

AMIS 4620 – Managing Digital  
Spring Semester 2023 TR 3:55 PM – 5:15 PM,

**INSTRUCTOR:**

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**OFFICE HOURS:**

By appointment

**COURSE TEXTS:**

**Main Text**

*Managing Digital: Concepts and Practices* by Charles T. Betz <https://publications.opengroup.org/g183>

**Book Report Texts**

*Phoenix Project, 5th Anniversary Edition* by Kevin Behr, George Spafford, Gene Kim <https://itrevolution.com/book/the-phoenix-project/> *The Unicorn Project* by Gene Kim <https://itrevolution.com/book/the-unicorn-project/>

**COURSE DESCRIPTION & OBJECTIVES:**

This course is intended to guide a student through the journey of building a digital-first viewpoint and the skills needed to thrive in the digital-first world. It is structured to show the key issues and skills needed at each stage of the digital journey, starting with the basics of a small digital project, eventually building to the concerns of a large enterprise.

**STUDENT RESPONSIBILITIES:**

- You are expected to have read the assigned portion of the book prior to coming to class.
- You will have two book report assignments throughout the quarter. Texts, due dates and expectations are shared on day 1 of class. Therefore, you are expected to complete all assignments on time, no exceptions, so don't ask.
- You are expected to attend class and participate. You will get out of this course what you put into it. Participation is also key when we have guest speakers, so be prepared to ask questions and engage in conversation. This industry experts are giving up their time for you, so take full advantage of it.
- This course will position you to achieve The Open Group Digital Practitioner certification. You will have that opportunity once course is completed.

**GRADING POLICY:**

- Allocation of points
  - Book Reports: 140 (2 @ 70 points each)
  - Quizzes: 260 (13 @ 20 points each)
  - Final: 200
- Grading Scale:
  - A = 93-100, A- = 90-92, B+ = 87-89, B = 83-86, B- = 80-82, C+ = 77-79, C = 73-76, C- = 70-72, D = 65-69, E = under 65.
- No makeup quizzes or exams will be given. Quizzes will be open note open book and will be available online on Carmen on the Friday of quiz week. No late assignments will be accepted. Assignments are to be submitted electronically via Carmen prior to the start of class on the due date.

## CARMEN:

The Carmen system will be leveraged as the primary communication vehicle for this class

- News – Important reminders or items of note will be posted in the News section on the Carmen home page
- Content – The Content Area will be the main communication vehicle between the Instructor and the Students
- Syllabus – updates to the syllabus will be posted in this section
- Lecture Notes – power point slides that guide the lectures will be posted here
- Assignment – homework assignments will be posted here
- Reference Material – additional content and websites that are relevant to the course will be posted in this section
- Quizzes – we will be leveraging the quizzes portion of Carmen in this class. Weekly quizzes will be available for completion from 12:00 AM to 11:59 PM on Fridays.
- Grades – you can view your grades in this section

## Discussion and Communication Guidelines:

The following are my expectations for how we should communicate as a class. Above all, please remember to be respectful and thoughtful.

- **Writing style:** While there is no need to participate in class discussions as if you were writing a research paper, you should remember to write using correct grammar, spelling, and punctuation. A more conversational tone may be fine for non-academic topics.
- **Tone and civility:** Let's maintain a supportive learning community where everyone feels safe and where people can disagree amicably. Remember that sarcasm doesn't always come across online. I will provide specific guidance for discussions on controversial or personal topics.
- **Citing your sources:** When we have academic discussions, please cite your sources to back up what you say. For the textbook or other course materials, list at least the title and page numbers. For online sources, include a link.
- **Backing up your work:** Consider composing your academic posts in a word processor, where you can edit and save your work, and then copying into the Carmen discussion.
- **Synchronous sessions:** During our Zoom sessions I ask you to use your real name and a clear photo of your face in your Carmen profile. During our full-group lecture time, you may turn your camera off if you choose. When in breakout rooms or toher small-group discussions, having cameras and mics on as often as possible will help you get the most out of activities. You are always welcome to use the [free, Ohio State-themed virtual backgrounds](https://go.osu.edu/zoom-backgrounds) ([go.osu.edu/zoom-backgrounds](https://go.osu.edu/zoom-backgrounds)). Remember that Zoom and the Zoom chat are our classroom space where respectful interactions are expected.]

## Course technology:

For help with your password, university email, Carmen, or any other technology issues, questions, or requests, contact the Ohio State IT Service Desk. Standard support hours are available at [ocio.osu.edu/help/hours](https://ocio.osu.edu/help/hours), and support for urgent issues is available 24/7.

