



## Syllabus



### Class Meeting Times

Wednesdays, 6:20 - 9:20  
102 Mervis Hall (the conference room)  
this section is small this year



### Course Description

***There is no such thing as a technology decision – there are only business decisions.***

The options for deployment of business information systems have grown in number and greatly increased in complexity since the Internet and concomitant technologies have become the most important de-facto standards for business computing and networking.

Relevant technologies break down into five basic categories:

1. Computer Hardware – this primarily includes computers and storage
2. Communications – this includes wired, wireless, local and wide-area networks
3. System Software – this includes operating systems and databases as well as transaction and message-based middleware, and load balancing
4. Horizontal Applications – this includes enabling technologies like RFID, Business Intelligence, Workflow and Content Management
5. Vertical Applications – this includes things like ERP, CRM, SCM and other application software tied to specific business functions
6. Software Development – this includes web services, service-oriented architectures, and all of the various technologies commonly grouped under the heading “Web 2.0”.

In addition, there are important IT management topics that have relevance to all five categories. These topics include

1. Infrastructure management and service delivery -- this includes how maximum value is derived from technology capital investments and how IT services may be consistently delivered in a quality manner
2. Business continuity -- protection of the business against loss from interruptions and unanticipated events
3. Open Source
4. Security

Business people who are involved in technology selection and deployment decisions need a basic knowledge of these areas as well as an understanding the value, costs and benefits they might offer to a business. They also must be able – on an ongoing basis – to find out about and evaluate new or emerging technologies that could have relevance in their business situations. They then need to be able to explain to other business people – in non-technical terms – how those technologies might have value.

Accordingly, the course will pursue three simultaneous paths:

1. Lectures and additional presentations by outside speakers will survey the most important software and hardware technologies that businesses use to deploy information systems. This will include an examination of capabilities, strengths, weaknesses, and relevant standards. It will also address alternative implementations and costs.

2. Full-length case studies and class discussion will facilitate the examination of the business implications of and the context in which these system deployment technologies are utilized.
3. Team projects will give the students experience in researching, understanding, evaluating and explaining information technologies within a business context.



## Course Outline

Week	Topic	Case/Reading/Project
1	System Deployment Overview	
2	IT Operations	Sustainable Data Centers
3	Software Application Architectures	Peachtree
4	Cloud	Appirio
5	IT Service Management	Accenture Infrastructure
6	Mergers	Unity Bank
7	Take Home Mid Term Exam	
8	Business Intelligence	Business Intelligence at SYSCO
9	Human Capital Management	Novartis
10	Virtualization	VMWare
11	Security	TJX
12	Big Data	Kyruus
13	Student Presentations	
14	Final Exam	



## Course Materials

### Text Materials

Students will be required to purchase a packet of cases. In keeping with the fact that this is a course in information technology, the cases will only be available electronically at the following link:

<http://cb.hbsp.harvard.edu/cb/access/16699748>

### Notebook/Laptop PCs

You will *not* normally need to bring a laptop PC to class. If you like to bring a PC to classes to follow lectures and take notes electronically, that is permissible. However, you *may not* do other work, surf the web, answer EMAIL, watch basketball playoffs, etc. You will be asked to turn off your computer should you be caught doing any of this. Repeated episodes will result in your being told to leave your computer at home and possibly in a lowering of your participation grade.

All computers must be turned off and be closed during case discussions.



## Course Requirements and Grading

**Case Writeups: 25%**

All cases will be written up and turned in on a credit/no credit basis.

**Participation: 15%**

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You must be prepared to contribute every week. Grading will be determined by how frequently one contributes as well as the quality of the contributions. Please note, however, that students need never fear they will be downgraded or "punished" for being "wrong". In a good company, brainstorming and "off-the-wall" ideas are highly valued. If you have something to say, say it!

Also please note that you should bring a tent card with your full name on it to class every week to ensure you are getting credit for your contributions to the discussion.

