

I516 – Managing Public Information Systems

Spring 2024 Syllabus

Monday-Wednesday 4:45 p.m. in PV A223

Instructors

Instructors: Clayton Nunes and Dennis Cromwell

Contact: Please use Canvas email for preferred communication.

Additional Contact information:

- Clayton Nunes nunesc@iu.edu cell – 812-322-0370. Office hours: by appointment
- Dennis Cromwell: dcromwel@iu.edu cell - 812-325-7326. Zoom - <https://iu.zoom.us/j/8128565594> . Office hours: by appointment

Course Description

Information Technology is pervasive in our society and public and not-for-profit organizations rely on economic and effective use of technology. This course provides the public manager with introductory knowledge and skills in managing information technology. Specific areas of study include (1) IT governance and decision-making models (2) Information systems design methods, (3) Basic techniques and skills for data management, and decision support, (4) IT infrastructure and the cloud, (4) privacy and security policy and practices (5) Introduction to project management.

Learning Outcomes

Course Goal

At the conclusion of this course, students should be able to articulate and defend an IT Strategy for an organization. An IT strategy is defined as a plan on how IT should be used to meet a specific or a broad set of an organization's need that guides investment and the use of technology.

Course learning outcomes

At the conclusion of this course, students will be able to do the following:

- Explain the complex IT issues of managing information technology in the public or not-for-profit sector.

- Demonstrate the ability to use a variety of common IT tools such as Excel for data analytics.
- Define a basic project plan and describe its critical path and slack time.
- Define a process to evaluate and choose an IT Solution.
- Explain key security and privacy concerns for the public and not-for-profit sector.
- Articulate advantages and disadvantages of using “the cloud” for each “service.”

Course Requirements

Required Text and Materials

Readings are assigned for each module and available through Canvas.

Technical Requirements

You will need the following in order to participate in this course:

- Computer, either Mac or Windows;
- Reliable internet connection;
- Computer Microphone;
- Some way to make and post a simple video (e.g., using a webcam, or a smartphone);
- Access to Canvas using a [supported web browser](#).

Technical Support

For additional help with technical issues, consult:

- [University Information Technology Services \(UITS\)](#) (human support)
- [IU Knowledge Base \(IUKB\)](#) (guides)
- [IUware](#) (download free software)

Course Assessment & Grades

Course Assessment:

Personal Introduction (Worth 10 points)

Assignments (points)

1. Explaining IT (30)
2. Donor Management Analysis (30)
3. Data Analytics (40)
4. IT Strategy (40)
5. Defining an information security program (40)

Discussions (points)

1. Personal Introduction (10)
2. Challenges of Data Driven Decisions (20)
3. Course Review (10)

Quizzes (9 worth 20 points each)

There will be a quiz at the end of most modules worth 20 points.

Participation (25 points)

Students should come to class prepared and participate in classroom activities and discussions. Students need to notify instructor of absences in advance of the class meeting. Graduate students have many demands on their time and some absence is expected. Failure to notify instructors will lower participation grade. Instructors will treat this like a work environment and expect advance notice of the absence. Instructors will address what they consider excessive absence with the student.

Final Project (Worth 175 points)

Instructors will assign project teams within the first three weeks of the course. The final project consists of a well thought out and presented solution to a business problem. The deliverables in this solution cover aspects discussed throughout the course. The instructors will present you with a business problem. A live presentation will be one of the deliverables for the project.

- Written project (125 points)
- Presentation (25 points)
- Peer Assessment (25 points)

Overview of the Assignment Grades

The table below provides an overview of how much each assignment is worth. The Canvas course site will have details on due dates.

Personal Introduction	1	10	10	1.7%
Explaining IT	1	30	30	5.0%
Donor Management Analysis	1	30	30	5.0%
IT Strategy	1	40	40	6.7%
Data Analytics	1	40	40	6.7%
Information Security Program	1	40	40	6.7%
Discussions	1	20	20	3.3%
Class Review Discussion	1	10	10	1.7%
Quizzes	9	20	180	30%
Final Project Presentation	1	25	25	4.2%
Final project	1	125	125	20.8%
FP Peer Assessment	1	25	25	4.2%
Participation	1	25	25	4.2%
TOTAL			600	

Grading Scale

Grade	Minimum %	Interpretation
A	94	<i>Excellent Work:</i> Assigned work is clearly presented, thoughtful, insightful, and creative; course material thoroughly learned
A-	90	
B+	87	<i>Good Work:</i> Assigned work clearly presented and thoughtful; course material learned
B	84	
B-	80	
C+	77	<i>Acceptable Work:</i> Assigned work completed and course standards met
C	74	
C-	70	
D+	67	<i>Marginally Acceptable Work:</i> Most of the assigned work completed and some course material learned
D	64	
D-	60	
F	Below 60	<i>Unacceptable Work</i>

How Will I Know How I'm Doing in This Course?

Grades will be posted in Canvas within one week of the due date. Since Canvas keeps track of all your grades, you should always be able to calculate your current grade in the course. If you need assistance, please contact us.

Late Work

Generally, late work has a 10% penalty per day it is late. Instructors will work with students to accommodate conflicts with personal and work calendars. The accommodation must be made **in advance** of the assignment due date.

Academic Policies and Student Support

O'Neill School expectations of civility and professional conduct¹

¹ These expectations are excerpted from the O'Neill School Honor Code which can be found at: https://oneill.indiana.edu/doc/undergraduate/ugrd_student_honorcode.pdf

The O'Neill School takes matters of honesty and integrity seriously because O'Neill is the training ground for future leaders in government, civic organizations, health organizations, and other institutions charged with providing resources for the public, and for members of society who are vulnerable and who are lacking in power and status. Precisely because O'Neill graduates tend to rise to positions of power and responsibility, it is critical that the lessons of honesty and integrity are learned early.

