

Course Syllabus of ISM6509 Spring 2020
David G Trimm, MEng, ACGI

General Information										
Course Number/CRN	ISM 6509/CRN 13347									
Course Title	IT Sourcing Management									
Semester/Year	Spring 2020									
Offering College/Department	Lutgert College of Business (LCOB) Information Systems and Operations Management (ISOM)									
Credit Hours	3									
Meeting Times/Location	Class meets in person on Thursday evening from 6:00pm to 8:45pm in LHall Classroom 4201 . <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>Start Date</u></th> <th style="text-align: center;"><u>End Date</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Class</td> <td style="text-align: center;">Jan 9, 2020</td> <td style="text-align: center;">Apr 23, 2020</td> </tr> <tr> <td style="text-align: center;">Final Report</td> <td></td> <td style="text-align: center;">May 01, 2020</td> </tr> </tbody> </table>		<u>Start Date</u>	<u>End Date</u>	Class	Jan 9, 2020	Apr 23, 2020	Final Report		May 01, 2020
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Class	Jan 9, 2020	Apr 23, 2020								
Final Report		May 01, 2020								
Is this a DL Course?	No									
Method of Delivery	Face to face lectures and the occasional “podcast”									
Course URL	http://fgcu.instructure/login (select “ISM 6509” course and click “Modules”)									
Prerequisites	ISM 6121, ISM6316									
Instructor Information										
Instructor	David G. Trimm, MEng, ACGI https://www.linkedin.com/in/davidtrimm/									
Office Location	By arrangement at Lutgert College of Business									
E-Mail Address	dtrimm@fgcu.edu									
Office Hours	Before/after lectures and by appointment									
Mandatory Confirmation										
<p>Important Note: All faculty members are required to use Canvas to confirm a student's attendance for each course by the end of the first week of classes. Failure to do so will result in a delay in the disbursement of your financial aid. The confirmation of attendance is required for all students, not only those receiving financial aid. Every student must complete a mandatory activity in Canvas during the first week. Please complete the mandatory class survey in Canvas by January 10.</p>										
Course Information										
Description	Modern business depends upon Information Technology, but how much should you spend to stay competitive? How can you be sure that the resources you're using are the right ones, or that they are being applied on the right projects? How can your IT department keep their skills current and what should you do in-house vs externally? Should you pick suppliers that are close to you, or ones that offer a significant cost saving?									

The goal of the course is to help you identify the challenges of managing the acquisition and management of IT on a global stage, as well as the costs, risks, rewards, and strategies involved in making sourcing decisions.

Along the way you'll learn about cloud computing, software as a service, and the outsourcing of both IT and business functions as well as the specific skills needed to operate and manage these sorts of contracts in a complex global environment.

The course will draw on economic and management theories as well as real world examples from managerial practice and the personal experience of your lecturer.

Student Learning Outcomes

After successfully completing this course, students will be able to:

Learning Outcome	Measurement Approach
Understand sourcing models and decision-making	Assignment- Written report
Manage Risks, competencies and Vendor Relationships	Assignment- Written report
Understand and manage sourcing strategies	Final Report and project

Required Materials

Required textbook/resources:

The Handbook of Global Outsourcing and Offshoring by Ilan Oshri, Julia Kotlarsky and Leslie P. Willcocks. 3rd Edition ISBN 9781137437426

Other Resources:

- We will be using articles from The Economist magazine. Set up a free account at www.economist.com to be able to access up to 3 free full articles each week
- See Canvas for References and other links to resources as the semester progresses.

Expectations for Those Joining This Class

While the textbook will be used as a guiding structure for the course topics, we'll spend a lot of time discussing case studies and other materials in class: expect to participate actively in class discussion.

The lectures are not a repeat of materials in the book, but rather will use the book as a baseline – other materials, including press articles, will form part of the preparation for our class time together, and will probably feature in mid-terms and finals: it *will* be important that you're familiar with the relevant content for each session.

Assignments are designed to develop and demonstrate your understanding of, and critical thinking associated with, the material. This will be part of the grade awarded for the class, so you'll need to complete them and

