



Course Syllabus
Fall 2022
ISOM 451: Social Issues in Information Systems (3 Credits)
Dr. S. Zamoon

Lecture Time: ISOM451-01A Monday and Wednesday 6:30 pm- 7:45 pm

Contact Information

Location: C3- 1003

Email: DrZamoon@gmail.com¹

Office: B2-1025

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

LMS: Moodle, and MS Teams

Assistant: TBA

Course Description:

This course enables students to acquire a broad understanding of social issues in the information age. Topics include security, privacy, legal, and ethical issues. It illustrates how information systems affect humanities in two dimensions: socially and individually. It enriches students with theoretical background how to make ethical decisions (dos and don'ts). It is considered a critical course in enriching students with analytical tools and skills to make correct decisions and know how to defend their critical stands.

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.** Have a clear understanding of BA methods and tools.
- CLO2.** Understand how business success is achieved with BA principles and tools.
- CLO3.** Select and apply appropriate analytic tools for solving business problems.
- CLO4.** Interpret various datasets and understand how they relate to business objectives.
- CLO5.** Apply BA principles and tools to make informed managerial recommendations for solving business problems

¹ 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.



CLO Mapping to CBA Skill Based Competency Goals²

CLO	Competency Goal				
	Analytical	Communication	Information Technology	Business Ethics	General Business Knowledge
1			R	A	R
2				I	R
3	A			A	
4	A			I	
5		A			
6	R	R		R	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 Learning Outcomes:

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:

1. Recognize ethical dilemmas, the role of technology in ambiguity, and analyze a dilemma from multiple perspectives leading to contrary outcomes.
2. Understand the components and importance of ethical theories.
3. Understand how various types of ethical theories should be applied in different situations.
4. Understand important ethical issues related to information systems (such as privacy, hacking, professional ethics, and so forth), and its influential impacts on individuals as well as on society.
5. Understand the relationship between ethics, legislations, and social customs and traditions.

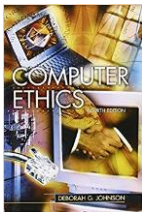
² CBA Competency Goals can be found at the end of this document

Course Content Delivery Strategy

- Use of Power Point
- Use of You Tube and Netflix
- Use of Learning Management Systems (LMS) like Moodle and MS Teams
- Use of commercial tools Turnitin

Required Material:

Textbook



Deborah G. Johnson (2009); Computer Ethics: Analyzing Information Technology, 4 th Edition, 200 pp, ISBN-10: 0-13-111241-4; ISBN-13: 978-0-13-111241-4; web: <https://www.pearson.com/store/p/computer-ethics/P100001609290/9780131112414>

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

Additional Material

Articles and Videos

Presentation

We will have class discussions daily and presentation of project

Assignments

We will have Moodle questions and discussion topics

Class Preparation

You need to read or watch the item BEFORE our discussion

Tools to be used

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

Prerequisites

ISOM 240



Course Outline (your instructor will NOT remind you of these dates)

Topic Reading	
Ethics, Right vs. Wrong, Social Construction, Norm, Technology & Ambiguity, principles, Analysis of Ethical Decisions, Decision making Vs. Ethical Decision-making Refresher on Laudon and Laudon Chapter 4 (from ISOM 240)	Week 1
Chapter 1: Introduction to Sociotechnical Computer Ethics Darren Brown: The Push (on Netflix)	Week 2
Chapter 2: Ethics and Information Technology The Social Dilemma (on Netflix)	Week 3 Phase I due
Chapter 3: Ethics in IT Configured Societies – Student Presents SeaSpiracy (on Netflix)	Week 4 Peer Review due
Operation Varsity Blues: The College Admission Scandal (on Netflix) Bangladesh MP https://www.rappler.com/world/south-central-asia/bangladesh-lawmaker-hired-look-alikes-university-exams Degrees of Deception https://al-bab.com/blog/2020/12/degrees-deception-fake-university-held-graduation-ceremonies-kuwait#:~:text=Degrees%20of%20deception%3A%20Fake%20university%20held%20graduation%20ceremonies%20in%20Kuwait,-Dozens%20of%20students&text=Following%20the%20discovery%20that%20a,citizens%20have%20come%20to%20light.	Week 5
Chapter 4: Information Flow, Privacy, and Surveillance The Great Hack (on Netflix)	Week 6
Not A Game (on Netflix) Coded Bias (on Netflix)	Week 7 Phase II Due
Chapter 5: Digital Intellectual Property Print the Legend (on Netflix)	Week 8 Peer Review Due
SolarWinds and DeepFakes https://edition.cnn.com/2021/05/28/tech/microsoft-solarwinds-russia-hack-intl-hnk/index.html https://edition.cnn.com/videos/business/2018/10/15/how-to-spot-deepfakes-orig.cnn-business https://edition.cnn.com/interactive/2019/01/business/pentagons-race-against-deepfakes/ Microsoft Says SolarWinds Hackers (and view Deepfakes, and ClearView AI facial recognition, plus any one other video of your choice from the list, as long as all covered) Jones (1991) Money Explained (series on Netflix)	Week 9
Chapter 6: Digital Order Hackers Wanted 2009 (on You Tube) https://www.youtube.com/watch?v=Mn3ooBnShtY	Week 10 Start Chapter 6
Chapter 7: Professional Ethics in Computing Human Nature (on Netflix)	Week 11 Phase III and Exec Sum.
Mental Map	Week 12/ 13 Advice Peer review
Final Exam Dec 29th 2:00pm-4:00pm	



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/kuuw055940.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.

- 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 your instructor 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 your instructor). 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
- 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).
- 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%	<u>Dec 29th, 2022 2 PM- 4 PM.</u> <i>Exam on Campus, through Moodle, on your laptop, using your Internet, with Respondus and Lockdown Browser installed.</i> - open PHYSICAL book and notes³
Project (in 3 phases)	36%	<u>Phase I: 5% + Peer Review 1%</u> <u>Phase II: 10% + Peer Review 2%</u> <u>Phase III: 15% + Peer Review 3%</u>
Participation, Assignments, Presentations, Cases, Quizzes Etc.	34%	<i>Daily and various</i>
Total	110%	Bonuses included- no curve!

Grade distribution

Range	Grade
>= 95	A
90-94	A-
87-89	B+
83-86	B
80-82	B-
77-79	C+
73-76	C
70-72	C-
65-69	D+
60-64	D
<= 59	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 451 (and your section number). For example, if you include in the subject line "ISOM 451- Sec 01A: Missing Class Today", I would have known immediately what the message was about.

This rule may change based upon student behavior. ³



- 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.

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.