending dates (College of Management schedule) Start on May 14, 2008 and End date July 24, 2008 See <a href="http://www.ltu.edu/registrars_office/calendar_final_exam.index.asp">http://www.ltu.edu/registrars_office/calendar_final_exam.index.asp</a> for LTU academic calendar information.
<b>LEVEL/ HOURS PREREQUISITE</b>	Undergraduate / 3 credit hours College of Management / Junior Status or Above
<b>REQUIRED TEXT</b>  (See Blackboard for additional resources)	Discovering Computers 2008: A Gateway to Information, Complete Edition, by Gary B. Shelly, Thomas J. Cashman, & Misty E. Vermaat. ISBN: 978-1- 4239-1205-7 or 1-4239-1205-5  Available for online purchase through LTU Bookstore at: <a href="http://lawrence-tech1.bkstore.com/bkstore/TextbookSelection.do?st=489">http://lawrence-tech1.bkstore.com/bkstore/TextbookSelection.do?st=489</a>
<b>ADDITIONAL RESOURCES</b>	LTU Online student resources: <a href="http://www.ltu.edu/ltuonline/currentonline.asp">http://www.ltu.edu/ltuonline/currentonline.asp</a>
<b>TECHNICAL SUPPORT</b>	Technical support for using Blackboard is provided by VITRC, 248.204.3750 or <a href="mailto:vitr@ltu.edu">vitr@ltu.edu</a>

## COURSE SCHEDULE

This fully online course begins with a partial week online course orientation period to familiarize yourself with the online learning environment and to meet online or via the phone with your instructor. Each subsequent week starts on a Monday and ends on a Sunday.

Dates	Modules	Topics / Readings	Assignments Due
Prior to Semester Start and Week of May 14 – 18	Module 0	Overview of textbook Online Learning Orientation Course Orientation	Assignments Due May 18, by 11:00 pm E. T.  Self Paced course orientation Contact Instructor if Needed  <b>Complete:</b> Individual Pre-Test
Week of May 19 – May 25	Module 1 (note: more than one module may be scheduled in a week)	Chapter 1 – Introduction to Computers Chapter 2 – The Internet and World Wide Web	Assignments Due May 25, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quizzes
Week of May 26 – June 1	Module 2	Chapter 3 – Application Software Chapter 4 – The Components of the System Unit	Assignments Due June 1, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quizzes
Week of June 2 – June 8	Module 3	Chapter 5 – Input Chapter 6 – Output	Assignments Due June 8, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quizzes
Week of June 9 – June 15	Module 4	Chapter 7 – Storage Chapter 8 – Operating Systems and Utility Programs	Assignments Due June 15, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quizzes

Dates	Modules	Topics / Readings	Assignments Due
Week of June 16 – June 22	Module 5	Chapter 9 – Communications and Networks	Assignments Due June 22, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Individual</b> paper one <b>Complete</b> Chapter quiz
Week of June 23 – June 29	Module 6	Chapter 10 – Database Management	Assignments Due June 29, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quiz
Week of June 30 – July 6	Module 7	Chapter 11 – Computer Security, Ethics, and Privacy	Assignments Due July 6, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quiz
Week of July 7 – July 13	Module 8	Chapter 12 – Information System Development Chapter 13 – Programming Languages and Program Development	Assignments Due July 13, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quizzes
Week of July 14 – July 20	Module 9	Chapter 14 – Enterprise Computing Chapter 15 – Computer Careers and Certification	Assignments Due July 20, by 11:00 pm E. T.  <b>Read</b> assigned Chapters <b>Respond</b> to instructor Discussion Board posts & fellow student posts <b>Complete</b> Chapter quizzes <b>Individual</b> paper two
Week of July 21 – July 24	Module 10 Final Exams	Course Summary End of Course	<b>Individual</b> Post Test <b>Final Course</b> Evaluation Other assignment(s) due
<b>THIS IS A 10 WEEK SEMESTER. THE SEMESTER WILL BE CONDENSED TO INCLUDE REMAINING COURSEWORK AND FINAL EXAMS.</b>			

Dates	Modules	Topics / Readings	Assignments Due

## STUDENT EVALUATION

The course has two written assignments, a quiz for each chapter and discussion questions for each chapter. The total points are 1,000. Letter grades are awarded based on the percent score. Points are deducted for late assignments.

Assignments	Points
Chapter Quiz (15 at 20 pts each)	300
Chapter Discussion Board Question Participation (15 at 30 points each)	450
Individual Paper One	120
Individual Paper Two	130
Total Points	1000

Percent Score	Letter Grade
96 and above	A
90 – 95	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
61 – 70	D (Undergrad Only)
60 and below	E

*Note: Grades lower than a “B” fall below the LTU graduate standard*

## EDUCATIONAL GOALS

Students will develop an understanding of the role information technology plays in supporting organizations in the digital age.

