

COURSE INFORMATION

INSC 380 Information Management for Information Professionals

Fall 2020, 3 Credit Hours

University of Tennessee, Knoxville

Course Mode: Online, synchronous

Class Meetings: Mondays and Wednesdays, 10:30 to 11:55 am ET

ZOOM Course ID/Link: <https://tennessee.zoom.us/j/91092040664>

Faculty Contact Information

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SIS Office Information

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- 1345 Circle Park Drive
- Knoxville, TN 37996-0341
- SIS Office: 865.974.2148
- Fax (SIS): 865.974.4667

Welcome Statement

Welcome to INSC 380! This exciting and interesting course with real-world examples and cases will prepare you to manage information in different types of organizations. We all learn differently, and hence, this flipped class is designed for all types of learners. Are you ready for a memorable learning experience where there would be lots of activities and experiments?

COURSE INFORMATION

Catalog Description

This is a required course for Information Sciences majors. Introduction to information management in organizations, flow of information, and analysis of the business process. Theories and skills associated with group work, project management, and organization effectiveness will be covered in this course. Workforce preparedness for graduates of the program will also be covered.

Course Objectives

- People, process, technology, decisions, and policies are the key factors influencing the ability of information to create value for organizations. These are also the key ingredients

to becoming a successful chief information officer in any organization. This course will equip students with the skills and knowledge related to managing people, processes, technology, decisions, and policies for effective and efficient management of different types of information in organizations.

- The process of managing others begins with yourself and relies on your emotional intelligence. The **People** module (i.e. Module I) will introduce students to self-regulatory techniques for managing time, emotions, and energy. Examples and exercises grounded in the management science literature will help students develop soft skills and knowledge necessary for building, motivating, managing, and leading teams, resolving conflicts, persuasion, and managing change in organizations.
- Business processes depict the interaction and interdependence of actors, technology, and information in any organization. The **Process** module (i.e. Module II) will introduce students to the planning, analyzing, designing, building, testing, launching, and maintaining information systems in any organization, and six different types of software development methodologies.
- Information systems, social media, mobile technologies, artificial intelligence, and cloud computing dominate the technology landscape in the 21st century. The **Technology** module (i.e. Module III) will introduce students to (a) decision-making systems like transaction processing systems, decision support systems, and executive information systems, and (b) enterprise systems like supply chain management, customer relationship management, and enterprise resource planning systems. Students will learn techniques for managing the scope, time, data quality, communication, human resources, costs, and risks associated with projects in the digital world.
- Organizational capability to recognize and leverage the data-information-knowledge-intelligence-wisdom linkage enables them to make better-informed decisions, creating competitive advantage. The **Decisions** module (i.e. Module IV) will share information and analytical strategies used by chief information officers of Fortune 500 companies for developing exponential virtual organizations that are several times better, faster, and cheaper than traditional brick-and-mortar organizations. Knowledge management fundamentals, tools, and strategies will equip students to create, codify, share, disseminate, acquire, and apply knowledge for creating value for organizations.
- Managing information security and risks is critical for scaling and sustaining the growth of organizations. The **Policies** module (i.e. Module V) emphasizes on the ethical production and consumption of information in and by organizations, through the combined lens of fair use of information, patents, trademarks, and copyrights. Students will be introduced to myriad of examples of measuring and managing information risks, which affect the triple bottom-line (i.e. financial, social, and environmental benefits) of organizations, across industries.

- The course deliverables provide a unique opportunity for students to apply skills and knowledge acquired through case examples, in-class exercises, research and news articles, reports, lecture slides, and videos.

Student Learning Outcomes

Upon completion of this course, students will be able to...

