LIS3706 – INFORMATION SYSTEMS & SERVICES COURSE SYLLABUS

CONTACT INFORMATION

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CLASS MEETINGS

Discussion	Tuesday	05:15 - 06:05 PM	LSB 0006	
	Thursday	05:15 - 06:05 PM	LSB 0006	
Lab	Tuesday	06:45 - 08:00 PM	WJB 2010	
Recitation	Thursday	06:10 - 07:00 PM	LSB 0006	(Optional)

1. COURSE DESCRIPTION

Introduction: This course will provide an overview of topic areas in information systems and services concepts and practices including: information systems development, system components, physical resources, system maintenance, quality management, project management, quality assurance, and reporting. The broad topic areas will be explored through a series of discussions and hands-on practice on:

1) Information systems topics: Include topics on operating systems and shell scripting language, with integrated practice and application in data management; and

2) Information service topics: Including managing the people, processes and events (Project Management), quality management methodologies (Project Management and ITIL), and major organizational issues involved in the management of information system and services.

Major activities:

Each week, this course will include four class meetings:

1) two lecture sessions,

2) one laboratory session, and

3) one optional recitation session.

The assignments (homework, labs, exams): The information systems learning activities begin in the lab sessions but may require working outside of class to complete the lab assignment. In addition, homework assignments are designed so that the learner will practice and apply the concepts and skills covered in both the lectures and lab activities. The three course exams are take-home exams that involve scripting, short answer, true/false, and matching questions along with others. They will cover materials from both the labs and lectures.

1.1 COURSE OBJECTIVES

At the end of the course, the student will be able to:

- Describe a variety of information services
- Identify basic information service principles and practices
- Identify and discuss ethical issues in managing information systems and services
- Describe information system processes including development, testing, deployment, maintenance, service continuity, and disaster recovery

- Demonstrate the integrated use of operating systems, applications, and databases
- Identify basic concepts and components of networked information systems
- Explain the procedures of developing, operating, and testing of information systems
- Use distributed information systems to store, access and display information
- Describe how information systems enable information services in organizations

1.2 PREREQUISITES

The prerequisites for this course are:

- LIS 2780 Database Concepts

1.3 COURSE MATERIALS

Students are expected to complete all assigned readings and assignments prior to the date assigned and should be prepared to synthesize them to contribute during in-class discussions. The assignments will require the use of specialized computer software and working with a virtual computer system. Access to this system is provided for instructional use only. Software needed for this course is available via http://labs.cci.fsu.edu. If you need help using the applications, speak with the personnel in the CCI Help Desk (http://helpdesk.cci.fsu.edu).

2. COURSE ACTIVITIES

Preparation: In order for learning to be effective, students are expected to complete preparations before coming to the class meetings. Common forms of preparation may include:

1. Finish assigned reading before attending the class lecture (Discussion) sessions

2. Finish assigned online resources before attending the Lab sessions

Exit Tickets: Exit tickets are used to assess your background knowledge, preparation, formative learning outcome, and attendance. Forms of exit tickets may include: One paragraph writing on a topic, quiz, drawing, and any other form of presentation.

Participation & Attendance: Students are expected to attend the class meetings are actively participate in the activities. Students are advised to pay due attention and not to use cellphones or engage in activities other than class learning activities.

Assignment Submission: Students are expected to submit all of the homework assignments, lab activities, and exams on time. Due to the variation in skills and knowledge levels, some flexibility in the due dates is given for all work except Exam 3. All work, except Exam 3, will have one week for late submission with 10% late penalty. For exceptional reasons, justified late assignments are to be completed under in-person supervision of the instructor or the TA during the office hours. Note that some homework assignments and lab activities must be done in order. For example, in order to do Lab 05 (a05), you must have completed Lab 04 (a04).

Getting Help: There are several ways to get help when you encounter problems:

1. Face-to-Face: Office hours, recitations, and lab sessions are preferred because diagnosis and debugging are easier when different parts of the system can be interactively accessed and tested in real time.

2. Online: Emailing through Canvas and Discussions board in Canvas are good ways to get help because the messages/posts are threaded and can be shared. When communicating online, include screenshots and code in questions.

2.1 CLASS DISCUSSIONS

Class discussions introduce students the **concepts** in information systems and services/management. Two major groups of concepts and theories are discussed in the class discussion meetings: Information Services and Information Systems.

