



**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



**Course Syllabus- Fall 2022**  
**ISOM 318: Technology Management (3 Credits)**

**Dr. S. Zamoon**

**Sec 01A and 02T**

Monday/ Wednesday

3:30 pm – 4:45 pm

C2 - 1003

**TA: {{TA Name/ Email}}**

**TA Office Hours{{Hours}}**

**Final Exam Dec 27<sup>th</sup>, 2022 11:00 am – 1:00 pm**

**Contact Information:**

*Location:* Lecture room, Learning Management System (LMS) platform (Moodle, MS Teams), You Tube and Netflix

*Email:* [DrZamoon@gmail.com](mailto:DrZamoon@gmail.com)<sup>1</sup>

*Office:* College of Business Administration-Shadadiya B2-1025

*Office Hours:* **Monday/Wednesday 5:00 pm- 6:30 pm (in person and virtual appointments welcome)**

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**Email is the best way to contact me, NOT MS TEAMS Chats. I check email between 8:00 am and 1:00 pm, but not on weekend or holidays.**



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## Course Description

This course provides students with a foundation for managing technology in a competitive environment with global implications. Topics include, development of technology policy and strategy, management and implementation of new technologies, technology sourcing, technology development and life cycle, economic and financial analysis of technology, the innovation process and its impact on organization, and technology transfer mechanisms.

## Course Learning Objectives (CLOs):

The learning outcomes for this course, listed below, relate to the learning goals of the College of Business Administration Undergraduate Program. Upon successful completion of the course, students will be able to:

- CLO1:** Understand the functions and activities within IT management, including the role of CIO and the structuring of IT management within the organization.
- CLO2:** Explain the importance of aligning business and IT strategies in organizations.
- CLO3:** Understand how IT enables business processes, strengthens suppliers and customers relationships, and improve competitiveness.
- CLO4:** Identify different types of systems (e.g., managerial support systems, enterprise systems, e-business systems, etc.) and their benefits to organizations.
- CLO5:** Initiate, specify, and prioritize IT solutions and determine the various aspects of feasibility of the solutions.
- CLO6:** Articulate various systems acquisition alternatives, including the use of packaged systems and outsourcing.
- CLO7:** Understand the foundation of IT project management, including its definition and scope, in organizations.
- CLO8:** Understand and analyze the security and business continuity implications of IT infrastructure design solutions.
- CLO9:** Analyze and articulate the potential ethical, cultural, social, and global issues associated with the adoption of IT solutions in organizations.

## CLO Mapping to CBA Skill Based Competency Goals<sup>2</sup>

CLO	Competency Goal				
	Analytical	Communication	Information Technology	Business Ethics	General Business Knowledge
1					R
2		A			R
3			I		
4			R		
5	R				
6	R				
7			I		
8	R				
9				R	

### Type of Emphases:

- **(I)ntroduce:** Students will be introduced to the skill and their grasp of it assessed in the course.
- **(A)pply:** The course will not cover the skill. Students should have a high-level grasp of the skill and are required to apply it in the course.
- **(R)einforce:** Students should have an introductory-level grasp of the skill and the course will improve their mastery to a higher level.

### Course Content Delivery Strategy

- In person and use of MS Teams for online lectures, and Moodle (With Lockdown Browser and Respondus/ TurnItIn.com) for HW, cases, quizzes, Midterm and Final exams. Click the following URL to learn more about how to use Lockdown Browser and Respondus on Moodle: <https://youtu.be/ru00EUcr5SU>
- Use of Power Point
- Hand notes
- Use of websites
- Use of commercial tools: MS Excel, MS Access
- Assignments and cases

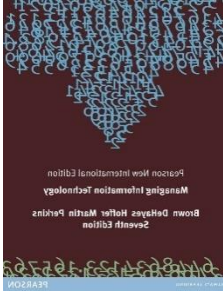
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CBA Competency Goals can be found at the end of this document<sup>2</sup>



## Required Material:

### Textbook



Carol V. Brown, Daniel W. DeHayes, Jeffrey A. Hoffer, E. Wainright Martin, and William C. Perkins. (2014); *Managing Information Technology*, Pearson New International Edition, 7th Edition, 718 pp, Print ISBN 10: 1-292-02346-5; ISBN 13: 978-1-02346-5

**You need a physical copy of the textbook for exams; no digital copies can be used.**

### Additional Material

Will be posted on the Moodle site and/ or in the MS Teams site

### Case Studies

Case studies will be assigned and you should use the TEMPLATE provided to solve the case. Include all resources used (interviews, textbooks, websites, etc.)