- **Self-Service and Chat support:** [ocio.osu.edu/help](https://ocio.osu.edu/help)
- **Phone:** 614-688-4357(HELP)
- **Email:** [servicedesk@osu.edu](mailto:servicedesk@osu.edu)
- **TDD:** 614-688-8743

## Baseline technical skills for online courses

- Basic computer, Word, Excel, PowerPoint
- Navigating Carmen: for questions about specific functionality, see the [Canvas Student Guide](#).
- [CarmenZoom virtual meetings](#)

## Required equipment

- Computer: current Mac (OS X) or PC (Windows 7+) with high-speed internet connection
- Webcam: built-in or external webcam, fully installed and tested
- Microphone: built-in laptop or tablet mic or external microphone
- Other: a mobile device (smartphone or tablet) or landline to use for BuckeyePass authentication

**Recommended software:** [Microsoft Office 365](#): Free Microsoft Office 365 ProPlus through Microsoft's Student Advantage program. Full instructions for downloading and installation can be found at [go.osu.edu/office365help](https://go.osu.edu/office365help).

**Carmen access:** You will need to use [BuckeyePass](#) multi-factor authentication to access your courses in Carmen. To ensure that you are able to connect to Carmen at all times, it is recommended that you take the following steps:

- Register multiple devices in case something happens to your primary device. Visit the [BuckeyePass - Adding a Device](#) help article for step-by-step instructions.
- Download the [Duo Mobile application](#) to all of your registered devices for the ability to generate one-time codes in the event that you lose cell, data, or Wi-Fi service.

If none of these options will meet the needs of your situation, you can contact the IT Service Desk at 614-6884357 (HELP) and IT support staff will work out a solution with you.

### **Academic Conduct:**

Academic integrity is essential to maintaining an environment that fosters excellence in teaching, research, and other educational and scholarly activities. Thus, The Ohio State University and the Committee on Academic Misconduct (COAM) expect that all students have read and understand the University's Code of Student Conduct, and that all students will complete all academic and scholarly assignments with fairness and honesty. Students must recognize that failure to follow the rules and guidelines established in the University's Code of Student Conduct (<https://trustees.osu.edu/bylaws-and-rules/code>), *this syllabus, instructions posted in Carmen, and instructions given in class/lectures, including any sharing, posting, or distribution of any assignment, assessment activity, or solution via any method* may constitute Academic Misconduct (<https://oaa.osu.edu/academic-integrity-and-misconduct>)

The Ohio State University's Code of Student Conduct (Section 3335-23-04) defines academic misconduct as: Any activity that tends to compromise the academic integrity of the University, or subvert the educational process. Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration), copying the work of another student, and possession of unauthorized materials during an examination. Ignorance of the University's Code of Student Conduct is never considered an excuse for academic misconduct, so I recommend that you review the Code of Student Conduct and, specifically, the sections dealing with academic misconduct.

If I suspect that a student has committed academic misconduct in this course, I am obligated by University Rules to report my suspicions to the Committee on Academic Misconduct. If COAM determines that you have violated the University's Code of Student Conduct (i.e., committed academic misconduct), the sanctions for the misconduct could include a failing grade in this course and suspension or dismissal from the University. *If you have any concerns or questions about the above policy or what constitutes academic misconduct in this course, please contact me before taking individual action.*

Other sources of information on academic misconduct (integrity) to which you can refer include:

- [Committee on Academic Misconduct](https://go.osu.edu/coam) (go.osu.edu/coam)
- [Ten Suggestions for Preserving Academic Integrity](https://go.osu.edu/ten-suggestions) (go.osu.edu/ten-suggestions)
- [Eight Cardinal Rules of Academic Integrity](https://go.osu.edu/cardinal-rules) (go.osu.edu/cardinal-rules)

### **Disability Services:**

The university strives to make all learning experiences as accessible as possible. In light of the current pandemic, students seeking to request COVID-related accommodations may do so through the university's [request process](#), managed by Student Life Disability Services. If you anticipate or experience academic barriers based on your disability (including mental health, chronic, or temporary medical conditions), please let me know immediately so that we can privately discuss options. To establish reasonable accommodations, I may request that you register with Student Life Disability Services. After registration, make arrangements with me as soon as possible to discuss your accommodations so that they may be implemented in a timely fashion. **SLDS contact information:** [slds@osu.edu](mailto:slds@osu.edu); 614-2923307; [slds.osu.edu](https://slds.osu.edu); 098 Baker Hall, 113 W. 12<sup>th</sup> Avenue

### **Accessibility of Course Technology:**

This online course requires use of CarmenCanvas (Ohio State's learning management system) and other online communication and multimedia tools. If you need additional services to use these technologies, please request accommodations as early as possible.

