



This course is at an accelerated pace and is held twice a week but ends before spring break.

COURSE GUIDE

DSO 551 – K. KYU KIM – SPRING 2021

DIGITAL TRANSFORMATION IN THE GLOBAL ENTERPRISE

COURSE DESCRIPTION AND OBJECTIVES

This is an overview course to prepare the general manager and business analytics specialist to be more effective in dealing (both strategically and organizationally) with the digital transformation of the global enterprise and its ecosystem of partnerships. It is about the organizational transformation that takes place when any enterprise wants to take a core part of its business online and to “go digital.”

Mastering the concepts, practices, and technologies of digital transformation is a critical skill for managers in any area of business. Furthermore, the global dimension is becoming more critical as digital technologies and broadband networks change the speed and global reach by which enterprises can provide their services, partner with others, source their products, and enter remote markets. This course is designed to prepare potential executives to operate successfully in such a global digital world, and to create stakeholder value and competitive advantage.

An informed executive in the global conditions of the 21st century must understand 4 core strands that define the success of digital transformation of the enterprise:-

1. How to intelligently harness the strategic business value of digital technologies through integrated enterprise system applications.
2. How to design and manage business models for services offered through digital platforms.
3. How to organizationally implement and deploy different types of digital technologies individually and in unison within and across enterprises.
4. How to track & manage disruptive technologies.

This is a “future-proof” survey course that helps you understand enough pieces of the mosaic that forms digital transformation -- so that you can manage intelligently as new pieces of the mosaic appear and it changes in the years to come. There is not sufficient time to delve deeply into any of the topics. The managerial mindset of this course is one that focuses on the relationship between technology and the business, rather than a focus on the technology itself.

Place: Bridge Hall (BRI) 202 **Time:** Tue. & Thu. 6:30 p.m. – 9:30 p.m.

Instructor: K. Kyu Kim, ADJUNCT Professor of Data Sciences and Operations

CONTACT INFORMATION

- **Office Location:** Bridge Hall 401-L (DSO Department)
- **Office Hours:** After class or by appointment
- **Office phone:** 213.740.0172 (Dept. Office)
- **e-mail:** kyungkyk@marshall.usc.edu

Course Introduction Video: <https://youtu.be/ppG1-7ZB67g>

Guest Speaker Introduction: <https://youtu.be/-1voQmXXSzY>

Revised October 21, 2020



Tentative TOP VIEW of COURSE

Class	Date	Cases and Key Events	Topic
DIGITAL TRANSFORMATION: INTRODUCTION & PLATFORM TRENDS			
1	Jan 12 Tuesday	Intro to Digital Transformation in the Global Enterprise	What is Digital Transformation?
LEVERAGING DIGITAL PLATFORMS FOR STRATEGIC VALUE: UNDERSTANDING THE EVOLUTION			
2	Jan 14 Thursday	Article: Competition in the age of AI (HBR, Iansity and Lakhani, Jan-Feb. 2020)	Digital Business Ecosystems
3	Jan 19 Tuesday	Case 1: Voice War: Hey Google vs. Alexa vs. Siri (HBS 2018: 718519)	Multi-Sided Platform (MSP) Business
4	Jan 21 Thursday	Guest Speaker #1 Ashwin Rangan, CIO, ICAAN	Platform Economy;
5	Jan 26 Tuesday	Case 2: ObEN PAI (INSEAD 2020, IN1654)	Digital Business Models
6	Jan 28 Thursday	Case 3: Innovation and agility at Tencent's WeChat (London Business School 2019, LBS221)	Customer Value Co-Creation
7	Feb 2 Tuesday	Mid-Term Exam	In-Class
8	Feb 4 Thursday	Guest Speaker #2 Joel Manfredo, CIO & Consultant	Digital Leadership
9	Feb 9 Tuesday	Guest Speaker #3 Sanjay Kucheria, CEO, Trinus	Transformation enabled by Big Data Analytics
MANAGING DISRUPTIVE DIGITAL TECHNOLOGIES			
10	Feb 11 Thursday	Case 4: Uber – Applying ML to improve customer pickup experience (2020, KE1161)	Machine Learning Management
11	Feb 16 Tuesday	Case 5: Semicon India (SMU 2020, 805 & 806),	AI & Human Intelligence,
12	Feb 18 Thursday	Case 6: : Cloud Wars Go Global (INSEAD 2020, IN1658) Guest Speaker #4 Nick Vigil, EMC	Cloud Computing & Social Media
13	Feb 23 Tuesday	Case7: Digital transformation at GE (IMD 2019, IM1007)	The Internet of Things
14	Will be scheduled outside the classroom	Focus group sessions (6-7 people per group) with instructor based on industry sectors to examine digital transformation & ramifications	Digital transformation in selected industry sectors
15	March 2 Tuesday	Final Exam	Grande Finale !