- Describe and discuss the nature of leadership and management in the information professions and the importance of participation in the global information society
- Apply the general principles, values, and ethical standards of providing information services in a variety of settings and for diverse populations
- Comply with the changing responsibilities of the information professional in a culturally diverse and networked global society
- Identify critical professional issues in a variety of organizational, cultural, societal, disciplinary, trans-disciplinary, and historical contexts
- Analyze and apply information policies, and information-related laws that influence the delivery of information resources throughout society
- Assess and implement information technologies, systems, sources and services that serve users effectively and efficiently
- Analyze research in the profession

Course Design

- This course adopts an active learning approach. Students are required to complete readings, attend all class lectures, complete graded activities, and assignments, and participate in all activities.
- The amount of knowledge and skills you will gain from this course will depend on the amount of time and work you invest each week.
- Information sharing and processing, and collaboration are essential components of learning.
- Discussion on reading(s) requires active contribution & participation by all students at all times for meaningful and engaging discussions. The record will be kept of each student's participation in the class each week.

Required Text(s)

None

Recommended Text(s)

Managing information in organizations: A practical guide to implementing an information management strategy by Sharon Cox, Palgrave MacMillan.

See Canvas for readings from multiple sources

Email

I am required to communicate with you through your UTK email address. If you prefer to use another address, consult the [OIT Helpdesk](#) to obtain directions for forwarding your UTK email to your preferred address if you do not wish to check both accounts. Feel free to contact me for questions or to share ideas! To ensure a quick response, start your message subject line with **INSC 380**.

Instructor Availability

I will reply to your email within 72 hours. Be patient. You can ask queries in our weekly online classes over Zoom.

Course Delivery

- This course is offered in a virtual mode using Zoom and Canvas. The delivery of the course content will include lectures, videos, discussions, live demonstrations, and hands-on training activities. All lecture slides will be posted on Canvas. Read the class announcement posted on Canvas to stay current with course matters.
- Before attending class sessions, the Powerpoint slides for each session will be available for you to download or print out for taking notes.
- To “attend” class sessions: Click on the Zoom link for this class.
- I'm here to help. Always feel free to ask questions or share ideas! For an online class, you must contact me if you need help or clarification about the course material or assignments. Make an appointment to meet me virtually (during COVID-19 times).
- Submit assignments on Canvas. Do not email them to the instructor.

COMPUTING REQUIREMENTS AND RESOURCES

You must have adequate computing skills, including but not limited to the use of word processing, Web browsers, e-mail, listservs, and Canvas software. You must learn how to submit your assignments using Canvas. The [Office of Information Technology \(OIT\)](#) provides training classes in using varied technologies for students at no charge (advance registration is required). You need to have a high-speed Internet connection to watch the pre-recorded class videos. You must obtain a UT email account. Also, you must have the PowerPoint Reader or the regular PowerPoint software installed on your computer to download the lecture notes from Canvas.

COURSE ATTENDANCE AND PARTICIPATION POLICIES

Learner Expectations

1. Be more self-reliant in an online class: Although students are always responsible for knowing everything in the syllabus and complying with the requirements of a

course, this is especially true for an online course. Students are expected to show self-initiative, to make good time management decisions, and to be especially proactive in contacting the instructor when they are having problems, or do not understand something.

2. Keep up with the weekly schedule outlined below: The class requires consistent work – the workload should be easily manageable as long as you keep up with it. Do not allow assignments to pile up.
3. Watch all class recordings on time. You will click on the page for the class recording that you want to attend and then click as usual on the video to play or pause the video as desired.
4. Complete all assignments (e.g., summary reports, in-class exercises, field project, etc.) and submit them on time, using the format and procedure specified by the instructor.
5. Check your email and Canvas regularly. I will use Canvas to return assignments, solicit student input, and make clarifications. Canvas will also be used for announcements and the discussion board, assignment instructions, and other content or activities.
6. Participate actively in the class by giving your best effort to the interactive activities using the discussion board or in-class activities. Also, treat your colleagues with courtesy and respect by reading and reflecting on some of their online comments, and responding to them appropriately.
7. Do not discuss politics or religion in this class.
8. Timely online attendance is required so that you can complete assignments as scheduled.