- The information services **concepts** are how information systems are created, implemented, and used in the organizational and management context, with an emphasis on the perspectives of IT professionals.

- The information systems **concepts** are introductions in computer science, information systems, and information technology, with chosen topics related to the context specified in this course and how to apply and integrate the elements to construct information systems as a way to provide information services.

2.2 LAB ACTIVITIES

The laboratory activities (labs) are to systematically introduce the basic IT **concepts** and **skills** used in this course. The TA will provide explanation and demonstration, and the students would then work with a lab partner to solve the problems. There are 7 lab activities, each counts for up to 20-30 points towards your final grade.

- **Grouping**: Students will complete the lab activities together with a lab partner; but each student must submit each assignment individually. When your lab partner is not present, please join a group nearby for the day.

- **Peer Coding**: It is highly suggested, in problem solving situation, that group members would take turn in operating the computer while the other lab member observe, give suggestions, and search for resources.

- **Facilitation**: The TA and the instructor will provide individualized facilitation to each group as needed. Students are encouraged to help each other in and across groups.

- **Attendance**: Attendance is compulsory.

- **Assignment submission**: Students are encouraged to finish the lab activities by the end of the lab session although many will need spending extra time finishing the assignments.

Please see Appendix Lab activities for a list of the general lab activity topics.

2.3 HOMEWORK ASSIGNMENTS

Homework assignments are designed to give the learner the opportunity to integrate the learning from the Discussion and Lab activities. There will be 10 homework assignments that will cover the materials discussed in the lecture/discussion sessions. Each homework assignment counts for up to 10 points towards your final grade.

2.4 RECITATIONS

Recitation sessions are designed to provide review, practice, and extra help for the students to work on their homework assignments. For students who are new to coding, the recitation sessions are especially helpful.

1) Preparation: Spend 10 minutes on each of the problems first. Read the questions, try to understand the problem, and design solutions for each. More specifically, aou are encouraged to design the algorithm/pseudo code for each question.

2) Peer Coding: You are encouraged to work with your lab partner and classmates as a group to solve the problems. Peer coding is effective when practicing problem-solving activities such as debugging. One of the group member should do the coding and the other work as observer to point out possible problems/solutions and act as resource person to search for possible solutions.

3) Facilitation: The TA and instructor will not give you the answers to the problems. Instead, facilitation is provided along the way of your problem-solving process. In our experience, the majority of students are able to come up with complete code and only need some help with debugging.

2.5 EXAMINATIONS

There will be three **take-home** exams that will cover material from the discussions, lab activities, and homework assignments. The exams are mainly not cumulative, meaning they will only include materials from the time of the last exam to the current exam, but you will need the knowledge and skills from earlier assignments to complete them successfully. In addition, there will be short quizzes to give you more practice and help you assess your progress along the way.

3. COURSE SCHEDULE

The course schedule is meant to give the learner an overview of the course in terms of how the introduced topics connect to each other and to help the students with their time management.

Please see the Course Schedule in Canvas website for the planned course schedule.

4. EVALUATATION AND GRADING

The student grade in this course is determined by the performance on

1) homework assignments,
2) lab activities assignments,
3) exams & quizzes, and
4) attendance and participation.

The goal for this course is to enable students to complete all of these activities correctly through the principle of "learning by doing" hands-on experience. The grading scale is based on the assumption that the learner will work independently collaboratively with others so that the student can complete all the activities with very few errors. Generally, a student attending all the class meetings and complete all the assignments by schedule will do very well in this course, even with minimal prior technical experience.

The grading scale below follows the default FSU grading scheme. The number of points needed for each grade is provided for your information.

Grade Category	Max.		Grade Scale		Min.
			Grade	%	Score
Homework	100		A	93%	465
Exams & Quizzes	150		A-	90%	450
Lab Activities	150		B+	87%	435
Attendance & Participation	100		B	83%	415
Total	500		B-	80%	400
			C+	77%	385

*In case of special events (unexpected cancelling of classes due to a hurricane, for example) requiring changing this grading scale during the semester, announcement will be made in class to replace this document with a new one.

5. COURSE POLICIES

5.1 SYLLABUS CHANGE POLICY

Except for changes that substantially affect implementation of the evaluation (grading) statement, this syllabus is a guide for the course and is subject to change with advance notice.