## STUDENT LEARNING OBJECTIVES / OUTCOMES

Demonstrate knowledge of and application of major hardware/software components of a computer system used by an organization.

Explain the differences and general functions of popular operating systems.

Differentiate between major types of networks. (Intranet, Internet)

Discuss management challenges created by the Internet.

Awareness of ethical issues that the use of information technology can cause.

## **PREREQUISITE SKILLS**

Students must be admitted to an LTU undergraduate degree program to take this course. Students should have a basic understanding of information systems principles acquired through personal and/or business use of IS, and should be fluent in the use of personal productivity tools such as Blackboard, email, word processing software, spreadsheet/database software, and presentation software.

Good writing skills, the ability to understand abstract concepts and a willingness to learn and apply new information.

## **INSTRUCTIONAL METHODS AND COURSE ORGANIZATION**

### **Blackboard Learning Environment**

Blackboard at my.ltu.edu contains the syllabus, all assignments, reading materials, streaming videos, narrated PowerPoint mini-lectures, podcasts, written lecture notes, chapter quizzes, links to Web resources, and discussion forums. You will submit all assignments via Blackboard, and are expected to participate regularly in discussion topics. Please take time to familiarize yourself with the organization of the Blackboard site. You will want to check the site frequently for announcements reminding you of new resources and upcoming assignments.

### **Student/Instructor Conversations**

Students keep in touch with the instructor via e-mail messages, telephone conference calls, and individual calls.

### **Self-Assessments**

Pre- and post- self-assessment tools will help students measure their entering skills and progress during the course.

### **Required Reading**

Textbook chapters should be read according to the schedule outlined in the syllabus. Chapters will be discussed online.

### **Publisher Web Site**

A publisher web site at <http://www.course.com/catalog/product.cfm?isbn=1-4239-1205-5> includes instructional materials, PowerPoint slides, case studies, application exercises, and practice quizzes. You should make use of as many of these resources as you need to be successful.

### **Assignments**

The course will have both weekly assignments and other assignments due at various times during the course.

#### Weekly Assignments

Read assigned chapters

Respond to chapter Discussion Board Posts

Complete each chapter quiz

Other Assignments (these are submitted using the Assignment section in Blackboard)

Pre Test (due by May 18, 2008 by 11:00 pm E.T.)

Post Test (due by July 24, 2008 by 11:00 pm E.T.)

Paper 1 (due by June 22, 2008 by 11:00 pm E.T.)

Paper 2 (due by July 20, 2008 by 11:00 pm E.T.)

- The Instructor reserves the right to modify the planned Project/Papers.

## **CLASS POLICIES AND EXPECTATIONS**

I plan to offer you a valuable learning experience, and expect us to work together to achieve this goal. Here are some general expectations regarding this course:

Each student has a LTU email account. If you wish to use a different email address for this course, please **change your email address in Blackboard under “Blackboard Tools”, then “Personal Information”** and send an email to me so I can store your address in my email directory.

Readings, discussion forum participation, and written assignments must be completed according to the class schedule. If business travel will take you away from regular participation, please clear the dates with me in advance.

It is essential that all students actively contribute to the course objectives through their experiences and working knowledge.

All assignments must be submitted on schedule, via Blackboard, and using Microsoft Office compatible software. If you need to submit an assignment via email, contact the instructor in advance. Late work will be reduced in value.

Assignments must be completed to an adequate standard to obtain a passing grade. Requirements for each assignment are detailed in this syllabus.

Be prepared to log into Blackboard at least once each day. Please focus your online correspondence within the appropriate Blackboard discussion forums so that your colleagues can learn from you.

At midterm and at the end of the course, you will be invited to participate in a University evaluation of this course. Your feedback is important to the University, to LTU Online, and to me as an instructor, and I encourage you to participate in the evaluation process.

It is important for you as students to know what to expect from me as your instructor:

- I will be available to you via e-mail and phone, and will promptly reply to your messages.
- I will be available to you for face-to-face appointments as requested.
- I will maintain the Blackboard web site with current materials, and will resolve any content-related problems promptly as they are reported to me.
- I will send out a weekly e-mail update to all class members to guide upcoming work and remind you of assignment due dates.
- I will return all assignments to you promptly, and will include individualized comments and suggestions with each assignment.
- I will hold our personal written or verbal communications in confidence. I will not post any of your assignments for viewing by the class without requesting your approval in advance.
- I will treat all members of the class fairly, and will do my best to accommodate individual learning styles and special needs.