Instructor Expectations

I will be prepared for all classes. I will return your assignments within two weeks after submission. I look forward to equipping you to manage information in organizations, one of the main goals of this class.

Attendance and Participation

It is assumed that each student is present and speak in class. Missing more classes or failing to participate will lower your grade; frequent participation will raise the grade.

Regular attendance is required and necessary. A substantial portion of your grade will be based on in-class work and participation. Unexplained absences will affect your grade. Contact me as soon as possible if you cannot attend class. If you will be absent from class, you must:

- Inform me in advance or as soon as possible after class
- Submit any work due from the missed class period
- Listen to the class recording
- Obtain notes, handouts, etc. from Canvas
- Check with classmates for notes, announcements, etc.

Acceptable reasons for absence from the class include:

- Illness
- Serious family emergencies
- Special curricular or job requirements (e.g., judging trips, field trips, professional conferences)
- Military obligation
- Severe weather conditions
- Religious holidays
- Participation in official university activities such as music performances, athletic competition or debate
- Obligations for court-imposed legal obligations (i.e., jury duty, a subpoena)
- Missing more than one class meeting for reasons other than those listed above will hurt your course participation grade.

Inclement Weather

The chancellor (or appointed representative) may officially close or suspend selected activities of the university because of extreme weather conditions. When a decision to close is made, it applies to all classes (whether on-campus or online). The information is distributed to the campus community, shared with local media, and posted on the University homepage at <http://utk.edu>.

ADDITIONAL POLICIES AND POINTS OF INFORMATION

Disability Services

Any student who feels they may need an accommodation based on the impact of a disability should contact [Student Disability Services](#) in Dunford Hall at 865-974-6087, or by video relay at 865-622-6566, to coordinate reasonable academic accommodations.

University Civility Statement

Civility is genuine respect and regard for others: politeness, consideration, tact, good manners, graciousness, cordiality, affability, amiability and courteousness. Civility enhances academic freedom and integrity, and is a prerequisite to the free exchange of ideas and knowledge in the learning community. Our community consists of students, faculty, staff, alumni, and campus visitors. Community members affect each other's well-being and have a shared interest in creating and sustaining an environment where all community members and their points of view are valued and respected. Affirming the value of each member of the university community, the campus asks that all its members adhere to the principles of civility and community adopted by the campus. For more information, see the [UT Principles of Civility and Community](#).

CCI Diversity Statement

The College of Communication and Information recognizes that a college diverse in its people, curricula, scholarship, research, and creative activities expands opportunities for intellectual inquiry and engagement, helps students develop critical thinking skills, and prepares students for social and civic responsibilities. All members of the College benefit from diversity and the quality of learning, research, scholarship and creative activities is enhanced by a climate of inclusion, understanding and appreciation of differences and the full range of human experience. As a result, the College is committed to diversity and equal opportunity and it recognizes that it must represent the diversity inherent in American society. The College is acutely aware that diversity and fairness are foundations that unite the College's faculty, staff, students, and the larger communication and information community.

Instructor Status as a Title IX Mandatory Reporter

University of Tennessee faculty are committed to supporting our students and upholding gender equity laws as outlined by Title IX. Please be aware that if you choose to confide in a faculty member regarding an issue of sexual misconduct, dating violence, or stalking, we are obligated to inform the University's Title IX Coordinator, who can assist you in connecting with all possible resources both on- and off-campus. If you would like to speak with someone confidentially, the Student Counseling Center (865-974-2196) and the Student Health Center (865-974-3135) are both confidential resources. For additional resources and information, visit titleix.utk.edu.

ASSIGNMENTS, ASSESSMENTS, AND EVALUATIONS

Academic Integrity

Students should be familiar with the [Hilltopics Student Handbook](#), and comply with all academic policies. This includes the University of Tennessee Honor Statement and the Academic Integrity Policy.