### Group Work

Students will be Randomly assigned (by Moodle into teams). Teams are NOT REQUIRED TO PHYSICALLY MEET- ALL WORK CAN BE COMPLETED THROUGH VIRTUAL MEETINGS (MS Teams). The grade will be assigned collectively to all team members (e.g., if the team gets 85%, then all team members will get 85%).

Should a team run into problems. Please inform the instructor to help you find solutions. The sooner students do work out a solution, the sooner you can work well. DO NOT WAIT TILL AFTER submitting to bring up group dynamics issues with the instructor.

### Project: Written and Presentation

You must complete the project to pass the course. Deliverables are a paper and a power point presentation, where all students must present. See project description and rubrics for details.

### Assignments

Submitting answers to a Form/ Kahoot; Posting answers to the Written Participation Forum (on Moodle).

### Class Preparation

You need to read the textbook/ cases studies, find relevant information, and to watch selected YouTube or Netflix Videos before classes.

### Tools to be used

E-plagiarism system (Turnitin: [www.turnitin.com](http://www.turnitin.com)); Cloud system (OneDrive of Microsoft)

### Prerequisites

ISOM 240, ISOM 210, and junior standing.



## Course Outline

Topic/ Reading	Other Materials
Chapter 1: Managing IT in a Digital World	REVISION FROM ISOM 130 / ISOM 240
Chapter 3: Telecommunications and Networking	
Chapter 4: The Data Resource	
Chapter 5: Enterprise Systems	
Chapter 6: Managerial Support Systems	
Chapter 7: Business Systems	
Chapter 12: Planning Information Systems Resources	
Chapter 13: Leading the Information Systems Function	
Chapter 15: Social Ethical and Legal Issues	

## Course Policies

You are responsible for knowing the following policies (“I didn’t know” is NOT an excuse):

- Attendance and Participation:
  - Each student should turn silent his/her mobile at the beginning of class
  - Every student in this course must abide by the Kuwait University Policies (including ERT additions) on Attendance (published in the Student Guide, Chapter 3, Section 13). A copy of the student guide can be accessed online on:  
<http://kuweb.ku.edu.kw/ku/Students/References/index.htm>  
[http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku\\_content/kuw055940.pdf](http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku_content/kuw055940.pdf)
  - Be on time for the lecture (remember, class starts on time, NOT 5 minutes later). At the beginning of each lecture, I will take attendance.
  - Students must attend the classes they are enrolled in (i.e., no informal switching between sections for the same faculty member or between different faculty members). The same is applied to taking quizzes, midterm, and final exams.
- Absenteeism:
  - University regulations governing absenteeism are applied to all students. This involves a first warning after **3 hours (not lectures)**, a second warning after additional 3 hours absence and a failure notice for any absence beyond the six hours. Absence with a valid excuse will still count as an absence. But each student is allowed two absences (no questions asked), after that, each absence will be counted.