- [CarmenCanvas accessibility](https://go.osu.edu/canvas-accessibility) (go.osu.edu/canvas-accessibility)
- Streaming audio and video
- [CarmenZoom accessibility](https://go.osu.edu/zoom-accessibility) (go.osu.edu/zoom-accessibility)

**Mental Health:**

As a student you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, alcohol/drug problems, feeling down, difficulty concentrating and/or lack of motivation. These mental health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities. No matter where you are engaged in distance learning, The Ohio State University's Student Life Counseling and Consultation Service (CCS) is here to support you. If you find yourself feeling isolated, anxious or overwhelmed, [on-demand mental health resources](https://go.osu.edu/ccsondemand) (go.osu.edu/ccsondemand) are available. You can reach an on-call counselor when CCS is closed at [614- 292-5766](tel:614-292-5766). **24-hour emergency help** is available through the [National Suicide Prevention Lifeline website](https://www.suicidepreventionlifeline.org) (suicidepreventionlifeline.org) or by calling [1-800-273-8255\(TALK\)](tel:1-800-273-8255). [The Ohio State Wellness app](https://go.osu.edu/wellnessapp) (go.osu.edu/wellnessapp) is also a great resource.

**Harassment, Discrimination, & Sexual Misconduct Free Environment:**

The Ohio State University is committed to building and maintaining a community to reflect diversity and to improve opportunities for all. All Buckeyes have the right to be free from harassment, discrimination, and sexual misconduct. Ohio State does not discriminate on the basis of age, ancestry, color, disability, ethnicity, gender, gender identity or expression, genetic information, HIV/AIDS status, military status, national origin, pregnancy (childbirth, false pregnancy, termination of pregnancy, or recovery therefrom), race, religion, sex, sexual orientation, or protected veteran status, or any other bases under the law, in its activities, academic programs, admission, and employment. Members of the university community also have the right to be free from all forms of sexual misconduct: sexual harassment, sexual assault, relationship violence, stalking, and sexual exploitation.

To report harassment, discrimination, sexual misconduct, or retaliation and/or seek confidential and non-confidential resources and supportive measures, contact the Office of Institutional Equity:

1. Online reporting form at [equity.osu.edu](https://equity.osu.edu),
2. Call 614-247-5838 or TTY 614-688-8605,
3. Or email [equity@osu.edu](mailto:equity@osu.edu)

The university is committed to stopping sexual misconduct, preventing its recurrence, eliminating any hostile environment, and remedying its discriminatory effects. All university employees have reporting responsibilities to the Office of Institutional Equity to ensure the university can take appropriate action:

- All university employees, except those exempted by legal privilege of confidentiality or expressly identified as a confidential reporter, have an obligation to report incidents of sexual assault immediately.
- The following employees have an obligation to report all other forms of sexual misconduct as soon as practicable but at most within five workdays of becoming aware of such information: 1. Any human resource professional (HRP); 2. Anyone who supervises faculty, staff, students, or volunteers; 3. Chair/director; and 4. Faculty member.

**Copyright for Instructional Materials:**

The materials used in connection with this course may be subject to copyright protection and are only for the use of students officially enrolled in the course for the educational purposes associated with the course. Copyright law must be considered before copying, retaining, or disseminating materials outside of the course.

**TENTATIVE SCHEDULE:**

Week	Date	Topics	Managing Digital Readings	Assignments
1	10-Jan	Class Introduction		
	12-Jan	Managing Digital and the Emergence Model	Introduction for the student	Quiz
2	17-Jan	Digital Value	Part 1; Chapter 1	
	19-Jan	Digital Value guest lecturer		Quiz
3	24-Jan	Digital Infrastructure	Chapter 2	
	26-Jan	Digital Infrastructure guest lecturer		Quiz
4	31-Jan	Application Delivery	Chapter 3	
	3-Feb	Application Delivery guest lecturer		Quiz
5	7-Feb	No class		
	9-Feb	No class		
6	14-Feb	Product Management	Part 2; Chapter 4	
	16-Feb	Product Management guest lecturer		Quiz
7	21-Feb	Work Management	Chapter 5	Quiz
	23-Feb	Work Management guest lecturer; Phoenix Project book discussion	Phoenix Project	Quiz ; Phoenix Project book report
8	28-Feb	Operations Management	Chapter 6	
	2-Mar	Operations Management guest lecturer		Quiz
9	7-Mar	Coordination	Part 3; Chapter 7	
	9-Mar	Coordination guest lecturer		Quiz
10	14-Mar	Spring Break		
	16-Mar	Spring Break		
11	21-Mar	Investment and Planning	Chapter 8	
	23-Mar	Investment and Planning guest lecturer		Quiz
12	28-Mar	Organization and Culture	Chapter 9	
	30-Mar	Organization and Culture guest lecturer		Quiz
13	4-Apr	Governance, Risk, Security and Compliance	Chapter 10	
	6-Apr	GRC guest lecturer		Quiz
14	11-Apr	Enterprise Information Management	Chapter 11	
	13-Apr	EIM guest lecturer		Quiz
15	18-Apr	Architecture and Portfolio	Chapter 12	

	20-Apr	Architecture and Portfolio guest lecturer; Unicorn Project discussion	Unicorn Project	Quiz; Unicorn Project book report
16	25-Apr	Final Exam		Exam