

**ITP101 Introduction to Business Information Technologies**

*Syllabus v. 210310*

*DRAFT*

**Units: 2**

**Semester: Fall 2021**

**Lecture:** Two sections on Monday and Wednesdays. *All times/dates are Pacific time zone.*

Section 31805R: 11:00 AM MW

Section 31808R: 3:00 PM MW

**Lab:** 3 sections, open to all: 10AM and 11PM and 12PM Fridays (50-minute sessions). You may attend any lab session, regardless of which one you signed up for.

**Instructor:** Bhargav Oza

**Office location:**  On Campus

**Office Hours:** Zoom meeting by request

**Contact:** sloper@usc.edu - always include "ITP101" in subject line.

**Course Teaching Assistants:**

@usc.edu

@usc.edu

- ***Please always cc instructor when emailing a CTA.***

**IT Help:**engrhelp@usc.edu or phone 213-740-0517 from 8AM-9PM.

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**Course Description**

For any student in any USC school who may work in the world of business, health, education, or any other field after graduation. Students will develop an appreciation for the technology that enables businesses, organizations, and enterprises to function, operate, and succeed.

This course is designed to be an introductory course in information technology. Students will also learn about the capabilities and limitations of information technology systems. The focus of the course is on how technology is used in and by businesses and organizations and the society in which they operate.

Introduction to computer hardware, operating systems, networks, programming. Survey of application software in business and industry. Computer issues in the workplace and society.

**Learning Objectives**

Upon completing this course, students should be able to:

1. Summarize the 5 components of Information Systems;

2. List ways that businesses utilize Information Technologies;

3. Demonstrate facility with Excel, PowerPoint, Access, and Google Drive;

4. Differentiate social networks for disparate business purposes

5. Differentiate e-communications for disparate purposes.

**Prerequisite(s):** none

**Co-Requisite(s):** none

**Concurrent Enrollment:** none

**Recommended Preparation**: Students should be familiar with the use of computers, email, and web browsers.

**Course Notes**

Class meets twice weekly on Zoom for synchronous lecture and discussion.

No lecture-swapping. If you miss synchronous lecture, you can simply view a recording of the lecture afterwards.

Labs on Friday to assist students with weekly assignments. Assignments are mostly expected to take about an hour to complete.

**Communication**

* Students are encouraged to contact the instructor by USC email as needed. The instructor will reply to emails within 48 hours, 72 hours over a weekend, and the work day following a holiday. The instructor may not respond to emails sent from non-USC accounts.
* To communicate with the instructor outside of class or office hours, email the instructor from your USC email account. In the subject line, indicate the course number and your full name. Simple questions will be answered by email, but for more complex discussions students may be instructed to visit lab or meet instructor for Zoom office hours.
* To promote independence and critical thinking, students are encouraged to work through the following process for obtaining answers to course-related questions before contacting the instructor. First, consult the course syllabus. If you do not find the answer you need, next consult a classmate. In your email, please indicate the steps you have gone through to seek the answer. Your question will be answered within 24 hours between 9am-5pm, but response may be delayed on the weekend or holidays. Please use USC email for all correspondence with the instructor.

**Technological Proficiency and Hardware/Software Required**

Students should be familiar with the use of email and web browsers. Microsoft Office should be installed on your computing device (and is available for free from [https://software.usc.edu](http://software.usc.edu)). Mac users will need to use Windows for some assignments. Windows is available virtually from Viterbi IT at <https://mydesktop.vlab.usc.edu/> - Instructions for Viterbi IT's virtual desktop interface may be found at <https://viterbiit.usc.edu/wp-content/uploads/2018/01/MyDesktop-Logon-Instructions-08212017.pdf>

**USC Technology Support Links**

[Zoom information for students](https://keepteaching.usc.edu/start-learning/)

[Blackboard help for students](https://studentblackboardhelp.usc.edu/)

[Software available to USC Campus](https://software.usc.edu/)

**Required Readings and Supplementary Materials**

There is no required textbook to purchase for this class. All lecture PowerPoint slides will be posted to blackboard and will be required reading for the exams. In addition, there will be online articles (links on Blackboard) that will be assigned reading based upon current topics and industry trends in business technologies.