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- Exams and Quizzes (**ONLINE on YOUR LAPTOP- NO handheld devices**)
  - Make-up quizzes and exams: **No make up for quizzes.** Midterm and final exams will be executed according to plans. In case Moodle fails for uncontrolled reasons, the exam will be re-scheduled the next Saturday (after the initial plan date) and at the same timing. **If you have Covid (during Midterm/ Final Exam time), then submit documentation of PCR/ Civil ID to the Committee to decide on your case. For the Midterm, if your documentation is approved, you will be invited to complete a makeup (at a time set by the committee). For the Final, if your documentation is approved, an "I" (Incomplete) will appear in the KU portal and you will be invited to complete the makeup the first week of the following academic term.** You must inform your instructor and share the results of a PCR test at least 4-5 days before and exam to be eligible for a make-up.
  - **Moodle will be used with LockDown browser and Respondus monitoring system (or comparable systems).** Make sure you access Moodle using Google Chrome. LockDown Browser must be installed on laptop or desktop. Be sure to install LockDown Browser and Respondus BEFORE the exam date by taking the compatibility test in Moodle (for technical help, please see your TA). **You are responsible for having a working computer (Systems Updates and Lockdown/ Respondus Updates) Fully Charged and with working Internet BEFORE THE EXAM.**
  - **Exams will NOT be administered using handheld devices like iPhone or iPad (even if it has worked in past exams).** You need a desktop or laptop with a Camera and Microphone for the ENTIRE EXAM.
  - During the exam, Respondus monitoring system will record your exam session using the camera so please follow the Dress Code and make sure you take the exam in a quiet environment. Your face must be visible and sound on for the ENTIRE EXAM with NO HEADPHONES.
  - The instructor/ TA will review recorded videos of students taking the exam and flagged by Respondus Monitoring system (e.g., red indicator). Any suspicious behavior during the exam will be considered cheating. The student will receive a ZERO for the assessment. Every student in this course must abide by the Kuwait University Policy on Cheating and Plagiarism (published in the Student Guide, Chapter 3, Section 2; p. 22). A copy of the student guide can be accessed online on: [http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku\\_content/kuw055940.pdf](http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku_content/kuw055940.pdf)
  - If you have **special needs** (e.g., any type of disability, pregnancy, diabetes, etc.), please make sure you inform the instructor (**within the FIRST WEEK of class**). You can also check with Associate Dean for Student Affairs office for other rights and duties.
  - **The instructor will NOT answer any questions during the exam including clarification questions. Furthermore, dictionary use is prohibited during exams.**
- Grading:
  - There are **NO** collaborations in quizzes and exams - this will be considered **cheating**. Plagiarism will also be considered as cheating. The student will receive a ZERO for the assessment and/ or an "F" grade in the course (see Academic Dishonesty below).



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- Late submission of assessments will NOT BE ACCEPTED (NO EXTENSIONS) even with a valid excuse. A deduction will be applied [-25% per day] if a your instructor chooses to accept late submission.
  - Writing Style: Students must refer to APA writing style for their assignments and report writing. Refer to the English Language Center for help (For more details see <http://www.easybib.com/guides/citation-guides/apa-format>).
  - **After a grade is posted (quizzes, assignment, case study, midterm, ... etc), you will have two days to discuss it with your instructor or teaching assistant (TA). After that, the grade is FINAL and released.**
  - Negotiation of the final grade is neither accepted nor discussed.
  - There will be **NO ROUNDING UP OR DOWN** once your grade is finalized (for example, 89.99% is B+ not A-).
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- Academic Dishonesty will not be tolerated. Cheating/ submitting work prepared by someone else/ resubmitting work from other courses/ plagiarism and the like will earn you an “F” grade in the course.
  - Students are responsible to have working and up to date computer/ laptop and internet. Students are responsible for making sure their work is posted to the LMS: make sure the posting to the forum is uploaded fully, make sure files uploaded are not corrupt (download then upload the work and make sure it is readable) etc.
  - Students are responsible for the content/ instructions etc. on LMS as well as emails. For example, your instructor will not remind you of due dates.
  - Students should contact instructor by email (NOT MS Teams) within working hours and days. Students cannot contact instructors or TAs out of normal hours (e.g., 2am on Friday) to get help if they have a question or technical issue and will not get an extension for deadlines to solve technical problems.

## Grade Distribution

Category	Percentage	Notes
Final Exam	40%	<b><u>Dec 27<sup>th</sup>, 2022 between 11 AM and 1PM.</u></b>  <i>Exam on Campus, through Moodle, on your laptop, using your Internet, with Respondus and Lockdown Browser installed.</i>
Group Project	25%	<b><u>Due in 3 parts: Phase I (5%), Phase II (5%), and Phase III (15%).</u></b> <b>Groups randomly generated by Moodle. Each student must present (video and audio) and start with introducing your name.</b>  <i>Submission through Moodle, and Turnitin.com</i>
Case Studies	10%	2 Cases <b>In memo format (template on Moodle).</b>  <i>Submission through Moodle, and Turnitin.com</i>
Quizzes	20%	<b>5 quizzes drop 1 – open PHYSICAL book and notes<sup>3</sup> – one attempt</b> <b><i>In-class at the start of class and online through Moodle (15 minutes)</i></b> <ul style="list-style-type: none"> <li>• Quiz 1: Review + Chapter 1</li> <li>• Quiz 2: Chapters 3 and 4</li> <li>• Quiz 3: Chapters 5 and 6</li> <li>• Quiz 4: Chapters 7 and 12</li> <li>• Quiz 5: Chapters 13 and 15</li> </ul> <i>Quizzes in class through Moodle, on your laptop, using your Internet, with Respondus and Lockdown Browser installed.</i>
Participation	10%	<i>Participation (Oral, Written, Demonstrated)</i>
Bonuses = no curve for the course	5%	<i>For example: Compatibility “Syllabus” Quiz is worth 2% Other opportunities announced through LMS.</i>
<b>Total</b>	<b>110%</b>	

<sup>3</sup> This rule may change based upon student behavior.





