SAINT LOUIS UNIVERSITY
THE AMERICAN JESUIT UNIVERSITY IN SPAIN

ITM2000 INTRODUCTION TO INFORMATION TECHNOLOGY MANAGEMENT
SAINT LOUIS UNIVERSITY, MADRID CAMPUS
Spring 2018

Course Information

Course Title	Introduction to Information Technology Management and ERP with Supply Chain
Course Numbers	ITM-2000
Course Discipline	Information Technology Management
Prerequisites:	None

Course Description   This course introduces students to the development, implementation and use of information systems in organizations. It is intended to prepare students for living and working in an information-rich, networked world and to introduce students to the profession of ITM. A variety of computer software is utilized to fulfill the objectives. Major topics include: e-commerce and the internet; the creation, storage and usage of data, information and knowledge; systems development; the application of information systems in organizations and functional areas; and the use of computer resources for problem-solving.

Location	Tuesday/Thursday(PAH 25)
Meeting day(s)and	
Meeting Time(s)	TTH 11:00-12:15 and 12:30-1:45
Prerequisites	None

Instructor Information

Name	Kirk Tennant
Web site	http://bob-europe.com/moodle
E-mail:	tennantk@slu.edu
Office Location	#34 2nd Floor, Business and Economic Faculty Salon
Office Hours	MW 10:00-12:00
Phone	91 554 58 58 (254)
Biography	Degrees: MS(Management)
	MA Theological Studies
	MS(Engineering Management)
	MA (English Arts)

Course Objectives
The course objectives of this course are two-fold. First, the student is presented with an overview of the powerful changes that are taking place in society, particularly in the areas of information availability, with the advent of the microcomputer and the Internet. The course provides a survey of the past, present and expected future of computing, with a look at the current impact of information processing in business, industry, and government. A careful investigation of the power of the World Wide Web (WWW) on the global society will be made. Secondly, students will be expected to develop and/or improve the skills needed by

all individuals in this new century, especially those for specific computing needs.

Learning Objectives of ITM 2000

After completing the course, students should be able to

- ✓ Identify major computer software and hardware and post PC devices (IoT).
- ✓ Describe current and emerging technologies (open source, cloud, mobile, computing, big data) and identify major information security threats and countermeasures.
- ✓ Understand database concepts and construct a data model.
- ✓ Understand the key business processed; Identify the purposes, advantages and disadvantages of Enterprise Resource Systems (with SCM).
- ✓ Understand and identify major ethical issues related to information and technology.

Course Goals   This course integrates with the liberal arts education mission of Saint Louis University, Madrid Campus by:

- Emphasizing effective communication skills
- Requiring critical and creative thinking
- Helping students improve their problem-solving skills
- Helping the student construct, understand, and interpret quantitative data
- Helping the student to develop the ability to assess information in regard to relevancy and value

Textbook and Other Instructional Material

Readings   **A free online text is available for the student to download from the course web site.** Also, a listing of Web sites by topic are presented on the Moodle Web site which provide the student with needed background reading in all topics covered during the semester.

Policies

Grading   Letter grades are based on an 800-point course grading Scale. Your course letter grade, your "final grade" in this course, is determined by the number of points you earn, as a percentage of the total points. Total percentage weights are as follows:

	% of grade
First Examination	15%
Second Examination	15%
In-class Exercises	10%
Comprehensive Final	30%
Computer Exercises ..(Part of Lab Course With Excel Examination)	30%
	100%

A reduction of two percent will be made for each class day any assignment is late. Grades are assigned based on the student earning the percentage of points based on the following strict scale: **AN EXTRA CREDIT ASSIGNMENT IS AVAILABLE.**

Percentage	Grade
93 - 100	A
90 - 93	A-
87 - 89	B+
83 - 86	B
80 - 82	B-
77 - 79	C+
73 - 76	C
70 - 72	C-
60 - 69	D
59 or less	F

Examinations

A first and second examination are given: closed book, multiple choice questions, worth a total of 15% each, covering the chapters listed on the course schedule and material included in lectures. The second examination is not cumulative. The final examination, worth 30% of your grade, is comprehensive.

Late/Missing Exam

Midterm and final examinations must be written on their respective dates. No alternative examinations will be scheduled except in the case of excused medical absences. Cases of excused medical absences must be petitioned for through the Chair of the department. Make-up midterms are subject to approval by the professor, the Chair and the Department of Business and Economics. All changes to the final examination must be approved by the Academic Dean.