5.2 ATTENDANCE AND PARTICIPATION

Attendance and participation points are earned through attending the class meetings, including discussion sessions, lab sessions, and homework & recitation sessions. Students are expected to attend all discussion and lab sessions and are encouraged to attend the homework & recitation sessions as groups to work on the homework and other problems together with the help from the teaching assistant.

5.3 PLAGIARISM

Plagiarism of any type, including material from Internet sources, will not be tolerated. Cases of academic dishonesty such as plagiarism and cheating will be investigated & pursued vigorously according to departmental and (if needed) university procedures. Please read the academic integrity regulations (http://registrar.fsu.edu/bulletin/undergraduate/information/integrity/) and ask the instructor to clarify any of its expectations.

In this course, you are being asked to complete specific tasks on your computer system independently, collaboratively with your partner, or with help from other classmates or resources. It is encouraged that you help each other and make sure that everyone in your group is capable of completing the tasks. You are allowed to use any resources available online or elsewhere to help you learn how to complete these tasks.

Traditionally, this course has not had plagiarism issues. However, the instruction team does expect you to be able to explain your code in the case of a need arises to authenticate your work.

6 UNIVERSITY ACADEMIC POLICIES

6.1 UNIVERSITY ATTENDANCE POLICY

Required First Day Attendance Policy

University-wide policy requires all students to attend the first day of class meeting of all classes for which they are registered. Students who do not attend the first class meeting of a course for which they are registered will be dropped from the course by the academic department that offers the course. This policy applies to all levels of courses and to all campuses and study centers. It remains the student's responsibility to verify course drops and check that fees are adjusted.

Class Attendance

All students are expected to abide by the class attendance policy set forth by the instructor in each class in accordance with the Faculty Handbook. When possible, students also must provide advance notice of absences, as well as relevant documentation regarding absences, to the instructor as soon as possible following the illness or event that led to the absence. Any arrangement to make up work because of class absence is the responsibility of the student. The instructor, who will explain the evaluation (grading) statement at the beginning of the term, determines the effect of absences upon grades.

Students must attend the section of the course for which they are registered. No instructor has the authority to permit a student to shift from one section of the course to another without following official drop/add procedures. No student may drop a course after the seventh week of classes without the permission of his or her academic dean.

Students who are members of an intercollegiate team are required to attend all scheduled class meeting times or scheduled online activities associated with the course delivery. Absences due to illness, personal/family emergencies, or injury must be documented. Failure to adhere to the attendance policy may result in sanctions up to and including suspension from the athlete's sport for the remainder of the season. Student-athletes must remain eligible to enroll in order to maintain eligibility for all intercollegiate competition. Arranging to make up work missed because of legitimate class absence is the responsibility of the student.

See the Academic Regulations and Procedures website for full description of policies: http://registrar.fsu.edu/bulletin/undergraduate/information/academic_regulations/

6.2 ACADEMIC HONOR POLICY

Academic Honor Violations

Note: Instructors are responsible for reinforcing the importance of the Academic Honor Policy in their courses and for clarifying their expectations regarding collaboration and multiple submission of academic work. Examples have been provided for the purpose of illustration and are not intended to be all-inclusive.

Plagiarism. Presenting the work of another as one's own (i.e., without proper acknowledgement of the source). Typical examples include: Using another's work from print, web, or other sources without acknowledging the source; quoting from a source without citation; using facts, figures, graphs, charts or information without acknowledgement of the source; or utilizing ghostwriting or pay-for-paper services.

Cheating. Improper access to or use of any information or material that is not specifically condoned by the instructor for use in the academic exercise. Typical examples include: Copying from another student's paper or receiving unauthorized assistance during a quiz, test, or examination; using books, notes, or other devices (e.g., calculators, cell phones, or computers) when these are not authorized; procuring without authorization a copy of or information about an examination before the scheduled exercise; or unauthorized collaboration on exams.

Unauthorized Group Work. Unauthorized collaborating with others. Typical examples include: Working with another person or persons on any activity that is intended to be individual work, where such collaboration has not been specifically authorized by the instructor.

Fabrication, Falsification, and Misrepresentation. Unauthorized altering or inventing of any information or citation that is used in assessing academic work. Typical examples include: Inventing or counterfeiting data or information; falsely citing the source of information; altering the record of or reporting false information about practicum or clinical experiences; altering grade reports or other academic records; submitting a false excuse for absence or tardiness in a scheduled academic exercise; or lying to an instructor to increase a grade.