O'Neill requires that all members of its community – students, faculty, and staff – treat others with an attitude of mutual respect both in the classroom and during all academic and nonacademic activities outside the classroom. A student is expected to show respect through behavior that promotes conditions in which all students can learn without interruption or distraction. These behaviors foster an appropriate atmosphere inside and outside the classroom:

- Students are expected to attend class regularly and to be prepared for class.
- Students must be punctual in their arrival to class and be present and attentive for the duration of the class. Eating, sleeping, reading the newspaper, doing work for another class, wandering in and out of the classroom, and packing up or leaving class early are not civil or professional behaviors.
- Students must abide by the course policy regarding use of electronic devices in the classroom.
- Students must responsibly participate in class activities and during team meetings.
- Students must address faculty members, other students, and others appropriately and with respect, whether in person, in writing, or in electronic communications.
- Students must show tolerance and respect for diverse nationalities, religions, races, sexual orientations, and physical abilities.
- Students must not destroy or deface classroom property nor leave litter in the classroom.

Note Selling

Several commercial services have approached students regarding selling class notes/study guides to their classmates. Selling the instructor's notes/study guides in this course is not permitted. Violations of this policy will be reported to the Dean of Students as academic misconduct (violation of course rules). Sanctions for academic misconduct may include a failing grade on the assignment for which the notes/study guides are being sold, a reduction in your final course grade, or a failing grade in the course, among other possibilities. Additionally, you should know that selling a faculty member's notes/study guides individually or on behalf of one of these services using IU email, or via Canvas may also constitute a violation of IU information technology and IU intellectual property policies; additional consequences may result.

Materials

The faculty member teaching this course holds the exclusive right to distribute, modify, post, and reproduce course materials, including all written materials, study guides, lectures, assignments, exercises, and exams. While you are permitted to take notes on the online materials and lectures posted for this course for your personal use, you are not permitted to re-post in another forum, distribute, or reproduce content from this course without the express written permission of the faculty member. Any violation of this course rule will be reported to the appropriate university offices and officials, including to the Dean of Students as academic misconduct.

Counseling and Psychological Services

For information about services offered to students by CAPS:
<http://healthcenter.indiana.edu/counseling/index.shtml>.

Religious Observation

In accordance with the Office of the Dean of Faculties, any student who wishes to receive an excused absence from class must submit a request form available from the Dean of Faculties for each day to be absent. This form must be presented to the course instructor by the end of the second week of this semester. A separate form must be submitted for each day. The instructor will fill in the bottom section of the form and then return the original to the student. Information about the policy on religious observation can be found at the following website: <http://vpfaa.indiana.edu/policies/bloomington/instructional-responsibilities/religious-observances.shtml>.

Disability Services for Students

Securing accommodations for a student with disabilities is a responsibility shared by the student, the instructor and the DSS Office. For information about support services or accommodations available to students with disabilities, and for the procedures to be followed by students and instructors: <http://studentaffairs.iub.edu/dss/>.

Sexual Harassment

As your instructors, one of our responsibilities is to help create a safe learning environment on our campus. Title IX and our own Sexual Misconduct policy prohibit sexual misconduct. If you have experienced sexual misconduct, or know someone who has, the University can help.

If you are seeking help and would like to talk to someone confidentially, you can make an appointment with:

- i. The Sexual Assault Crisis Service (SACS) at 812-855-8900
- ii. Counseling and Psychological Services (CAPS) at 812-855-5711
- iii. Confidential Victim Advocates (CVA) at 812-856-2469
- iv. IU Health Center at 812-855-4011

For more information about available resources:

<http://stopsexualviolence.iu.edu/help/index.html>. It is also important to know that federal regulations and University policy require us to promptly convey any information about potential sexual misconduct known to one of us to our campus' Deputy Title IX Coordinator or IU's Title IX Coordinator. In that event, they will work with a small number of others on campus to ensure that appropriate measures are taken and resources are made available to the student who may have been harmed. Protecting a student's privacy is of utmost concern, and all involved will only share information with those that need to know to ensure the University can respond and assist. We encourage you to visit <http://stopsexualviolence.iu.edu/help/index.html> to learn more.

Commitment to Diversity: Find your home and community at IU

Asian Culture Center

Address: 807 East Tenth Street, Bloomington, IN 47408

Phone: 812-856-5361

Email: acc@indiana.edu

Website: <https://asianresource.indiana.edu/index.html>

First Nations Educational & Cultural Center

Address: 712 E 8th St., Bloomington, IN 47408

Phone: 812-855-4814

Email: fnecc@indiana.edu

Website: <https://firstnations.indiana.edu/contact/index.html>

LGBTQ+ Culture Center

Address: 705 E 7th St., Bloomington, Indiana 47408

Phone: 812-855-4252

Email: glbtserve@indiana.edu

Website: <https://lgbtq.indiana.edu/contact/index.html>

La Casa Latino Culture Center

Address: 715 E 7th St., Bloomington IN, 47408

Phone: 812-855-0174

Email: lacasa@indiana.edu

Website: <https://lacasa.indiana.edu/>

Neal Marshall Black Culture Center

Address: 275 N Jordan Ave Bloomington, Indiana 47405

Phone: 812-855-9271

Email: nmgrad@indiana.edu

Website: <https://blackculture.indiana.edu/index.html>