

PADM 7110 Information Management

Valdosta State University
College of Arts & Sciences
Political Science Department
Public Administration Programs
Summer 2010 Syllabus

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Course Description: (3 hours credit)

A survey of the issues and problems of information management. Emphasis is on modern developments in the generation, storage, classification and transmission of information vital to the management of public organizations.

Course Site: <http://www.valdosta.edu/~gamerwin/pa/classes/padm7110/>.

Be sure to access and read information on the course Web site to learn about key issues related to our course. This course is scheduled to meet at Moody Air Force Base, with some meetings held online through Wimba Classroom in BlazeVIEW. Read more on this process below. Some information for the course is linked from the course site.

Required Readings Provided In BlazeVIEW: Merwin, Gerald A., Bonnie Peterson, Mark Holtzclaw, and Wendy Wilmoth (Editors). 2010. *Information Management Manual*. *(Unpublished – available as download on BlazeVIEW in course section) Valdosta State University.

Individual Meetings/Office Hours: I will arrange to meet students by appointment at the main VSU campus, at Moody Air Force Base, or online *(using Wimba Classroom). If you need to schedule a meeting, please arrange an appointment time directly with me through BlazeVIEW email.

Access/ADA: Valdosta State University complies fully with the requirements of the Americans with Disabilities Act (ADA). If you believe that you are covered under this act, and if you have need for special arrangements to allow you to meet the requirements of this course, please contact the personnel at the VSU Access Office for Students with Disabilities. Also, please discuss this with the instructor (via e-mail) at the time of the first class. You may contact the office at www.valdosta.edu/access/ or at 229-245-2498 (voice) or 229-219-1348 (tty).

Detailed Course Description: The purpose of this course is to familiarize students with the ever-changing world of information management and information technology (IM/IT). It will specifically promote understanding in two main areas: technology and information management. With respect to the former, students will gain an understanding of the most important aspects of information technology including hardware, software, and systems development.

The course will introduce techniques that will allow students to better manage information resources, in terms of human as well as technological assets. An emphasis will be placed on the integration of IM/IT into the strategic planning process in organizations.

The focus of the course is on the management of information resources within the public sector and the role of E-Government at the local, state, federal, and international levels. Throughout the course the advantages and pitfalls of information technology usage will be highlighted.

Course Outcomes: Upon completion of this course students will:

- Identify important trends in hardware and software development.
- Discuss both the benefits and limitations of information technology.
- Recognize, and be able to apply, alternative methods of acquiring and managing information technology.
- Discuss the social, ethical, legal and political implications of information technology.
- Identify trends, successes, and failures in E-Government.
- Conduct research, both traditional and web-based, on the topic of managing information technology.

Supplemental Readings:

Some additional readings for the class might be identified in the class BlazeVIEW section. Those readings are available on the Web. We have no control over the external web sites, so the instructor, the PA program, and the University are not responsible for their content. If a participant has difficulty accessing material at one of the identified Web addresses, please contact the instructor ASAP. Additionally, if any material on a web site is found to be objectionable, please contact the instructor.

General Policies

Incomplete Policy: Students must file a request to be considered for an Incomplete Grade. See the Detailed Policy and Process on the VSU site at: <http://www.valdosta.edu/academic/RequestforIncomplete.shtml>. An incomplete grade (grade I) will only be assigned in cases in which the student had a lengthy illness or an unexpected obligation such as extended military service or jury duty. The grade of I will not be assigned because the student is not satisfied with a low grade. It will only be assigned in cases in which the student could not complete a substantial part of the course work due to factors beyond the student's control.

Academic Honesty and/or Misconduct: Plagiarism is prohibited, and may result in a failing grade for the assignment or for the course, and in extreme cases suspension or dismissal from the program. All assignments must be the original work of the student. If any items are submitted that are not the original work of the student, a failing grade for the assignment and the course will be given.