	<p>submit them.</p> <p>Discussion, participation, additional materials and guest speakers – you can't benefit fully from this class unless you're there! Because attendance is essential, some of the course points will be tied to this – view it as a 'loyalty program' for the class (a topic we'll be exploring in more detail)</p> <p>The internet is a wonderful source for solutions to all sets of problems, however the purpose of this course isn't to use online sources to "disrupt" the course model of thinking for yourself, or to examine and develop your skills at using search engines. If you do find some useful information on the web, or from another source, <u>reference it</u>. It really should go without saying that you should do your own work – but there, I've said it anyway</p>
<p>Course Topics</p>	<p>Topics addressed in the course include the following:</p> <ul style="list-style-type: none"> • Strategic Sourcing • Benchmarking • Service Provider Identification and Assessment • Insourcing • Outsourcing Assessment and Contract Negotiation • Outsourcing and Vendor Relationship Management • Business Process Management • Cloud Computing and SAAS • Procurement Processes (RFI, RFP, Business Case Management) • Legal aspects of Hardware, Software and Services Acquisition • Contract Negotiation and Contract Management • When things go wrong: • Globalization and Sourcing <p>Important Dates</p> <p>Jan 9 First class meeting Mar 2-7 Spring Break Mar 27 Last day to drop without academic penalty Apr 23 Last class day, last day assignments will be accepted May 01 Semester Report Due</p> <p>There are no exams for this course. Grades will be based on assignments, and a final report.</p>
<p>Project</p>	<ul style="list-style-type: none"> • The project will be an opportunity to dive a little deeper into a market, business model or case study which interests you. You can either pick a subject from a list provided by me or you can put together your own, though no two groups will be allowed to pick the same subject. • The project (and some assignments) will need you to work as part of a team of three or four members. The teams will be automatically assigned – it's a great opportunity to meet and work with people who you haven't worked with before. All members of the team will receive the same grade. • The class project will require brief presentation in class. This isn't a presentation skills class, so the grading will be primarily based on the

quality of the thinking behind the content. However, it is an opportunity for you to practice and develop those all-important presentation skills, and I'll provide specific feedback to help you. We'll get the projects going after section 1 of the course has been covered, but presentation will be at the back end of the semester and submission won't be until semester-end for all projects.

Grading Policy

Evaluation is based on the following elements:

- Class attendance and (if used) quizzes: 20%
- Assignments: 25%
- Project: 25%
- Final report: 30%
- Extra Credit 2%

Grading Policy: Grading Policy below will be applied, and the boundaries for each grade are the ones shown, with no "rounding" (up or down).

Letter Grade	Score Range
A	100 - 90%
B	< 90 - 80%
C	< 80 - 70%
D	< 70 - 60%
F	< 60%

Extra credit – this work is available to encourage you to seek out material not included in the book, the assignments or in the readings which are set. This could include additional reading, research and interviews as well as other things you may think of. However, all extra credit must be pre-approved, and you may submit up to 2 extra credit papers, each of which are worth up to a 1% bonus on the total course grade – typically this would be a 2-page paper to receive full credit. *Extra credit submissions can only be made up to 11:59pm on Friday, April 24th, 2020.*

Turnitin.com:

Students who take this class must prepare electronic copies of all assignments to submit them to Turnitin.com for the detection of plagiarism. The University expects that all students will be evaluated and graded on their own work. If you use language, data or ideas from other sources, published or unpublished, you must take care to acknowledge and properly cite those sources. Failure to do so constitutes plagiarism. Papers that are submitted to Turnitin.com become part of the Turnitin.com student paper database solely for the purpose of detecting plagiarism.

“Credit hour” statement (developed by the LCOB):

For each credit of a class, you should expect to spend one hour in class and an average of 2-3 hours preparing outside of class each week. Therefore, since this is a 3-credit class, you should plan to **devote a minimum of nine hours a week to this class.**

Formatting

Times New Roman, 12pt, double-spaced on everything please. A small

	amount of credit on each submission is for clear formatting. Also, Microsoft Word format for documents is required, or a format that can easily be read by Word
Attendance Policy	Students are expected to attend every class/meeting session, and a significant portion of the grade credit for the course is associated with this. While presentation materials will generally be published on Canvas after class, it is the student's responsibility to get course notes from fellow students should they have to miss a class session.
Policy regarding missed assignment completion deadlines	The policy regarding missed assignment completion deadlines is as follows: <ul style="list-style-type: none"> • A part of the grade for each assignment is for on-time submission, with the details being published in the rubric for that assignment. Late assignments will forfeit some, or all, of that grade. • A student who seeks an authorized or excused absence must submit documentation (such as a physician's note) to the instructor in a timely manner. See the university catalog for more information. • An emergency situation such as unavailability of or inaccessibility to CANVAS due to network problems will be considered by the instructor on a case by case basis. Students must submit documentation (such as a screenshot of error messages) to the instructor in a timely manner.
Policies regarding in-class use of cell phones, PDAs, laptops, and other personal electronic devices	Cell phones must be turned off before coming to class. Please don't bring food to the lectures – it's disrespectful and distracting to me and to your fellow students.
Statement on e-mail usage in Eagle mail and/or Canvas email	Canvas will be used to submit assignments, reference materials, and to post course notes. Eagle mail will be used for correspondence.
Disclaimer	Assignments, schedules and due dates, instructions, and other course information presented in Canvas are integral components of the course material and are hereby incorporated as part of this syllabus. The instructor reserves the right to alter any part of this syllabus, subject to the rules and regulations of Florida Gulf Coast University. If any change is made, then notice will be given to anyone affected.