The Honor Statement reads: *“An essential feature of the University of Tennessee, Knoxville is a commitment to maintaining an atmosphere of intellectual integrity and academic honesty. ‘As a student of the university, I pledge that I will neither knowingly give nor receive any inappropriate assistance in academic work, thus affirming my own personal commitment to honor and integrity.’”* For more information, see the Honor Statement on the Academic Policies and Procedures page of the current [catalog](#) for student and faculty responsibilities.

The Academic Integrity policy reads: *“Study, preparation and presentation should involve at all times the student's own work, unless it has been clearly specified that work is to be a team effort. Academic honesty requires that the student present his or her own work in all academic projects, including tests, papers, homework, and class presentation. When incorporating the work of other scholars and writers into a project, the student must accurately cite the source of that work.”* For additional information, see the [Student Code of Conduct](#).

Plagiarism

Plagiarism in any of its forms is intolerable, and attention to matters of documentation in all written work is expected and required. Inadvertence, alleged lack of understanding, or avowed ignorance of the various types of plagiarism are not acceptable excuses.

Specific examples of plagiarism are:

1. Copying without proper documentation (quotation marks and a citation) written or spoken words, phrases, or sentences from any source.
2. Summarizing without proper documentation (usually a citation) ideas from another source (unless such information is recognized as common knowledge).
3. Borrowing facts, statistics, graphs, pictorial representations, or phrases without acknowledging the source (unless such information is recognized as common knowledge).
4. Collaborating on a graded assignment without the instructor's approval.
5. Submitting work, either in whole or in part, created by a professional service and used without attribution (e.g., paper, speech, bibliography, or photograph).

Students who may be unsure of the nature of plagiarism should consult the instructor or a guide for writing research reports. Resources are available through the University Libraries, including a [Citing Sources guide](#).

Infractions of academic integrity are penalized according to the severity of the infraction but may include a course grade of "F."

Assignments

This table provides a summary of assignment by name, due date, point value and percentage of final grade. A brief description of each assignment follows the table.

Assignment	Point Value	Percentage of Final Grade	Due Date
Summary Report 1	10	2%	Aug 24
In-Class Exercise 1: Energy Crisis	15	3%	Aug 26
In-Class Exercise 2: Fair Game on Facebook	15	3%	Aug 26
Summary Report 2	10	2%	Aug 31
In-Class Exercise 3: Management Lessons	20	4%	Sept 2
Summary Report 3	10	2%	Sept 7
In-Class Exercise 4: Diversity at Amazon	10	2%	Sept 9
In-Class Exercise 5: Implicit Association Test	20	4%	Sept 9
Summary Report 4	10	2%	Sept 14

Assignment	Point Value	Percentage of Final Grade	Due Date
In-Class Exercise 6: Role Play	20	4%	Sept 16
Summary Report 5	10	2%	Sept 21
Summary Report 6	10	2%	Sept 28
Summary Report 7	10	2%	Oct 5
In-Class Exercise 7: Harley-Davidson	15	3%	Oct 7
Summary Report 8	10	2%	Oct 12
In-Class Exercise 8: CRM & SCM of Amazon	20	4%	Oct 14
Summary Report 9	10	2%	Oct 19
In-Class Exercise 9: Exponential Organizations	20	4%	Oct 21
Summary Report 10	10	2%	Oct 26
In-Class Exercise 10: Information and Decisions	25	5%	Oct 28
Summary Report 11	10	2%	Nov 2
Leader Interview Field Project	75	15%	Nov 4
Summary Report 12	10	2%	Nov 9
In-Class Exercise 11: FBI, Workforce, & Mouse	15	3%	Nov 11
Summary Report 13	10	2%	Nov 16
In-Class Exercise 12: Hackers	15	3%	Nov 18
In-Class Exercise 13: Related to Field Project	15	3%	Nov 23
Building a Life of Excellence	25	5%	Nov 23
Learning Summary	45	9%	Dec 2
TOTAL	500	100%	

Assigning Grades

Student work is assigned a grade based on the quality of thought and writing style, thoroughness of research and of references, appropriateness of length, and originality. Only exceptional work will receive an "A" grade. Deliverables that are received after the due date will be assigned a lower grade than would otherwise be received. All sources must be cited, quotations must be in quotation marks and attributed correctly. Not doing so constitutes plagiarism.

