Bus 9852a – Information Systems Special Fields
Extended Topics
Fall 2011

Instructor: Barb Marcolin
Office: 3N54
Phone: 661-4112 (O) 204-2123 (H)
EMAIL: bmarcolin@ivey.ca
Assistant Cheryl Lojzer (83684)
Class Meeting: Thursdays: 9:00 am – 12:00 pm (more or less)
Location: 1N75

Note: there are various due dates for deliverables throughout this outline – make sure you note the due dates on your calendar. There are deadlines for various components of contribution (conversation starters, one page summaries), the Field Thought Piece and the conceptual research paper.

The purpose of this course (as an extension but also stand alone set of topics with respect to the topics covered in IS Special Fields 832), is to deepen your familiarity with a broader set of the literature in the Information Systems field. Each week, we will focus on a different topic in the literature, and will attempt to come to grips with the following key questions:

1. What is the state of knowledge represented in the literature in this area?
2. What are the strengths and limitations in the body of literature?
3. What are the opportunities for research in this area?
4. How does this area of research relate to other areas of research previously covered?

Through this process, you will learn to read critically, paying attention to issues of research methodology as well as content, and to make clear, concise and interesting research presentations. It is also important that you develop your abilities to integrate
and interpret sets of readings as it relates to the overall topic area and as it relates to other topic areas covered in other sessions.

You will notice on the tentative class schedule that throughout the term various IS faculty will participate as session leaders. Each session leader will be setting the reading list for the session which will be provided to you on the Thursday, the week before the scheduled sessions. Most of the time the reading list and assigned readings will be posted in the Shared MIS Folder under 832-852 readings, 852 IS Special Fields - by session. If necessary, the faculty leader will also indicate where you can pick up master copies of the readings for photocopying and will specify any particular preparation that they would like you to undertake if different from that outlined below.

**EVALUATION**

Your final grade in this course will be determined by three components.

<table>
<thead>
<tr>
<th>Component</th>
<th>Weig ht</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contribution (includes weekly conversation starters, one page summaries and seminar contributions)</td>
<td>40%</td>
</tr>
<tr>
<td>Special Fields Integration Thought Piece - Wednesday Nov 16\textsuperscript{th} 2011</td>
<td>20%</td>
</tr>
<tr>
<td>Literature Review – October 3, October 31, November 24, and December 17</td>
<td>40%</td>
</tr>
</tbody>
</table>

**CONTRIBUTION**

Your contribution grade will include day to day presentations and participation as well as written submissions as requested.

Regular participation in classroom discussions is an essential part of your learning. We expect you to be in class, to have completed the assigned preparation and to be ready to contribute to the learning environment. Both quality and quantity of participation are important; quality is the more important of the two.
If you are unable to attend class, we expect you to notify Barb Marcolin as the course instructor (by email, telephone or in person) in advance. Given that our class is small, we would likely try to rearrange a class if one of us is unable to attend.

Each week you should prepare a 1 page summary of each of the required readings for the session. These summaries are intended to provide a quick reference to the articles, and should include a brief description of the authors’ purpose, research methodology and results as well as a short critique of the article. Depending on the session leader, you may be asked to start the session by providing an overview of each article (you can decide with your fellow students who will do what overviews in advance or you can decide on the spot in the session). On occasion a faculty guest will ask you to email them a copy of your one page summaries to provide feedback to you about these summaries or you may be asked to review each others summaries. Because this is not pre-planned you need to ensure that you complete these one page summaries for each session in this seminar.

CONVERSATION STARTERS

On the Wednesday just prior to each of our Thursday classes, by 3:00 p.m. (with the exception of the very last class – in which you will deliver your final Special Field Thought Piece), please send to all of the other participants and the faculty lead, your ‘conversation starter’. We would like your conversation starter to be a 1 page essay (or visual depiction with text) which integrates the assigned readings, identifies gaps, synthesizes ideas/models into a single picture, engages in debates, discusses possibilities about the future, engages with key teaching messages etc. The essay should be written with the aim of starting our conversation – it is your opportunity to raise questions, take a particular point of view, formulate new insights and ideas, think about future research in the area, engage with how to teach key findings about the topic. DO NOT summarize the papers you read – your goal is to analyze them from many different points of view and write about your findings.

You are expected to have read the conversation starters of other participants before class.

Special Fields Integration Thought Piece – Due Wednesday November 16th by 3:00 p.m.