COURSE MATERIALS

1. **Books:** MBA participants are not enthusiastic book readers, so will spare you the pain. They are however video and PowerPoint fans, so we will take advantage of those preferences throughout the course.
2. **Harvard Business School Cases & Articles (Course Pack):** The **case course pack** can be purchased online directly and downloaded in electronic form from Harvard Business Press. The **articles** are accessible (not the cases) for free through the USC libraries.
3. **Other Readings:** Articles from professional journals and trade press, and industry reports (to be made available on-line through BlackBoard class folder).
4. **Blackboard Course Folder:** ***There will be a session preparation guide with case questions posted for every session on Blackboard.*** Other than the course pack which needs to be purchased (see item 2. above), other readings will be posted on Blackboard course folder – as will session PowerPoints, assignment instructions, administrative information, guest speaker bios etc.. Please check it frequently! Sections that are populated are Syllabus, Assignments, and Content. The Content section is updated for every session, so please check it out frequently!

COURSE EFFORT / GRADING INFORMATION

Each individual's effort and grade will be based on the following 6 components. Please note that extraordinary effort in any of those components will be recognized. Conversely, plagiarism in written assignments will be dealt with very severely as per USC and MBA policies.

1. Class participation related to readings, case discussions, & deep dives	13 %
2. Industry Sector Focus Group contribution	7 %
3. Team Presentation & key recommendations for one case	12 %
4. 2 team written case assignments	13 %
5. Mid-Term Exam	25 %
6. Final Exam	30 %

[1] CLASS PARTICIPATION

Your participation grade is based on quality and sincere efforts to provoke, learn and understand, rather than quantity. The more you engage with the class, the higher will be your participation grade, and the more successful our learning experience will be.

Attendance: You are expected to attend all sessions. If you cannot attend for a specific reason then please inform professor through e-mail that you are unable to attend, or your absence will negatively affect your participation grade. Treat it like a professional meeting at work: if you cannot attend for any reason, you are expected to inform the person running the meeting as a professional courtesy. No unexplained disappearances please! This is not an undergraduate class. I treat you professionally and I expect the same in return.

Engagement: You are expected to prepare for each class and to actively engage in the discussion of readings and cases. If you don't keep up with the reading, you will not enjoy the class. Thus it is very important that you be prepared for each class. You are expected to actively discuss both readings and cases and add to the learning of the class, whether in the live classroom or on-line (if you see an article that is pertinent to the class – let us all know). You are also expected to raise questions provoking the thinking of others to the case-presenting teams. You will sometimes be randomly called upon in class to comment and answer questions, so please be prepared.

Being a Session “Deep Diver”: For each session, we will ask ahead of time for a number of volunteers to act as “deep divers” for that session, and informally give us more details on a topic. This will help enhance the richness of the discussion and ideas in the class.

Laptops & Mobile Devices: It is a professional courtesy to devote your full attention in the class as you would in a face-to-face meeting at work. If you are using a laptop or mobile phone/device to follow the class or take notes, that will be allowable. If you are using it for e-mail, instant messaging, twittering, etc. or doing other assignments for other courses while in class, that will be deemed unprofessional and unallowable – and it will affect your participation grade too as it is distracting to others. If it becomes an obvious distraction, I will turn off the wi-fi in the classroom. **Laptops will please be closed during guest speaker presentations as offensive to senior executives who leave their offices to come and talk to you – to then have your laptop covers in their face!!**

Academic Accommodations for Disability: If you have any disability that requires special academic accommodations, please let me know ASAP. Any student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to me as early in the term as possible. DSP is located in STU 301 and is open 8:30 a.m. – 5:00 p.m., Monday through Friday. The phone number for DSP is 213.740.0776.