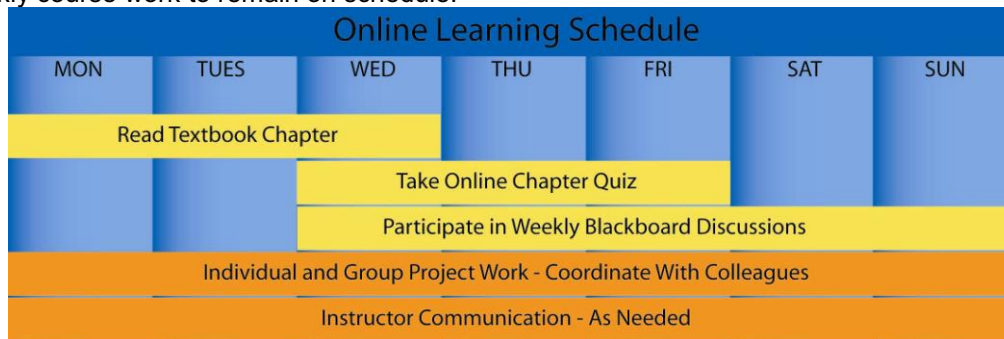
- If any of these points need clarification, or when special circumstances arise that require my assistance, please contact me so that we can discuss the matter personally.

### PRACTICAL GUIDELINES FOR CLASS LOAD EXPECTATIONS

A three-credit course generally requires at least nine hours per week of time commitment. Here are some practical guidelines to help schedule your time commitments for this online course:

- A 14-week semester (the Summer semester is compressed into 10 weeks) would require at least 126 hours of time commitment to successfully complete all readings, activities, assignments, and texts as described in this syllabus.
- You should reserve at least 6 hours per week to read the required textbook chapters and resources, participate in online discussions, review presentation materials, and work through online quizzes. This effort will total at least 84 hours over the course of the semester.
- You should organize your remaining time to roughly correspond with the point value of each major assignment. This means that you should plan to spend at least:
  - 8-9 hours preparing your case study review;
  - 24-40 hours working with your group on the three parts of your semester-long project;
  - 8-9 hours working on the various components of your reflective consolidation (final exam).

These guidelines may not reflect the actual amount of outside time that you – as a unique individual with your own learning style – will need to complete the course requirements. The number of hours each week will vary based on assignment due dates, so please plan ahead to insure that you schedule your academic, work, and personal time effectively. The following graphic can be used to guide you in planning your weekly course work to remain on schedule:



### ASSIGNMENT DETAILS

Course assignments and evaluation criteria are detailed below. Please review these requirements carefully. See the section Academic Resources / Assessment Guidelines for information about assessment of written and oral presentations.

Details for all assignments are shown below. **Please note that you should NOT submit any assignments to the Blackboard “Digital Drop Box.”** All assignments are submitted using the Blackboard “Assignments” or “SafeAssign” function. Some assignments are also posted to the Blackboard Discussion Forum for student comments.

## Individual Papers - One (120 points) and Two (130 points)

### Overview

There are two individual papers due during the course of this class. The objective of each paper is for the student to select a “technology” topic from the textbook, or other available resource, and demonstrate how this selected technology can be implemented to solve a business problem.

For each of the two papers, the student is to define a “business problem” in enough detail for the reader to understand the magnitude and scope of the problem and then propose an Information Technology solution to that problem. Again, enough detail must be provided to convince the reader that the student has an understanding of the proposed Information Technology solution.

### Proposal

Prior to starting the paper, the student must have their topic “pre-approved” by the instructor. If you do not have your topic preapproved, you run the risk of getting a zero grade for that paper.

Send an email directly to me with your requested topic ([schiller@ltu.edu](mailto:schiller@ltu.edu)) so I can review and approve it.

### Deliverables

#### Individual Paper 1 (Due June 22, 2008)

At a minimum Individual Paper One should have 1400 to 1500 words using double line spacing. The maximum size of an individual paper should be no more than 1650 words. An individual paper should consist of the sections below, at a minimum. If you think you need additional sections please add them, just do not go over the 1650 word maximum.

#### Individual Paper 2 (Due July 20, 2008)

At a minimum Individual Paper Two should have 1800 to 2000 words using double line spacing. The maximum size of an individual paper should be no more than 2200 words. An individual paper should consist of the sections below, at a minimum. If you think you need additional sections please add them, just do not go over the 2200 word maximum.

### Individual Paper Layout

Cover Sheet (Title of Paper, Date Submitted, Your Name, Instructor Name)

Sections in the Body of the paper:

Introduction – What is the Topic and/or Problem, why is it important?