While the article summaries will help you to develop your skills in looking at individual pieces of research and evaluating their contribution, the thought piece is designed to help you develop your ability to describe and evaluate several areas of literature together. For this summary thought piece, you will prepare a 5 page (single spaced) paper that synthesizes, summarizes, compares, contrasts and critiques at least 3 of the topic areas covered this seminar.
This will be a comparable exercise to your weekly conversation starters; but it is different in that it extends beyond a single topic area - covering your integration of at least 3 Special Fields topics. We recognize that there is quite a variety of topics here so your goal should not be to try to synthesize these into a single message but rather to practice your ability to see similarities, differences, linkages, and connections and lack of important connections across various streams of information systems research.

**Theory Paper – To be led and graded by Barb Marcolin**

You are expected to select a phenomenon of interest which is represented within this Special Fields seminar (or very closely related) and prepare a conceptual paper which summarizes and extends work in the field in some fashion. There are many ways to do this, but the essential nature of such work is to review the literature in the area of interest and provide an organizing framework which could be used for future research (testing), which reveals unexplored opportunities or presents the phenomenon in a new light or lays out a new research agenda for our field, or integrates appropriate organizational theory from reference disciplines in a way that sheds new light on the phenomenon.

The purpose of the paper is to provide you with an opportunity to critically assess the body of research in a subject of interest and to explore areas for future research. The paper will be written, and rewritten, throughout the term (see discussion of interim evaluations and schedule below), giving you the opportunity to engage in a constructive review process aimed at improving the overall quality of the work. Your goal should be to create a research paper suitable for adapting in to a conference paper at a conference like ASAC.

There are numerous sources of information on how to write an effective literature review. The *MIS Quarterly* publishes review articles as a special department, and provides guidelines on format and content.


Two recent review articles from MISQ that you can look at for further guidance are:


The following table provides dates for each of the THEORY PAPER deliverables during the term:

<table>
<thead>
<tr>
<th>Theory Paper Tasks</th>
<th>Last Date to get Paper to Barb M</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-page description of Theory Paper topic &amp; its contributions</td>
<td>October 3rd</td>
</tr>
<tr>
<td>Detailed outline, description of the “method” used to find articles, reference list</td>
<td>October 31th</td>
</tr>
<tr>
<td>Brown Bag interim paper</td>
<td>November 24th</td>
</tr>
<tr>
<td>Complete paper</td>
<td>Friday December 17th by 5:00 p.m. sharp (or earlier)</td>
</tr>
</tbody>
</table>

**ACADEMIC INTEGRITY**

**Plagiarism:** You are reminded that plagiarism (representing another person’s ideas, writings, etc., as one’s own) is a serious academic offence; the ultimate penalty is expulsion. We expect you to write reports, exams, etc., in your own words. Whenever you take an idea or a passage from another author, you must acknowledge your debt by appropriately citing your source(s). Western uses software to check for plagiarism. You might be required to submit your written work in electronic form for plagiarism checking.

**Statement on Academic Offences:** “Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following Web site: [http://www.uwo.ca/univsec/handbook/appeals/scholastic_discipline_grad.pdf](http://www.uwo.ca/univsec/handbook/appeals/scholastic_discipline_grad.pdf) Academic Handbook, Exam, Course Outlines Page 4 Issued: 2011 02.
CLASS SCHEDULE

This class schedule is based on a first cut at the most likely material. It may be adjusted based on our experiences over the term.