Late Submission

Assignments should be submitted to the "assignments" area of Canvas and are due (officially) at 11:59 p.m. ET on the due date listed on the syllabus.

Due to COVID-19, there is no penalty for submitting assignments past deadlines. However, you should do your best to submit your work on or before time. Please note that I might not be able to correct multiple assignments submitted by multiple students at the end of the semester. November 30 is the last date to submit any of your late assignments.

Grade Distribution

Activities & Deliverables	Points	%
Summary Reports (13)**	130	26%
In-Class Activities (13)**	225	45%
Leader Interview Field Project**	75	15%
Reflection		
Building a Life of Excellence	25	5%
Learning Summary	45	9%
Total	500	100%

** Your classmates can see these submissions and vice-a-versa but only after you submit your responses on Canvas. This is an excellent way to learn from each other's viewpoint, skills (e.g., problem-solving, etc.), and knowledge from different walks of life. Although you are not required to comment on each other's submission on Canvas, feel free to do so whenever you feel like. You can agree with someone's response or have a different opinion or experience. Please be respectful to others, especially while critiquing them. Always use valid examples for refuting someone's argument and don't forget to mention the source of your information. Use parliamentary language. For more information see the Civility policy above.

Major Assignments and Exams

Course Deliverables	% of Total Grade	BSIS Learning Outcomes
Summary Reports	26%	1, 2, 3, 4
In-Class Activities	45%	1, 2, 3, 4
Leader Interview Field Project	15%	1, 2
Reflection	14%	5
Total	100%	

Grading Scale

Semester grades will be assigned according to the following scale:

A	93-100	Superior performance (4 quality points)
A-	90-92.99	Intermediate superior performance (3.7 quality points)
B+	88-89.99	Very good performance (3.3 quality points)
B	83-87.99	Good performance (3.0 quality points)
B-	80-82.99	Intermediate good performance (2.7 quality points)
C+	78-79.99	Fair performance (2.3 quality points)
C	73-77.99	Satisfactory performance (2.0 quality points)
C -	70-72.99	Unsatisfactory performance (1.7 quality points)
D+	68-69.99	Unsatisfactory performance (1.3 quality points)
D	63-67.99	Unsatisfactory performance (1.0 quality points)
D -	60-62.99	Unsatisfactory performance (0.7 quality points)
F	0-59.99	Failure performance (0.0 quality points)
S		Satisfactory; only assigned for C or better work when a course is taken on a S/NC grading basis. Carries no point value.
NC		No Credit; indicates failure to complete a course satisfactorily, and is only assigned for C- or worse work when a course is taken on a S/NC grading basis. Carries no point value.
I		Under extraordinary circumstances and at the discretion of the instructor, the grade of I (Incomplete) may be awarded to students who have satisfactorily completed a substantial portion of the course but cannot complete the course for reasons beyond their control. An I carries no quality points. If the I grade is not removed within one calendar year or upon graduation, it shall be changed to an F and count as a failure in the computation of the grade point average.
W		Indicates student has officially withdrawn from the course or the university. Carries no point value.

Incompletes

Based on the adopted University of Tennessee-Knoxville policy, a grade of *I* (Incomplete) is reserved for emergencies that prevent the student from completing the course on time.

Incompletes are granted only under "the most unusual of circumstances" and solely at the discretion of the instructor. Plan your semester's course of study carefully to ensure sufficient time to complete the required work. For students who simply "disappear" without contacting the instructor and without completing the required form, an "F" is submitted.

COURSE EVALUATION

You will be invited by email to evaluate the course at the end of the term via TNVoice. Please participate in this valuable process. I also invite your comments throughout the course and read all comments, suggestions, and recommendations.