Discussion – What you discovered while doing research

Recommendation – Your recommendation and why (sell me)

Reference List – No more than 2 websites, the rest are from a Journal, Trade Publication, Business Publication...etc.

Conduct Research – What is being written about your topic?

Minimum of 5 resources are required

Be sure to list author(s), title of article/publication/journal and date of publication

The LTU Library website is <http://www.ltu.edu/library/index1.asp> if you have questions, the Library phone number is 248-204-3000 please do not hesitate to call them for help getting started.

***When making a recommendation consider business impact to:***

Strategy  
Value  
Sales  
Customer Service  
Customer Retention  
Reducing Costs  
Increasing Productivity  
Rank in Industry

***Miscellaneous Information:***

Format:

Double Space  
Font - Ariel 12 pt  
Margins – 1” for Top, Bottom & Sides  
Page numbers on all pages  
Sent to me in an “rtf” or “doc” format

I will be grading the papers and returning them to you electronically. So send them to me in a format I can edit...like “rtf” or doc” formats.

**Note:** Each paper is to be submitted using the Assignment Section found within our Blackboard classroom. *Papers will not be accepted via the Digital Dropbox!*

***Evaluation Criteria***

Due dates are as follows:

Paper 1 (due by June 22, 2008 by 11:00 pm E.T.)  
Paper 2 (due by July 20, 2008 by 11:00 pm E.T.)

<i>Component of Paper</i>	<i>Maximum Points</i>		<i>Points Earned</i>
	Paper One	Paper Two	
<b>Form of Paper</b> 1. Requested format is followed. 2. Paper is submitted on or before designated date 3. Paper is grammatically organized, including sentence structure 4. Paper does not contain any typographical or spelling errors	15	20	
<b>Content of Paper:</b> 1. Student has demonstrated, within their paper, a comprehensive understanding of the selected business problem. 2. Student has demonstrated, within their paper, a comprehensive understanding of the selected technology solution.	45 45	45 45	
<b>Additional Elements of Paper:</b> 1. The paper begins with an opening that catches the reader's attention and concludes such that the reader has a clear understanding of the student's point of view on the topic. 2. The content of the paper is accurate, thorough, and original in content 3. The paper contains a selection of references from appropriate sources	15	20	
<b>Comments:</b>	120	130	

The paper grading rubric posted in the LTU Online website (<http://www.ltu.edu/ltuonline/written-assignments.asp>) will be used to grade these assignments.

### Chapter Quizzes - Weekly (Total of 300 points)

All chapter quizzes are to be taken individually, are open book and will consist of 20 multiple choice questions. All material covered in a chapter will be fair game on the quiz. Quizzes will be delivered via the LTU Blackboard course management system. Questions will come from a test bank of questions that has been provided by the textbook publisher. Quizzes are timed; students are given a total of 60 minutes for each quiz. You will only have one opportunity to take the quiz so once you start it; the quiz must be completed in its entirety. Be sure to thoroughly read the assigned reading before starting the quiz. If you do not, the allotted 60 minutes will not be enough time for successful completion.

Each chapter quiz will be available from Monday morning (12:05 a.m.) until the following Sunday at 11 pm E.T. You must complete the quiz during this time. Failure to do so will result in zero points awarded for that quiz.

### Online Discussion Board Participation - Weekly (Total of 450 points)

Active & Frequent participation in the online Discussion Board is critical to your success in this class. Grading of Discussion Board Participation will be done using a combination of the criteria listed below and criteria located in the LTU Online website at <http://www.ltu.edu/ltuonline/participation.asp>.

Additional Instructor Discussion Board Participation grading criteria:

Each Student is required to respond to all instructor posts weekly.

In addition, each student is required to respond to a minimum of two posts from their peers weekly.

Each student is required to participate at least three days each week to receive the maximum points.

“Three days/week” is defined as three different dates and times that are at least four hours apart.

Blackboard “timestamps” each post. For example, a post at 11:50 p.m. on a Tuesday and another post at 12:30 a.m. on the next day (Wednesday) would not constitute two different days for that week. These two posts are only 40 minutes apart.

### **SYLLABUS ADDENDA**

Please see the LTU Online “Current Students” web site <http://www.ltu.edu/ltuonline/currentonline.asp> for comprehensive information about Lawrence Tech’s academic services, library services, student services, and academic integrity standards. The content of this web site is explicitly included as syllabus requirements.

The LTU Online “Current Students” web site also includes grading rubrics used by your instructor to evaluate written assignments, discussion forum participation, and group assignments. Please note that the SafeAssign anti-plagiarism product will be used for written assignments submitted for this course. Please see the instructions included on the LTU Online web site regarding the use of the SafeAssign product.