3. SCHEDULE

Whilst this is subject to change, that will typically only be to accommodate guest speakers.

Wk	Topics	Book Chapter Guide	Assignments
Part 1: Making a Sourcing Decision			
1	Introduction and Market Overview	Chapter 1	
2	Sourcing Models	Chapter 2	

3	Where to Source 1: the relative attractiveness and issues with locations	Chapter 3	
4	Where to source 2: Western Countries and Backsourcing	Chapter 4	
Part 2: Building the competencies needed as a supplier or customer			
5	Supplier capabilities	Chapter 5	Assignment 1 due
6	Supplier Selection: what you keep, legal considerations	Chapter 6	
7	Continuity and managing knowledge retention and loss	Chapter 7	
Part 3: Relationships			
8	Renewals, transition and the lifecycle of a contract	Chapter 8	Assignment 2 due
9	Spring Break		
10	Governance of the contract (likely Podcast lecture)	Chapter 9	
11	How to manage when teams are not all in the same place	Chapter 10	
12	Shared service centers	Chapter 11	
13	Outsourcing and innovation	Chapter 12	
14	Project Presentations		
15	Project Presentations		
16	Extra Lecture / Project presentations		Project submissions due Extra credit submissions due

University Statements

Academic Behavior Standards and Academic Dishonesty

All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under **the Student Code of Conduct and Policies and Procedures** sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at

<http://studentservices.fgcu.edu/judicialaffairs/new.html>

Sanctions for academic dishonesty may include receiving a “F” in this course – FGCU may impose additional penalties. Any incidents of academic dishonesty may be referred to the FGCU Office of Judicial Affairs. Please look up the definition of plagiarism – it includes copying something off the Internet & submitting it as your own work.

Some examples of what is **NOT** OK to do:

- Working with another student & turning in the same work (e.g. spreadsheet, database, etc.).
- Emailing or posting your work to let someone else “just see how you did it”.
- Copying someone’s assignment or copying something from a book or the Internet.
- Giving or receiving help from someone (in person, on line or on the phone) during an online test.
- Telling someone else what is on a test.

Examples of what is OK:

- Discussing how to approach an assignment with another student.
- Showing someone where they might have made a mistake on an assignment.
- Asking the professor for help.

University Nondiscrimination Statement

Florida Gulf Coast University is committed to ensuring equity and fairness for all University employees, students, visitors, vendors, contractors and other third parties. As such, the University prohibits discrimination on the bases of race, color, national origin, ethnicity, religion, age, disability, sex (including sexual harassment/assault), gender identity/expression, marital status, sexual orientation, veteran status or genetic predisposition with regard to admissions, employment, programs or other activities operated by the University. This prohibition extends to enforcement of **Title IX** of the Education Amendments of 1972. Questions or complaints should be directed to the Office of Institutional Equity and Compliance (OIEC). The OIEC’s phone number is (239)745-4366; the OIEC email address is OIEC@fgcu.edu.

Disability Accommodations Services

Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university’s guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please see me or contact the Office of Adaptive Services. The Office of Adaptive Services is located in the Wellness Building. The phone number is 239-590-7956 or Video Phone (VP) 239-243-9453. In addition to classroom and campus accommodations, individuals with disabilities are encouraged to create their personal emergency evacuation plan and FGCU is committed to providing information on emergency notification procedures. You can find information on the emergency exits and Areas of Rescue Assistance for each building, as well as other emergency preparedness materials on the Environmental Health and Safety and University Police Department websites. If you will need assistance in the event of an emergency due to a disability, please contact Adaptive Services for available services and information.

Student Observance of Religious Holidays

All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

Other Student Services

Counseling and Psychological Services (CAPS) provides free counseling and therapy services (including psychiatry) to all FGCU students. Please walk in to the second floor Howard Hall office any week day between 8:30 and 4:30 to schedule an initial contact appointment. Visit the CAPS website at www.fgcu.edu/caps for more information. CAPS offers a 24/7 Helpline at (239) 745-3277 (EARS).

How To Log Into the Course in Canvas

- Activate your FGCU EagleMail Account (if you have not done this yet). Your FGCU EagleMail account MUST be activated to log in to Canvas. If you are a first time student, you will need your PIN and Eagle ID, both of which are assigned at registration.
 - If you don't know your PIN, you will need to go to the Registrar's office to retrieve it.
 - To activate your account, visit <http://admin.fgcu.edu/IS/applications/studentaccts/activate.asp>.
- Log in to Canvas at <https://fgcu.instructure.com/login> . You need to use FGCU EagleMail account and password to log in.
 - Click ISM6509 IT Sourcing Management CRN 13347