Be sure to access and read all of the information from these pages:

- Academic Honesty at VSU - <http://www.valdosta.edu/academic/AcademicHonestyatVSU.shtml>
- The importance of Academic Honesty in a University Community - <http://www.valdosta.edu/academic/TheImportanceofAcademicHonestyinaUniversityCommunity.shtml>
- Academic Honesty Policies and Procedures at VSU - <http://www.valdosta.edu/academic/AcademicHonestyPoliciesandProcedures.shtml>

University Attendance Policy from the VSU catalogue: "The University expects that all students shall regularly attend all scheduled class meetings held for instruction or examination. . . . It is recognized that class attendance is essentially a matter between students and their instructors. Instructors must explain their absence policy in the course syllabus. All students are held responsible for knowing the specific attendance requirements as prescribed by their instructors and for the satisfactory make-up work missed by absences. When students are to be absent from class, they should immediately contact the instructor. A student who misses more than 20% of the scheduled classes of a course will be subject to receive a failing grade in the course."

Evaluation/Grading Policies: Each student will do all assignments and participate in projects as outlined below for a total of 100 points.

	<u>Projects/Assignments</u>	<u>Values</u>
1	Research Project	10
2	Team Project	30
3	Discussion Threads	60
		<hr/>
		100

Communication: We will use BlazeVIEW email and Wimba Classroom for this course. If a situation arises in which a student cannot access BlazeVIEW it will be alright to use the regular VSU email to communicate. University policy requires that all official communication be conducted through VSU email accounts and not any personal email accounts such as Gmail, AIM, Yahoo! Mail, Hotmail, or your Internet Service Provider account (like AT&T, cable company, etc.).

Seeking Professional Assistance and Working with Others: If you seek information, assistance, and/or support from others, particularly professionals, always act as a professional would be expected to act. Please be kind. In addition to normal politeness, please send all helpful individuals a thank you letter.

Language Biases: All participants are expected to employ non biased speech and prose--gender, race, and other. At times we will make mistakes and say or write in a manner which may cause offense. We will help each other to remove biases and offensive aspects from our speech and prose.

Working Together: Participants are encouraged to cooperate and share ideas, resources, and insights. Make certain the final product reflects your efforts, but help each other out. Learning, like almost everything, is more fun when it is a shared experience.

Questions/Concerns: If in doubt, please ask! Do not let a little problem grow. The only "stupid" or "silly" question is the one that goes unasked.

Course Management

I have recruited a group of DPA students who will be team teaching this course with me this term. They will be identified in the first meeting of the course so you know who they are and we will explain the roles they will play. They will be involved in moderating and grading the online threaded discussions and leading group discussions on some topics.

Course Requirements

Discussion Questions: Students will respond to discussion questions related to the unit readings. Responses will only be considered for grading purposes if they are posted within the specified time period. Further details of class discussions will be given in BlazeVIEW.

Rubric for Grading of Discussion Questions:

A	B	C	D
Meet criteria for a grade of B and in addition:	Post all threaded discussions by deadline.	Post all threaded discussions by deadline.	Not evident that readings were understood and/or not incorporated into discussion comments
Respond to all questions.	Bring in material from readings.	Discussion postings have questionable relation to reading material.	
Demonstrate ability to analyze and evaluate material presented in readings	Demonstrate correct factual knowledge of concepts and theories from readings.		
Read and respond to the threaded discussions of other students.			

The rubric is derived from similar methods used by Nolan Argyle, Ginger Macheski, and Rosa Hayes with some additions by Bonnie Peterson.

Team Projects: Many organizations utilize teamwork to carry out projects. Few projects of any scope are carried out by one person. Even if individuals are assigned to do components of a project alone, these pieces are generally put together into the total project.