<table>
<thead>
<tr>
<th>Tentative Dates</th>
<th>Session No.</th>
<th>Meeting Room</th>
<th>Leader/Guest</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-Sep Thursday</td>
<td>1a</td>
<td>1N75</td>
<td>Barb/Chris/ Derrick</td>
<td>IS and Organizational Value Propositions, Consequences, Forms, Virtual work, and Telecommuting</td>
</tr>
<tr>
<td></td>
<td>1b</td>
<td>9 to 12am</td>
<td>Barb</td>
<td>IS and Knowledge Management</td>
</tr>
<tr>
<td>15-Sep</td>
<td>2</td>
<td>1N75</td>
<td>Barb</td>
<td>IS Personnel, Decision Making - Individual Level (DSS, ESS) – Dispersed collaborative work/virtual teams, (Groups and GDSS)</td>
</tr>
<tr>
<td>23-Sep Friday</td>
<td>3a</td>
<td>Moved to 2N15</td>
<td>Barb</td>
<td>IS and Communication –Computer Mediated Communication and telephony, IP, voice, data</td>
</tr>
<tr>
<td></td>
<td>3b</td>
<td>9 to 12pm</td>
<td>Barb</td>
<td>IS and Communication –Computer Mediated Communication and telephony, IP, voice, data</td>
</tr>
<tr>
<td></td>
<td>3c</td>
<td>2N15</td>
<td>Barb/Debbie</td>
<td>IS and Communication –Computer Mediated Communication and telephony, IP, voice, data</td>
</tr>
<tr>
<td>29-Sep Thursday</td>
<td>4</td>
<td>1N75</td>
<td>Barb/Debbie</td>
<td>IS and Communication –Computer Mediated Communication and telephony, IP, voice, data</td>
</tr>
<tr>
<td>6-Oct</td>
<td>5a</td>
<td>1N75</td>
<td>Barb</td>
<td>IS Governance and Leadership, Technology Standards, Personnel</td>
</tr>
<tr>
<td></td>
<td>5b</td>
<td>9am to 12</td>
<td>Barb</td>
<td>Management of IS – End User Training, Learning and Competence</td>
</tr>
<tr>
<td>14-Oct Friday</td>
<td>6</td>
<td>2N15</td>
<td>Barb</td>
<td>Management of IS - Support and Service Quality, SaaS (platform &amp; infrastructure)</td>
</tr>
<tr>
<td>20-Oct Thursday</td>
<td>7</td>
<td>1N75</td>
<td>Barb</td>
<td>Management of IS - Support and Service Quality, SaaS (platform &amp; infrastructure)</td>
</tr>
<tr>
<td>27-Oct Thursday</td>
<td>8</td>
<td>1N75</td>
<td>Barb/Larry Menor</td>
<td>IT Innovation, Open Services Innovation, Entrepreneurial Technology</td>
</tr>
<tr>
<td>4- Nov Friday</td>
<td>9</td>
<td>2N15</td>
<td>Barb/Nicole</td>
<td>IS Implementation and Culture</td>
</tr>
<tr>
<td>10-Nov</td>
<td>10</td>
<td>1N75</td>
<td>Barb/Ning</td>
<td>Outsourcing, Sourcing, SaaS Cloud</td>
</tr>
<tr>
<td>17-Nov</td>
<td>11</td>
<td>1N75</td>
<td>Barb/Ning</td>
<td>IS Risk Management and security</td>
</tr>
<tr>
<td>24-Nov Thursday</td>
<td>12</td>
<td>1N75</td>
<td>Barb/Liliana Maryam</td>
<td>Brown Bag Student Term Papers  Fields Review and Career Discussion including Ethics in research and teaching, Comps Preparation, Job Market</td>
</tr>
</tbody>
</table>
Session 1: IS & Organizational Consequences
Led by Barb Marcolin
Guests: Chris Higgins, Derrick Neufeld

Required Readings


Supplemental Readings


**Session 1b - IS and Orgs 2 - Virtual and Telecommuting**

*Led by Barb Marcolin*

*Guest: Chris Higgins*

**Required Readings**


**Supplemental Readings**


Session 2 - IS and Knowledge
Led by Barb Marcolin

Required Readings


9. Locate at least 2 additional readings on sharing knowledge. Gain approval from Barb.

Session 3a: IS Personnel Issues
Led by Barb Marcolin

Required Readings


**Supplemental Readings**


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### Session 3b: IS and Decision Making – Individual Level

Led by Barb Marcolin

**Required Readings**


**Supplemental reading list**


Session 3c - IS and Decision Making – Distributed Collaborative Work/Virtual Teams (Group GDSS)
Led by Barb Marcolin

Required Readings


Supplemental Readings


19. Parent, M., & Gallupe, B. (2001). Group support systems failure: The role of leadership in group support systems. Group Decision and Negotiation, 10(Fall), 405-422.


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Session 4 - IS and Communication – CMC
Led by Barb Marcolin
Guest: Debbie Compeau

Required Readings


Supplemental Readings


Session 5a: IS Management Issues – Governance and Leadership
Led by Barb Marcolin

Required Readings


**Supplemental Readings**


Session 5b: IS Standards  
Led by Barb Marcolin

Note: Please read these articles gaining a sense of research opportunities within this set of literature.