In-class Exercises

To expose students to a wide variety of software, in-class exercises (6) will be completed in class on the scheduled days. Such software will include Word, PowerPoint, Photoshop, MS Expression, etc. The computer exercises explained below offer an extensive introduction to Excel, Access, and other business analytic software. There are NO make-ups for missed in-class exercises. Students who miss an in-class exercise may attempt the exercise on their own, but it is much easier to come to class and turn it in at that time.

Computer Exercises

At various times during the semester, computer exercises will be used to bring "real" world materials into the classroom experience. All work on these assignments is to be done individually. If an individual's work is found to be copied from another individual both will be considered incomplete work and receive a 0. During the semester, students will complete twelve (12) individual exercises. The exercises will have been customized and/or designed for each student; therefore, no two students will have the same exercise. The twelve projects and points are:

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CE #1    Excel I                       15
CE #2    Excel II                      15
CE #3    Excel III                     15
CE #4    Excel IV                      15
CE #5    Excel V                       15
CE #6    Excel VI                      15
CE #7    Access I                      15
CE #8    Access II                     15
CE #9    CRMS                          15
CE #10   ERP                           15
CE #11   Business Analytics I          15
CE #12   Business Analytics II         15
Total                                 180
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IMPORTANT NOTE: All computer exercises must be submitted to Moodle by upload. All students registered for this lecture section must complete all of these computer exercises no matter which lab section they are assigned. All submitted work must be the individual's own work.

Accommodation Statement
In recognition that people learn in a variety of ways and that learning is influenced by multiple factors (e.g., prior experience, study skills, learning disability), resources to support student success are available on campus. Students who think they might benefit from these resources can find out more about:

1. Course-level support (e.g., faculty member, departmental resources, etc.) by asking your course instructor.

2. University-level support (e.g., tutoring/writing services, Disability Services) by visiting the Academic Dean's Office (San Ignacio Hall) or by going to http://spain.slu.edu/academics/learning_resources.html.

3. Students who believe that, due to a disability, they could benefit from academic accommodations are encouraged to contact Disability Services at +34 915 54 58 58, ext. 204, send an e-mail to counselingcenter-madrid@slu.edu, or to visit the Counseling Office (San Ignacio Hall). Confidentiality will be observed in all inquiries. Course instructors support student accommodation requests when an approved letter from Disability Services has been received and when students discuss these accommodations with the instructor after receipt of the approved letter.

The University's Academic Integrity Statement:
Academic integrity is honest, truthful and responsible conduct in all academic endeavors. The mission of Saint Louis University is "the pursuit of truth for the greater glory of God and for the service of humanity." Accordingly, all acts of falsehood demean and compromise the corporate endeavors of teaching, research, health care and community service via which SLU embodies its mission. The University strives to prepare students for lives of personal and professional integrity, and therefore regards all breaches of academic integrity as matters of serious concern.

The governing University-level Academic Integrity Policy can be accessed on the Provost's Office website at: http://www.slu.edu/Documents/provost/academic_affairs/University-wide%20Academic%20Integrity%20Policy%20FINAL%20%206-26-15.pdf.

As a member of the University community, you are expected to know and abide by these policies, which detail definitions of violations, processes for reporting violations, sanctions and appeals.

Important Dates

Administrative:

Jan. 21: **Last day to drop a class without a grade of W or to add a class.**
Last day to choose audit (AU) or pass/no pass (P/NP) options.
Mar. 9: **Last day to drop a class and receive a grade of W.**
Apr. 4: **Registration for spring 2018 semester opens.**

Midterms and Final Examination:
Feb. 20: **Midterm #1 (11:00)**
Mar. 22 **Midterm #2 (11:00)**
May 4: **TR 11:00 Class Comprehensive Final Exam, Friday, 12:00-15:00**
May 10 **TR 12:30 Class Comprehensive Final Exam, Thursday, 12:00-15:00**

Student Outcome Assessment

Saint Louis University-Madrid Campus is committed to excellent and innovative educational practices. To maintain quality academic offerings and to conform to relevant accreditation requirements, we regularly assess our teaching, services, and programs for evidence of student learning outcomes achievement. For this purpose, we keep on file anonymized representative examples of student work from all courses and programs such as: assignments, papers, exams, portfolios, and results from student surveys, focus groups, and reflective exercises. *Thus, copies of your work for this course, including any exams, assignments and/or submitted papers may be kept on file for institutional research, assessment and accreditation purposes.* If you prefer that Saint Louis University-Madrid Campus does not keep your work on file, you will need to communicate your decision in writing to your professor.