**Description and Assessment of Assignments**

You will use Word and Google Drive, and you will create PowerPoint presentations, Excel spreadsheets, Access databases, and blogs. Graders will use a rubric to assess grade.

The weekly lab assignments will be posted on Blackboard under the “Assignments” section. Each lab will include instructions, a due date, and a link for electronic submission. Lab assignments are due on Fridays each week. If you have questions about any of the lab assignments, attend a Friday lab session.

You must keep a backup copy of all lab work, including assignments you submit on Blackboard. Work you do on the Virtual Desktop Interface (VDI) is saved there for the duration of the semester. The VDI is located at <https://mydesktop.vlab.usc.edu/>

**Grading Breakdown**

The following percentage breakdown will be used in determining the grade for the course.



**Grading Scale**

Course final grades will be determined using the following scale

A 95-100

A- 90-94

B+ 87-89

B 83-86

B- 80-82

C+ 77-79

C 73-76

C- 70-72

D+ 67-69

D 63-66

D- 60-62

F 59 and below

**Assignment Submission Policy**

Labs must be submitted on Blackboard. Do not email completed assignments to the instructor.

**Late Work**

It is your responsibility to submit your assignments on or before the due date. Assignments turned in one day late will have 20% of the total points deducted from the graded score. Assignments turned in two days late will have 50% of the total points deducted from the graded score. After two days, submissions will not be accepted and you will receive a 0.

**Participation**

Domestic students are expected to log on to Zoom for synchronous lectures. Extra participation points may be earned for in-class participation (answering questions, participating in class exercises). International students automatically receive full participation points. Participation points may be reduced for unexcused absences or excessive late arrival or early departure. Notify instructor by email an hour or more before lecture when you are going to miss lecture. Lab attendance is not included in participation calculations.

**Grading Timeline**

Standard timeline is one week. Notify instructor if grades are not posted within a week.

**Technology Policy**

* Students are required to use an internet-enabled device with browser capabilities, such as a laptop, in order to attend the online class. During class time, it is expected that students will use their devices only to participate in activities guided by the instructor, or for academic purposes during class. Academic purposes include looking up terms, doing research, and completing in-class work for this class. Please make sure devices are silenced so as not to disturb classmates.
* If you require an internet-enabled device, the USC Computing Center Laptop Loaner Program - USC Information Technology Services provides loaner laptops at the general-use computing centers in King Hall, Ahmanson Information Commons at Leavey Library, and Waite Phillips Hall.

This service is only available to currently enrolled USC students with a valid USCard. To check out a laptop, go to the service desk at an USC computing center and log into the laptop checkout webpage. https://itservices.usc.edu/spaces/computingcenters. For more information about the program, see:

<https://itservices.usc.edu/spaces/laptoploaner>

In addition to the USC option, the **ITP Loaner Laptop Program** exists to loan a limited number of devices to students who do not have the appropriate hardware to work on ITP coursework. Eligible students will be able to borrow a MacBook or Dell XPS for ITP coursework once their request is approved and their contract is signed via DocuSign. The initial loan period is 7 days, with the ability to extend the loan period by use of one of our Zoom device check-in sessions before the end of each week. More information about the ITP Loaner Laptop Program and the request form are at <https://itp.usc.edu/current-students/itp-device-check-outs/>

* OUTAGES: If there is an outage (electricity or network), either preventing class from starting on time or preventing you from joining class on time, keep trying to join class until class time has run out.

**Additional Policies**

Synchronous lectures held at scheduled class time. You may not swap lecture times, due to the recordkeeping difficulties attendant thereupon. If you miss a synchronous lecture, you can watch the Zoom recording afterwards. Zoom recordings are automatically posted on Blackboard sometime after lecture ends.

As a 2-unit course that meets twice a week for only 50 minutes, time is of the essence. Class begins promptly at the hour. Once lecture has begun, instructor may not notice students who are waiting in the Zoom "waiting room". **Signing in with SSO will get you directly into class without having to wait to be admitted.**

Attendance is recorded during each synchronous lecture. Exception: international students in a time zone more than 3 hours different from California time.