DISCLAIMER

Please be aware revisions may be made to this syllabus over the semester, and as such, the content contained within may be subject to change.

Last updated on August 17, 2020

COURSE OUTLINE

Week # Date	Topics	Deliverables
1 Aug 19	<ul style="list-style-type: none"> Introduction: Setting the ground rules 	Read instructions for “Building a life of excellence” reflection due at the end of the semester
Module I. PEOPLE		
2 Aug 24 Aug 26	<ul style="list-style-type: none"> Managing yourself: To build a life of excellence, Resilience, ADT, measuring your life, and happiness dividend 	<ul style="list-style-type: none"> Summary Report 1 (2%)* In-Class Exercise 1 (3%) In-Class Exercise 2 (3%)
3 Aug 31 Sept 2	<ul style="list-style-type: none"> Managing others: Colleagues and boss Team building 	<ul style="list-style-type: none"> Summary Report 2 (2%)* In-Class Exercise 3 (4%)
4 Sept 7 Sept 9	<ul style="list-style-type: none"> Motivating employees Negotiating with others Managing conflicts 	<ul style="list-style-type: none"> Summary Report 3 (2%)* In-Class Exercise 4 (2%) In-Class Exercise 5 (4%)
5 Sept 14 Sept 16	<ul style="list-style-type: none"> Power, influence, and persuasion Managing change in organizations 	<ul style="list-style-type: none"> Summary Report 4 (2%)* In-Class Exercise 6 (4%)
Module II. PROCESS		
6 Sept 21 Sept 23	<ul style="list-style-type: none"> Developing IT strategies based on organizational business processes System analysis and design 	<ul style="list-style-type: none"> Summary Report 5 (2%)*
7 Sept 28 Sept 30	<ul style="list-style-type: none"> Software development methodologies Managing IT projects CCI Diversity and Inclusion Week Panel 	<ul style="list-style-type: none"> Summary Report 6 (2%)*
Module III. TECHNOLOGY		
8 Oct 5 Oct 7	<ul style="list-style-type: none"> Decision-making systems 	<ul style="list-style-type: none"> Summary Report 7 (2%)* In-Class Exercise 7 (3%)
9 Oct 12 Oct 14	<ul style="list-style-type: none"> Enterprise systems 	<ul style="list-style-type: none"> Summary Report 8 (2%)* In-Class Exercise 8 (4%)
10 Oct 19 Oct 21	<ul style="list-style-type: none"> Role of information and technology in managing 21st century businesses SCALE and IDEAS for building and growing exponential organizations 	<ul style="list-style-type: none"> Summary Report 9 (2%)* In-Class Exercise 9 (4%)
Module IV. DECISIONS		

11 Oct 26 Oct 28	<ul style="list-style-type: none"> Decisions using “data – information – knowledge – intelligence – wisdom” linkage Monetizing and measuring information Analytics for creating competitive advantage for organizations 	<ul style="list-style-type: none"> Summary Report 10 (2%)* In-Class Exercise 10 (5%)
12 Nov 2 Nov 4	<ul style="list-style-type: none"> Knowledge management Developing KM strategy 	<ul style="list-style-type: none"> Summary Report 11 (2%)* Leader interview field project report (15%)
Module V. POLICIES		
13 Nov 9 Nov 11	<ul style="list-style-type: none"> Information management policies Information ethics 	<ul style="list-style-type: none"> Summary Report 12 (2%)* In-Class Exercise 11(3%)
14 Nov 16 Nov 18	<ul style="list-style-type: none"> Managing security risks 	<ul style="list-style-type: none"> Summary Report 13 (2%)* In-Class Exercise 12 (3%)
15 Nov 23	<ul style="list-style-type: none"> In-Class Exercise 13 (3%) Building a life of excellence (5%)* 	
Dec 2	Classes End on Nov 24	<ul style="list-style-type: none"> Learning summary (9%)

*: Due before the class