Title IX

Saint Louis University and its faculty are committed to supporting our students and seeking an environment that is free of bias, discrimination, and harassment. If you have encountered any form of sexual misconduct (e.g. sexual assault, sexual harassment, stalking, domestic or dating violence), we encourage you to report this to the University. If you speak with a faculty member about an incident of misconduct, that faculty member must notify SLU's Title IX deputy coordinator, Marta Maruri, whose office is located on the ground floor of Padre Rubio Hall, Avenida del Valle, 28 (mmaruri@slu.edu; 915-54-5858 ext. 213) and share the basic fact of your experience with her. The Title IX deputy coordinator will then be available to assist you in understanding all of your options and in connecting you with all possible resources on and off campus.

If you wish to speak with a confidential source, you may contact the counselors at the SLU-Madrid's Counseling Services on the third floor of San Ignacio Hall (counselingcenter-madrid@slu.edu; 915-54-5858 ext. 230) or Sinews Multipletherapy Institute, the off-campus provider of counseling services for SLU-Madrid (www.sinews.es; 91-700-1979) To view SLU-Madrid's sexual misconduct policy and for resources, please visit the following web address: http://spain.slu.edu/student_life/docs/SLUMadridSexualMisconductPolicy.pdf

Day	Date	Topic	Web Sites/Chapter Readings
1	11/1	Introduction to Course/Importance of IT for Business/Digital Age	Chapter 1: What is an Information System?
2	16/1	Introduction to Number Systems	Chapter 2: Hardware
3	18/1	Introduction to Data Types and Graphing in Excel	**In-class Ex. 1**
4	23/1	Introduction to Hardware- Processing Introduction to Hardware- Storage	Chapter 2: Hardware
5	25/1	Input/Output Hardware	Chapter 2: Hardware
6	30/1	Understanding Printed and Visual Output	**In-class Ex. 2**
7	1/2	Converging Hardware: Tablets, Phones and the Like	Chapter 2: Hardware
8	6/2	Introduction to Operating Systems – History/Functions	Chapter 3: Software
9	8/2	Windows, MAC, and Linux OSs	Chapter 3: Software
10	11/2	Modern OS –Today's Functions Virtual Machines/Cloud Computing	Chapter 3: Software
11	15/2	Modern OS –Today's Functions Virtual Machines/Cloud Computing	Chapter 3: Software
12	20/2	**Midterm Examination #1**	
13	22/2	**Spring Break – No Class**	
14	27/2	Telecommunications/Networking	Chapter 5: Networking and Communication
15	1/3	Communicating Information in Sight and Sound	**In-class Ex. 3**
16	6/3	Network/Computer Security- Viruses	Chapter 6: Information System Security
17	8/3	Network/Computer Security – Encryption/Biometrics	Chapter 6: Information System Security
18	13/3	Introduction to Database Management Systems (DBMS)	Chapter 4: Data and Databases
19	15/3	Introduction to Database Management Systems (DBMS)	**In-class Ex. 4**

Day	Date	Topic	Web Site/Readings
20	20/3	Introduction to Database Management Systems (DBMS)	Chapter 4: Data and Databases
21	22/3	**Midterm Examination #2**	
22	27/3	**Semana Santa – No Class**	
23	29/3	**Semana Santa – No Class**	
24	3/4	Customer Relationship Management	**http://www.sugarcrm.com/sites/default/files/whitepapers/Intro_to_CRM_wp.pdf**
25	5/4	Enterprise Resource Planning Software	**http://www.personal.psu.edu/axk41/ERP-intro.pdf**
26	10/4	eCommerce Creating a Web Presence Introduction to Search Engines	**http://ocw.metu.edu.tr/pluginfile.php/352/mod_resource/content/0/Lecture_3.pdf**
27	12/4	eCommerce Creating a Web Presence Introduction to Search Engines	**In-class Ex. 5 http://ocw.metu.edu.tr/pluginfile.php/352/mod_resource/content/0/Lecture_3.pdf**
28	17/4	HTML/Web Design	**http://asimetrica.org/wp-content/uploads/2014/12/Introducing.HTML5_.pdf**
29	19/4	More HTML/Web Design	**http://www.w3schools.com/html/**
30	24/4	Web Site Management	**http://www.theonestopwebsiteshop.com/web-hosting/hosting-intro.htm**
31	26/4	Creating the Web Page WYSIWYG Software	**In-class Ex. 6 http://www.html5in24hours.com/chapters/Adobe%20Dreamweaver%20CS6%20on%20Demand%20chapter%202.pdf**
32	1/5	**Spanish Holiday – No Class**	
33	3/5	**Excel Examination**	http://www.theonestopwebsiteshop.com/web-hosting/hosting-intro.htm
		Final Examination	**Thursday, May 10th 12:00-15:00 -TR 12:30 class Friday, May 4th 12:00-15:00 TR 11:00 class**