Required Readings


Supplemental Readings


Session 6 - End User Training & Learning, Competence
Led by Barb Marcolin
Guest: Debbie Compeau

Required Readings

In this session we will focus on the skills required of IS users, the methods by which they learn about their technologies, and the important processes involved in learning. The eight required articles represent a cross-section of the research that has been done over the past 15 years or so. I have tried to include at least one article from the main researchers in this area.


Supplemental Readings

For this list, I have extended the selection of articles from each of the researchers above.


**Session 7 - IS Management– Service and Support, Service Quality, SaaS (platform and infrastructure)**

Led by Barb Marcolin

*Note: Nicole included three conference papers that she wrote with Deb Compeau in this session – mainly to provide an opportunity to discuss the evolution of my thesis topic over three years as I developed it and studied it (rather than as an indication of research excellence which we will no doubt debate in the session!)*

**Required Readings**

*In this session we will focus on the skills required of IS management, the methods by which managers learn to manage their technologies, and the important processes involved in managing IS/IT. The nine required articles represent a cross-section of the research that has been done over the past 15 years or so. I have tried to include at least one article from the main researchers in this area.*


2. Haggerty, N and D. Compeau. In progress “Supporting Users in Everyday Technology Use” MISQ Submission and reviews. This submission to MIS Quarterly represents the first paper from my thesis. Please read the submission and the review package we
received in June 2006 – we'll discuss the challenges of responding to the review package and why it’s taken so long.


Session 8 - IS Innovation, Open Services Innovation, and Entrepreneurial Technology
Led by Barb Marcolin
Guest: Larry Menor

Note: This session covers a wide range of perspectives and materials. It may also include general business principles and public policy issues.

Required Readings


2. Chesbrough, 2009, Open Innovation Research, Barb has the book, (read only Chapter 14 containing proposed Research Questions over multiple-levels)

3. Christensen, 2007, Innovator’s Prescription, Health care viewpoint on Innovator’s Dillema (skim or if you have time read quickly Chapters 1 to 7)

4. (Skim) Participatory Innovation group, www.openinnovation.net ...

5. (Skim) Cracking Creativity, Michael Michalko, 2001, 10 Speed Press, Berkeley California. Barb has the book

6. (Short Read) Blueprint to a Billion organization, 7 essentials of High Growth Companies, David Thomson, Blueprint Growth Institute, www.blueprintgrowth.com

7. (Short Read) Blueprint Growth Institute Research Report GROWTHonomics: The Next 800 Companies to Lead America’s Growth, Barb has a copy. (trying to get Canadian Report)
8. (Skim quickly) Investing in Innovation, education and training (June 6, 2011)
   http://www.budget.gc.ca/2011/plan/chap4c-eng.html,
   conference http://innovationpartnership.ca/innovation-partnership-2010/conference-overview/

9. (Skim) Canada’s Federal Funding sources demonstrating where Canada injects innovation funding:
   Canada Innovation Network http://www.canadainternational.gc.ca/can-amer/cmmerce_can/scitech_network_reseau.aspx?lang=eng&view=d,
   McGill list of funding sources http://www.mcgill.ca/research/researchers/funding/federal

10. Pick at least 1 article from Entrepreneurship journals (e.g., Strategic Entrepreneurship Journal, Small Business Management). Gain approval from Barb


**Session 9 - IS Implementation and Culture**

*Led by Barb Marcolin*

*Guest: Nicole Haggerty*

**Required Readings**


7. Critical attributes of organizational culture that promote knowledge management technology implementation success, Park, Ribiere, Schulte 2004, Journal of Knowledge Management,

8. Pick at least 1 additional articles with Cultural research implications. Gain approval from Barb.

Session 10 - IS Sourcing, SaaS Cloud
Led by Barb Marcolin
Guest: Ning Su

Note: This session may breakdown into two segments – one on Managing IT Sourcing with the more classic sourcing papers, and one on Emergence of New Sourcing Models such as cloud, SaaS, and SOA. It might also carry over to the next topic on IT risk.

Required Readings


Supplemental Readings

8. (Highly recommended to SKIM this article) Above the Clouds: A Berkeley View of Cloud Computing, 2009 technical report


Session 11 – Continuing IS Sourcing,
Introducing topics IS Risk Management and Security
Led by Barb Marcolin
Guest: Ning Su

Required Readings


Supplemental Readings