If you are going to be absent from lecture, email instructor more than one hour prior to class. Only proper businesslike emails accepted. Student athletes must provide approved Travel Request Letters more than 24 hours in advance of the missed class. Students must give advance notice of missed class due to religious observation.

Students who miss a synchronous session may review the Zoom recordings, and are still required to submit weekly assignments on time.

No make-up exams (except for documented medical or family emergencies) will be offered nor will there be any changes made to the Final Exam schedule. Final exams are scheduled by the university.

**Classroom norms**

Students are encouraged to speak up with questions during synchronous lectures. It's desired that the lectures be interactive. Participation points can be earned by in-class participation, enhancing the grade.

Use of Zoom's "hand raise" feature may escape the instructor's notice. Likewise, instructor may not notice that a question is being asked via Zoom's chat feature. Instructor is understandably focused on the lecture material. Students with faulty microphones may ask questions using those Zoom features. It is hoped that another student then will notify instructor (by voice) that a question has been asked in chat.

**Zoom etiquette**

"Netiquette" or "internet etiquette" should be observed at all times. Microphones should be muted except when student has something pertinent to say. Students need not have their cameras on during lecture, but should turn on cameras during lab. If a student is experiencing any Zoom difficulties, he or she is encouraged to contact instructor prior to the class session to discuss expectations and accommodations needed.

**Synchronous session recording notice**

The synchronous sessions will be recorded and provided to all students asynchronously, on Blackboard.

**Sharing of course materials outside of the learning environment**

USC has a policy that prohibits sharing of any synchronous and asynchronous course content outside of the learning environment.

*SCampus Section 11.12(B)*

*Distribution or use of notes or recordings based on university classes or lectures without the express permission of the instructor for purposes other than individual or group study is a violation of the USC Student Conduct Code. This includes, but is not limited to, providing materials for distribution by services publishing class notes. This restriction on unauthorized use also applies to all information, which had been distributed to students or in any way had been displayed for use in relationship to the class, whether obtained in class, via email, on the Internet or via any other media. (SeeSection C.1 Class Notes Policy).*

**Course evaluation**

Course evaluation occurs at the end of the semester university-wide. It is an important review of students’ experience in the class. The evaluation will be on Blackboard at the end of the semester.

**ITP101 Course Schedule: A Weekly Breakdown**

Precise schedule of class lectures and assignments may vary due to holidays, guest speaker availability, or other unforeseen circumstances. Additionally, some lecture material may carry over to another class period, and some lecture material may be delivered asynchronously.