**Team Project 30%****Exams (Mid Term and Final): 30%****Scoring, grading, testing, and assignment policies**

- Unless prior arrangements are made, no late work will be accepted. All work is submitted electronically and is time-date stamped. Please prepare and submit enough in advance so that you will not encounter technical difficulties that will result in your work not being accepted.
- Exams will be delivered electronically over the Internet. Typically exams will be made available for a week so that students can take them at their convenience. For this reason, make-up exams will not be offered.
- Unless otherwise specified, assignments are to be done on an individual basis. Collaboration on individual assignments will be considered a violation of academic integrity (see below) and will result in a *zero* (0) grade for the assignment and additional discipline consistent with University of Pittsburgh policies.
- It is expected that all assignments will be your own original work, not copied and pasted from any source (friends, web sites, etc.). Failure to cite a source and mark quoted material is a serious violation of academic integrity (see below), no matter how small the assignment, and could result in a *zero* (0) grade for the assignment and additional discipline consistent with University of Pittsburgh policies.
- Exams are objective (i.e. multiple choice & true-false). Scores for tests will be made available via the course web site. Students' test papers will not be returned.

The testing philosophy is that examinations are the vehicle by which students' knowledge of the subject material is evaluated and should not be considered part of the actual learning process itself.

**Grade Ranges:**

- A+ : 100.00 - 97.00
- A : 96.99 - 92.00%
- A- : 91.99 - 90.00%
- B+ : 89.99 - 87.00%
- B : 86.99 - 82.00%
- B- : 81.99 - 80.00%
- C+ : 79.99 - 77.00%
- C : 76.99 - 72.00%
- C- : 71.99 - 70.00%
- D : 69.99 - 60.00%
- F : < 60.00%

**Grading**

The Katz School of Business has established guidelines for final grade distributions:

Grade	Distribution
A+, A, A-	30 - 40%
B+, B, B-	55 - 60%
C+, C, C- and below	5 - 15%

**Course Policies****Academic Integrity:**

Students in this course will be expected to comply with the [University of Pittsburgh's Policy on Academic Integrity](#). Any student suspected of violating this obligation for any reason during the

semester will be required to participate in the procedural process, initiated at the instructor level, as outlined in the University Guidelines on Academic Integrity. This may include, but is not limited to, the confiscation of the examination of any individual suspected of violating University Policy. Furthermore, no student may bring any unauthorized materials to an exam, including dictionaries and programmable calculators.

**Disabilities:**

If you have a disability that requires special testing accommodations or other classroom modifications, you need to notify both the instructor and the [Disability Resources and Services](#) no later than the 2nd week of the term. You may be asked to provide documentation of your disability to determine the appropriateness of accommodations. To notify Disability Resources and Services, call 648-7890 (Voice or TTD) to schedule an appointment. The Office is located in 216 William Pitt Union.

**Communication:**

CourseWeb is the official mode of communication for this course. All materials and information pertaining to the course will be placed into CourseWeb. It is the student's responsibility to check frequently for announcements that might affect them in the course.

Students are responsible for the completion of all assignments posted into CourseWeb, regardless of whether those assignments have been discussed in class or not.

**Cellphones/Blackberrys/Pagers/PCs**

Cellphones and all other messaging devices are to be turned off, no exceptions. Blackberrys and similar devices are not permitted. If you typically carry one, turn it off and stow it. Pagers -- and only if you are required to be on call -- should be placed in silent mode.

If you like to bring a PC to classes to follow lectures and take notes electronically, that is permissible. However, you *may not* do other work, surf the web, answer EMAIL, watch basketball playoffs, etc. You will be asked to turn off your computer should you be caught doing any of this. Repeated episodes will result in your being told to leave your computer at home and possibly a reduction in your participation grade.

**EMAIL:**

EMAIL will be used for one-to-one communication and as a supplement to CourseWeb announcements. Since CourseWeb is linked to student's *University* EMAIL accounts, it is the responsibility of each student to frequently check their *University* account for messages relevant to this class. In the event a student does not use or wish to check their *University* account, it is the student's responsibility to set up EMAIL forwarding to the EMAIL account of their choice. Click the link below to do this.

**EMAIL Account Forwarding**

Click this link to change how your University EMAIL is forwarded. You will have to log in with your University account and password (the same as you use to login in to CourseWeb).

**Copyright Notice**

These materials may be protected by copyright. United States copyright law, 17 USC section 101, et seq., in addition to University policy and procedures, prohibit unauthorized duplication or retransmission of course materials. See [Library of Congress Copyright Office](#) and the [University Copyright Policy](#).

**Accessibility**

Blackboard is ADA Compliant and has fully implemented the final accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998. Please note that, due to the flexibility provided in this product, it is possible for some material to inadvertently fall outside of these guidelines.