At the time of this writing in 2010, it is very common for organizations to use online conferencing and collaboration tools for teams to plan and carry

out projects. This is the basis of a group or team assignment we will utilize for students to learn about integration of information management and technology into the strategic plans of organizations. This will afford the opportunity for everyone to experience online conferencing and collaboration in a project that might make it easier for them to handle these situations in their own organizations. Anyone who has experience with online conferencing and collaboration will be encouraged to talk about those situations and help with the projects in any way practical.

We will likely have three or four project teams and divide the class into these groupings to work through the strategic planning process. In some cases we might have a group evaluate the IM/IT needs and look at the implications for strategic plans for a full organization and in other cases the team might work with a unit within an organization. Unfortunately, because we have a short session the teams will not have time to carry out the strategic plans or evaluate the outcomes.

It is possible that some group meetings will be held face-to-face, but the majority of the team meetings will be held online. A group of DPA students has been assembled to work with the MPA students on these teams. The DPA students are in locations other than Valdosta so will not be available for any face-to-face meetings. If some members of a team do hold a meeting on their own it is important that they coordinate with the DPA team leaders and report any outcomes.

More details on the team projects will be discussed in our first class meeting. Anyone who cannot take part by attending the class meeting at the assigned classroom location on Moody AFB will be able to log into BlazeVIEW and use the Wimba Classroom application there to join the class meeting.

Research Project: Students will take part in a research project related to information management and the ways that government agencies utilize the Web. The details on the project and student roles will be explained in more detail the first week of class.

Schedule
Summer 2010

(Some assignments can be completed online through BlazeVIEW.
Regular contact must be maintained with instructor.)

The course is scheduled to meet at Moody Air Force Base beginning on May 13, 2010, and ending on June 8, 2010. We will have periodic meetings at the base, but will also meet online. Information on the process will be explained in the first class meeting. Anyone familiar with BlazeVIEW is welcome to log on when it is open (usually the day before the class starts) and find information on the class site. We will use Wimba Classroom for our online class meetings. Dates and times will be discussed as we go. Students who want to schedule a meeting with the instructor should make direct contact through email and arrange a day and time. Please indicate your preference between online vs. face-to-face for these meetings.

Units/Assignments/Topics (See Assigned Readings below Unit Schedules)

May 13-18, 2010

Unit 1 Introductions, Review of Syllabus, Policies, Discussion of Projects, Presentations, etc.

Primary Outcomes:

- Test drive Wimba Classroom for Class and Team Meetings (Remember to create archives)
- Establish Project Teams and Plan Tasks, Goal Dates *(Note: Teams might be chosen by best meeting times for members.)
 - Identify and Assign Initial Tasks for All Teams
 - Needs Assessment
 - Set Scope and Plan of Work
 - Identify Team Members with Required Skills and Assign Tasks
 - Set Goals and Due Dates for Each Task
- Schedule Next Class and Team Meetings
- Discussion Threads for Unit 1 Readings

May 19-25, 2010

Unit 2 Project Teams – First Progress Reports Due

Primary Outcomes:

- Use Wimba Classroom for Class and Team Meetings
- Discussion Threads for Unit 2 Readings
- Other Project Team Activities

May 26-June 1, 2010

Unit 3 Project Teams – First Progress Reports Due

Primary Outcomes:

- Continue use of Wimba Classroom for Class and Team Meetings
- Discussion Threads for Unit 3 Readings
- Other Project Team Activities

June 2- 8, 2010

Unit 4 Project Teams – Final Reports Due

Primary Outcomes:

- Use Wimba Classroom for Final Class and Team Meetings and Reports
- Discussion Threads for Unit 4 Readings
- Other Project Team Activities

Readings

Unit 1:

Chapter 1: Historical Perspectives

Chapter 2: Ethics

Unit 2:

Chapter 3: E-Government

Chapter 4: Security

Unit 3:

Chapter 5: Hardware and Software Management

Chapter 6: Project Management

Unit 4:

Chapter 7: Human Resource Considerations

Chapter 8: Technology Acquisition