Multiple Submissions. Submitting the same academic work (including oral presentations) for credit more than once without instructor permission. It is each instructor's responsibility to make expectations regarding incorporation of existing academic work into new assignments clear to the student in writing by the time assignments are given. Typical examples include: Submitting the same paper for credit in two courses without instructor permission; or making minor revisions in a credited paper or report (including oral presentations) and submitting it again as if it were new work.

Abuse of Academic Materials. Intentionally damaging, destroying, stealing, or making inaccessible library or other academic resource material. Typical examples include: Stealing or destroying library or reference materials needed for common academic purposes; hiding resource materials so others may not use them; destroying computer programs or files needed in academic work; stealing, altering, or intentionally damaging another student's notes or laboratory experiments. This refers only to abuse as related to an academic issue.

Complicity in Academic Dishonesty. Intentionally helping another to commit an act of academic dishonesty. Typical examples include: Knowingly allowing another to copy from one's paper during an examination or test; distributing test questions or substantive information about the material to be tested before a scheduled exercise; or deliberately furnishing false information.

Attempting to commit any offense as outlined above.

For full description of Academic Integrity and Grievances, refer to: http://registrar.fsu.edu/bulletin/undergraduate/information/integrity/

6.3 ADA STATEMENT

Students with disabilities needing academic accommodation should: (1) register with and provide documentation to the Student Disability Resource Center; and (2) bring a letter to the instructor indicating the need for accommodation and what type. This should be done during the first week of class. This syllabus and other class materials are available in alternative format upon request. For more information about services available to FSU students with disabilities, contact the:

Student Disability Resource Center
874 Traditions Way
108 Student Services Building Florida State University Tallahassee, FL 32306-4167
(850) 644-9566 (voice)
(850) 644-8504 (TDD)
sdrc@admin.fsu.edu http://www.disabilitycenter.fsu.edu/

6.4 COPYRIGHT STATEMENT

Some of the materials in this course are possibly copyrighted. They are intended for use only by students registered and enrolled in this course and only for instructional activities associated with, and for the duration of, the course. They may not be retained in another medium or disseminated further. They are provided in compliance with the provisions of the Technology, Education, And Copyright Harmonization (TEACH) Act (refer to the 3/7/2001 TEACH Act at www.copyright.gov/legislation/archive/).

6.5 SEX DISCRIMINATION AND SEXUAL MISCONDUCT POLICY

FSU does not discriminate on the basis of sex/gender in education programs and activities, and, as a recipient of Federal financial assistance for education activities, is required by Title IX to ensure that all of its education programs and activities do not discriminate in such a manner. Sexual harassment, which includes acts of sexual violence, is a form of sex discrimination prohibited by Title IX. Additionally, the Florida Educational Equity Act prohibits discrimination in schools based on race, ethnicity, national origin, gender, disability, or marital status.

For full description of the FSU Sex Discrimination and Sexual Misconduct Policy, refer to https://knowmore.fsu.edu/wp-content/uploads/2016/09/FSU-Policy-2-2.pdf

7. Appendices

COURSE SCHEDULE

Please refer to the Canvas course site for the course schedule. Note that scheduled topics and events are guidelines and are subject to adjustments.

LAB ACTIVITIES

1. Operating Systems 1:
   Practice a variety of operating system command line functions and learn to navigate the file systems.
2. Operating Systems 2:
   Practice will use operating systems commands and shell scripts to use and manipulate files.

3. Operating Systems 3:
   Practice the use of operating systems commands and shell scripts to use and manipulate your computer environment.
4. Databases in Information Systems 1:
   Begin using database commands from the command line to create a database that you will use for the remainder of the course.
5. Databases in Information Systems 2:
   Use database commands from the command line and in shell scripts to access database information.
6. Backup Planning:
   Practice using an approach to guard against backup failures while updating running information systems.
7. Automating Reports:
   Develop a shell script to manage the production of several database reports. This will be an in-class activity in which you develop a shell script to create an automated reporting system.

ASSIGNED READINGS

Assigned readings will be made available on the Canvas course site when needed.

RESOURCES

Please refer to the Canvas course site for suggested resources.