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|  | **Topics/Daily Activities** | **Readings and Homework** | **Deliverable/ Due Dates** |
| Week 1 Tuesday | Course introduction.  - Course overview  - Information Technology Systems  - Files, filenames, folders and folder structures in computing devices | Lab0 Email assignment; write two proper businesslike emails in Microsoft Word (do not send any actual email). | Lab 0: Email, due Friday. Instructions on Blackboard. |
| Week 1 Thursday | Electronic communication  - Email  - Instant Messaging  - VOIP  - When to use which  - How to write effective email | Lab0: Email | Lab 0: Email, due Friday. Instructions on Blackboard. |
| Week 2 Tuesday | Hardware  - Components of a computer  - CPUs  - I/O peripherals  - History of computers  - Storage, part 1 | Lab1: PowerPoint1 (instructions on Blackboard)  Reading: "Triumph of the Nerds" and "History of Computers" - links on Blackboard/Web Links | PowerPoint1 due Friday by 11:59 PM |
| **Week 2 Thursday** | PowerPoint tutorial | Lab1: PowerPoint1 | PowerPoint1 due Friday by 11:59 PM. |
| Week 3 Tuesday | Data Storage, part 2  - Punch cards  - Magnetic media  - Optical media  - Flash memory  - Cloud storage | Lab1: PowerPoint2  Readings: "Storage Devices" and "Forensic Files: 'Shear Luck'" - links on Blackboard/Web Links | PowerPoint2 due Friday by 11:59 PM. |
| Week 3 Thursday | Excel1 tutorial | Lab1: PowerPoint2  Readings: "CP/M," "MS-DOS," and "Operating Systems" - links on Blackboard/Web Links | PowerPoint2 due Friday before midnight |
| Week 4 Tuesday | Operating Systems  - Functions of OSes  - CP/M, DOS  - From Command Line UI to Graphical UI  - MacOS, Windows, Linux | Lab2: Excel1 (instructions on Blackboard) | Excel1 due Friday before midnight |
| Week 4 Thursday | Excel2 tutorial | Lab2: Excel1 | Excel1 due Friday |
| Week 5 Tuesday | Application Software  - Software vs. Hardware  - Word Processors and Spreadsheets  - Killer Apps  - Microsoft Office Suite  - App GUIs, mobile vs. PC | Lab2: Excel2  Reading: "Killer Apps" - link on Blackboard/Web Links | Excel2 due Friday |
| Week 5 Thursday | Excel2 tutorial; pie and clustered column charts | Lab2: Excel2 | Excel2 due Friday |
| Week 6 Tuesday | Programming  - Software Production Cycle  - Software Production Methodologies  - Programming Languages | Lab2: Excel3 (no tutorial) | Excel3 due Friday |
| Week 6 Thursday | Excel3 tutorial | Lab2: Excel3 | Excel3 due Friday |
| Week 7 Tuesday | Networks  - Network Hardware  - Protocols  - Topologies  - Client / Server | Reading: "Computer Networks" - link on Blackboard/Web Links | No assignment this week |
| Week 7 Thursday | Midterm exam prep and study guide in class | To prepare for midterm, review lectures, readings, and lab assignments | No assignment this week |
| Week 8 Tuesday | MIDTERM EXAM | Lab2: Excel4. Pivot tables | Excel4 due Saturday due to Wellness Day on Friday |
| Week 8 Thursday | Databases  - Database Management Systems  - SQL  - Data warehousing and data mining | Lab2: Excel4 | Excel4 due Saturday due to Wellness Day on Friday |
| Week 9 Tuesday | Daylight Savings Time in the US - clocks ahead 1 hour  Access-A tutorial, including how to use VMWare for Mac users | Lab3: Access-A; instructions on Blackboard | Access-A due Friday |
| Week 9 Thursday | Guest speaker: Mike Lee, "X+Analytics: Data and the Art of Making More Money" | Lab3: Access-A | Access-A due Friday |
| Week 10 Tuesday | WELLNESS DAY - No class |  |  |
| Week 10 Thursday | Access-B tutorial | Lab3: Access-B | Access-B due Friday |
| Week 11 Tuesday | Internet and Worldwide Web  - Internet – definition and history  - Worldwide Web  - URLs, IP addresses | Lab3: Access-C | Access-C due Friday |
| Week 11 Thursday | Access-C tutorial | Lab3: Access-C | Access-C due Friday |
| Week 12 Tuesday | Malware and Security  - Types of malware  - Hackers | Lab 4: Google Drive1 | Google Drive1 due Friday |
| Week 12 Thursday | Hacking incidents | Lab4: Google Drive1 | Google Drive1 due Friday |
| Week 13 Tuesday | Social Media, part 1  - Social Websites  - How Social Sites Make Money  - Businesses Use Social Sites For Marketing | Lab4: Google Drive2 | Google Drive2 due Friday |
| Week 13 Thursday | Social Media, part 2  - Controversies in Social Media  - Recent developments in Social Media | Lab4: Google Drive2 | Google Drive2 due Friday |
| Week 14 Tuesday | Enterprise Resource Planning Systems (ERP)  and  Blockchain, time permitting | Lab5: Blog1 (instructions on Blackboard | Blog1 due Friday |
| Week 14 Thursday | WELLNESS DAY - No class | Lab5: Blog1 | Blog1 due Friday |
| Week 15 Tuesday | The Internet of Everything, and Everything Else  - Internet of Things  - Crowdsourcing  - Open-source software  - Barcodes, QR codes  - Credit card tech  - Digital currency | Lab5: Blog2 | Blog2 due Friday |
| Week 15 Thursday | Course evaluation  Final exam prep and study guide in class | Lab5: Blog2 | Blog2 due Friday |
| FINAL EXAM on Blackboard | Format: multiple choice, fill the blank, short answer. Review all lectures, readings, and lab assignments.  **(10:00 class)** exam on Tuesday May 11, at 8:00 AM (2 hrs.)  - NO SWAPS - | Note: NO SWAPS, NO EXCEPTIONS (except for the exceptions noted in the Week 1 lecture slides)  **(Noon class)**  exam on Wed. May 12, at 2:00 PM (2 hrs.)  - NO SWAPS - | See https://classes.usc.edu/term-20211/finals/  SEE SCHEDULE ON NEXT PAGE  **(2:00 class)**  exam on Thursday May 6, at 2:00 PM (2 hrs.)  - NO SWAPS - |

