

CIS4610 - ISSUES IN GLOBAL/INTERNATIONAL IT

Summer 2007

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Office Hours: MTWR 7:30 – 10:10pm

Textbooks: Palvia, P.C., Palvia, S.C.J., and Harris, A. L. (Ed) Managing Global Information Technology: Strategies and Challenges, Ivy League Publishing, 2007

Harvard Business Cases book - available from Harvard Publishing.

Other Readings: Other readings may be assigned from time-to-time. You will be responsible for any reading assignments made.

COURSE DESCRIPTION

This course examines the concepts and issues inherent in global/international information technology (IT). The specific topics or areas to be covered in this class include:

- The global/international technology environment,
- Global IT strategy and management,
- Electronic commerce and its global context,
- Global systems development and implementation
- Global software outsourcing, and
- Global impacts on IT infrastructure and operations.

The content of this course has been designed to provide you, the potential information systems professional, with the necessary concepts and ideas to understand the issues in the global or international use of information technology.

GRADING

Group Case Analysis Presentation (1 @ 35 points each)	40 points
Individual Case Analyses (10 points x 5 cases)	50 points
Individual Area Issue Presentation & Report	
Presentation	15 points
Written Report	25 points
Exams (2 at 50 points each)	100 points
Class Participation - in-class questions/dialogue	<u>40 points</u>
TOTAL	270 points

Grading Scale:	93% or higher	A	73-76%	C
	90-92%	A-	70-72%	C-
	87-89%	B+	67-69%	D+
	83-86%	B	63-66%	D
	80-82%	B-	60-62%	D-
	77-79%	C+	Below 60%	F

ASSIGNMENTS

Group Case Analysis/Presentation - Each group will be expected to prepare and present the major points of two cases, using the terms and concepts presented in the class. You will be

assigned to the cases by the instructor. You will present a case analysis to the class and answer any questions posed by the instructor and other students. These case analyses should reflect the concepts of the class and class "discussions." In your presentation, tell why this case is important to the study of IS/IT and global/international. Your case analysis presentation should include the following:

- A brief case Introduction, to include additional up-to-date information collected about the company, area, or country
- An identification of the IT issues in the case
- An identification of the global/international issues of the case.
- A description of how the global/international issues have impacted or affected the IT organization, infrastructure, software systems, etc.
- A brief summary
- References

Individual Case Summaries - On days that a written case analysis is required, you must prepare a 2 page summary of the case. Your case summary may not exceed 3 pages! Your summary should include the following:

- A brief case introduction (2-3 sentences)
- An identification of the IT issues in the case ($\frac{1}{2}$ to $\frac{2}{3}$ page)
- An identification of the global/international issues of the case ($\frac{1}{2}$ to $\frac{2}{3}$ page)
- A brief paragraph on how the global/international issues have impacted or affected the IT organization, infrastructure, software systems, etc. ($\frac{1}{2}$ to $\frac{2}{3}$ page)
- Summary or conclusions (2-3 sentences)

Your summary should have a cover page and title and use section headers (five section headers are expected).

Individual Area Issues Report and Presentation - Each student will be assigned an area of the world (Europe, Asia, Central/South America, and Africa). During the last four class sessions, you will prepare and present a report and short oral presentation on the issues impacting your area of the world. Your report should be 3-5 pages long and should present the salient issues of global/international IT for the area. This is a research paper discussing IT issues in some area or country of the world. Your paper should cite 3-6 references. Use proper references in your report for work or statistics cited.

Class Participation: Each student will be judged on the quality and quantity of participation in class discussions. I expect students to be interactive in the class. An evaluation will be performed at the end of the semester. You will lose 3 class participation points every time you are absent from class. Every member of the class is expected to participate in every class. Participation is one of the major keys to active learning.

WRITTEN ASSIGNMENTS

All written assignments must be turned in to pass the course. No late assignments will be accepted for credit. Late assignments will be assigned a grade of zero (0). All written assignments are to be typewritten and double-spaced. All written assignments are to be handed in at the beginning of class. For every written assignment, provide a cover page with your name, the assignment number (e.g. Case #1), title of the report, and the due date. Your name is to appear NOWHERE else on the assignment. All papers are to be turned in with a single staple in the upper left corner. No binders of any kind should be used. A title should appear on the cover sheet **and** the first page of the report. Use section headers in the body of all papers.

CASES FOR STUDY (Subject to possible change and substitution)

To be announced. Cases will be available for purchase from Harvard Publishing.

TENTATIVE SCHEDULE (4 days per week)

<u>Week/Starting</u>	<u>Topic</u>	<u>Chapter Readings</u>	<u>Case/Due</u>
1 / July 2	Introduction to class World is Flat Video		
July 3	Introduction to International IS Chapter Discussion	1, 2	
July 4	No Class - Holiday		
July 5	Chapter Discussion	3, 4	
2 / July 9	Chapter Discussion Case Presentation & Discussion	5	Case #1 - E-Commerce in Latin America
July 10	Chapter Discussion	6, 7	
July 11	Chapter Discussion	8, 9	
July 12	Chapter Discussion Case Presentation & Discussion	10	Case #2 - Submarino.com
3 / July 16	Chapter Discussion Case Presentation & Discussion	11	Case #3 - Cisco China
July 17	Chapter Discussion	12, 13	
July 18	Chapter Discussion	14, 15	
July 19	Chapter Discussion Case Presentation & Discussion	16	Case #4 - Nokia Corporation
4 / July 23	Exam #1 Chapter Discussion 60 Minutes Outsourcing Segment	17, 18	
July 24	Chapter Discussion	19, 20	
July 25	Chapter Discussion Case Presentation & Discussion	20, 21	Case #5 - Exporting IT-Enabled
Services			
July 26	Chapter Discussion	22, 22	
5 / July 30	Chapter Discussion Case Presentation & Discussion	23	Case #6 - Infosys Technologies
July 31	Chapter Discussion	24, 25	
Aug 1	Exam #2 Start Area Issues Presentations		
Aug 2	Area Issues Presentations		