## KU Grade Distribution Policy

Range	Grade
$\geq 95\%$	A
90%-94.99%	A-
87%-89.99%	B+
83%-86.99%	B
80%-82.99%	B-
77%-79.99%	C+
73%-76.99%	C
70%-72.99%	C-
65%-69.99%	D+
60%-64.99%	D
$\leq 59.99$	F

### Guidelines: How to send me e-mails in order to recognize you

For many of us, e-mail is an important way to communicate. Using e-mails well can help us communicate effectively. Please observe the following guideline when you send me emails **(if you do not comply to the following rules you will get points deduction):**

- Include an informative subject line starting with ISOM 318 (and your section number). For example, if you include in the subject line "ISOM 318- Sec 01A: Missing Class Today", I would have known immediately what the message was about.
- Make sure your e-mail is set up to show your name correctly in recipients' inboxes and not a nickname such as "pinky". If you use a nickname then consider your e-mail as ignored/ deleted.
- Start and end positively. Even if the e-mail is something negative, such as a complaint, begin with positive words, such as Dear Dr Z and end the same "Thank you".
- Keep paragraphs relatively short. Long paragraphs tend to be hard to read in e-mail. Therefore break your message into short paragraphs.
- Select one language when sending me e-mails and write me either in English or in Arabic. However don't mix the two. It is bad for you and your image.
- Avoid use of "chat" language such as plz for "please", 2 for "to/too/two", etc.
- Include your name and KU ID at the end of the email.
- Proofread your e-mail before sending it to me.



### Important Dates (your instructor will NOT remind you of these dates)

Item	Date
Compatibility Syllabus Quiz – unlimited attempts – 2% Bonus	Week of Sep 25 <b>Deadline: Oct 2 12:01 AM</b> (00:01 when Oct 1 ends)
Quiz 1 (Review + Chapter 1)	Oct 5 in class
Case Study 1	Oct 12 <b>Deadline: Oct 12 12:01 AM</b> (00:01 when Oct 11 ends)
Quiz 2 (Chapter 3 + Chapter 4)	Oct 19 in class
Project Phase I	Oct 24 <b>Deadline: Oct 24 12:01 AM</b> (00:01 when Oct 23 ends)
Last to Withdraw	Nov 3
Quiz 3 (Chapter 5 + Chapter 6)	Nov 7 in class
Project Phase II	Nov 14 <b>Deadline: Nov 14 12:01 AM</b> (00:01 when Nov 13 ends)
Quiz 4 (Chapter 7 + Chapter 12)	Nov 23 in class
Quiz 5 (Chapter 13 + Chapter 15)	Dec 7 in class
Case Study 2	Dec 14 <b>Deadline: Dec 14 12:01 AM</b> (00:01 when Dec 13 ends)
Project Phase III	Dec 19 <b>Deadline: Dec 19 12:01 AM</b> (00:01 when Dec 18 ends)
Last day of classes	Dec 22
Pre-final 1% Bonus	Dec 27 <b>Deadline: Dec 27 12:01 AM</b> (00:01 when Dec 26 ends)
Final Exam	Dec 27 (11 am – 1 pm)

### FINALLY

In general, your ideas, comments, suggestions, questions, grade challenges, etc. are welcome and encouraged, if you feel the need to share your thought. However, **No part of your grade will be based on anything other than your coursework and attendance.**

- If a student decides to bring a parent/uncles/aunts (relatives) or **anyone to discuss or change a grade, that student will automatically lose 10% of their total grade.** Keep in mind your grades are private and I have no right to disclose any information to another person. If a student decides to resort to nepotism, also known as Wasta, to request alteration of a grade the student will automatically lose 10% of their total grade.
- “I am a senior and I need an A in the class to graduate because my GPA is low” or “I need a B+ because I am on probation” this is your own doing you will get a B+ or an A only if you (EARN IT), the professor will not entertain such excuses. “Please reduce my grade to a C- so I can repeat the course” is also not entertained.
- I promise to give you RESPECT / FAIRNESS / and QUALITY in return I expect the same courtesy from you towards me and your fellow class mates.