**Statement on Academic Conduct and Support Systems**

**Academic Conduct:**

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. Please familiarize yourself with the discussion of plagiarism in SCampus in Part B, Section 11, “Behavior Violating University Standards” [policy.usc.edu/scampus-part-b](https://policy.usc.edu/scampus-part-b/). Other forms of academic dishonesty are equally unacceptable. See additional information in SCampus and university policies on scientific misconduct, [policy.usc.edu/scientific-misconduct](http://policy.usc.edu/scientific-misconduct).

**Support Systems:**

*Counseling and Mental Health - (213) 740-9355 – 24/7 on call*

[studenthealth.usc.edu/counseling](https://studenthealth.usc.edu/counseling/)

Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention.

*National Suicide Prevention Lifeline - 1 (800) 273-8255 – 24/7 on call*

[suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org/)

Free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

*Relationship and Sexual Violence Prevention Services (RSVP) - (213) 740-9355(WELL), press “0” after hours – 24/7 on call*

[studenthealth.usc.edu/sexual-assault](https://studenthealth.usc.edu/sexual-assault/)

Free and confidential therapy services, workshops, and training for situations related to gender-based harm.

*Office of Equity and Diversity (OED) - (213) 740-5086 | Title IX – (213) 821-8298*

[equity.usc.edu](https://equity.usc.edu/), [titleix.usc.edu](http://titleix.usc.edu)

Information about how to get help or help someone affected by harassment or discrimination, rights of protected classes, reporting options, and additional resources for students, faculty, staff, visitors, and applicants.

*Reporting Incidents of Bias or Harassment - (213) 740-5086 or (213) 821-8298*

[usc-advocate.symplicity.com/care\_report](https://usc-advocate.symplicity.com/care_report/)

Avenue to report incidents of bias, hate crimes, and microaggressions to the Office of Equity and Diversity |Title IX for appropriate investigation, supportive measures, and response.

*The Office of Disability Services and Programs - (213) 740-0776*

[dsp.usc.edu](http://dsp.usc.edu/)

Support and accommodations for students with disabilities. Services include assistance in providing readers/notetakers/interpreters, special accommodations for test taking needs, assistance with architectural barriers, assistive technology, and support for individual needs.

*USC Campus Support and Intervention - (213) 821-4710*

[campussupport.usc.edu](https://campussupport.usc.edu/)

Assists students and families in resolving complex personal, financial, and academic issues adversely affecting their success as a student.

*Diversity at USC - (213) 740-2101*

[diversity.usc.edu](https://diversity.usc.edu/)

Information on events, programs and training, the Provost’s Diversity and Inclusion Council, Diversity Liaisons for each academic school, chronology, participation, and various resources for students.

*USC Emergency - UPC: (213) 740-4321, HSC: (323) 442-1000 – 24/7 on call*

[dps.usc.edu](http://dps.usc.edu/), [emergency.usc.edu](http://emergency.usc.edu/)

Emergency assistance and avenue to report a crime. Latest updates regarding safety, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible.

*USC Department of Public Safety - UPC: (213) 740-6000, HSC: (323) 442-120 – 24/7 on call*

[dps.usc.edu](http://dps.usc.edu/)

Non-emergency assistance or information.