[2] TEAM PRESENTATION & KEY RECOMMENDATIONS FOR ONE CASE

Each case discussed in the course will have its key recommendations presented in executive summary form after the case discussion by a 4-5 person team. Maximum time is 15 minutes and will include key recommendations and reasons why (rather than entire case analysis). Team assignment rules and case sign-up will be provided. The team performance will be judged as to how succinctly they select key recommendations and reasons behind it.

[3] TEAM WRITTEN CASE ASSIGNMENTS

Written analysis is required for 2 of these 7 cases as follows:

Write-up #1: Case 1, 2, 3, or 4

Write-up #2: Case 5, 6, or 7

Note: *The 2 written cases cannot be the same as the one you picked for presentation with a team.*

You need not tell us your choices but you are responsible for keeping track of them. Written analyses are due *at the beginning of the session in which the case will be discussed*. Case questions will be provided for each case to guide your write-up. The case write-ups should be the equivalent of about 2-3 single-spaced pages (and any appendices attached). Please provide your case in hard copy printed form unless you have a special circumstance. It is much faster and easier for me to write comments on the hard copy.

The written analysis is a team assignment (3 people). If you would like detailed feedback on a specific aspect of your write-up, please feel free to include "feedback requests" in the body of your write-up.

These are not "standard" case analyses. *Just answer the questions*. There is no need for a lengthy introduction in your write-up but rather please directly address the key issues suggested by the case questions. Try to avoid lengthy repetition of case facts (you can reference page numbers, exhibits, tables) -- but by all means justify your logic through case specifics. Please be careful to distinguish between case facts and stereotyped sweeping generalizations. Recommendations should be substantiated by clear logic and case specifics. Diagrams and schematics are very helpful in both sharpening your thinking and your exposition. Incorporation of learning from assigned readings and class material into analysis is a plus and is expected.

[4] MID-TERM EXAM AND FINAL TAKE-HOME EXAM

There are two exams. Mid-Term Exam is In-Class and based on lecture notes and case discussions. The Take-Home Final Exam is comprehensive. The dates are on the schedule. The final exam is meant to make sure that you can diagnose and probe the issues of managing digital transformation in the global enterprise through informed judgment and systematic thinking in a situation you are likely to encounter in a corporate environment around digital innovation and technology strategy. It is also very time-consuming if you have not been doing the readings thoughtfully.

[5] INDUSTRY SECTOR FOCUS GROUPS

We will divide the class into focus groups (4-5 people in each group) that will each address digital transformation in a selected industry sector (say financial services, energy, healthcare, manufacturing, transportation,...) and participants will each contribute to with current business news, and we will also have a workshop-like discussion in weeks 6&7 with each group. Each participant will be required to provide one article for reading by the group that will be discussed in the workshop.

[6] ACADEMIC INTEGRITY AND CONDUCT

USC seeks to maintain an optimal learning environment. General principles of academic honesty include the concept of respect for the intellectual property of others, the expectation that individual work will be submitted unless otherwise allowed by an instructor, and the obligations both to protect one's own academic work from misuse by others as well as to avoid using another's work as one's own (plagiarism). Plagiarism – presenting someone else's ideas as your own, either verbatim or recast in your own words – is a serious academic offense with serious consequences. All students are expected to understand and abide by the principles discussed in the SCampus, the Student Guidebook (www.usc.edu/scampus or <http://scampus.usc.edu>). A discussion of plagiarism appears in the University Student Conduct Code (section 11.00 and Appendix A).

Discrimination, sexual assault, and harassment are not tolerated by the university. You are encouraged to report any incidents to the Office of Equity and Diversity <http://equity.usc.edu/> or to the Department of Public Safety <http://dps.usc.edu/contact/report/>. This is important for the safety of the whole USC community. Another member of the university community – such as a friend, classmate, advisor, or faculty member – can help initiate the report or can initiate the report on behalf of another person. Relationship and Sexual Violence Prevention and Services (RSVP) <https://engemannshc.usc.edu/rsvp/> provides 24/7 confidential support, and the sexual assault resource center webpage <https://sarc.usc.edu/reporting-options/> describes reporting options and other resource