INFORMATION POLICY AND MANAGEMENT

PUBP 4803/PUBP 6501
Spring 2008

INSTRUCTOR AND OFFICE HOURS
Prof. Juan D. Rogers
Office Hours: By appointment
Office: 26 D. M. Smith
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MEETING TIMES AND PLACE:
Time: MW 3:05-4:25pm
Room: DM Smith 15

COURSE REQUIRED BOOKS: (Available at Engineer's Bookstore Marietta St.)


REQUIRED ARTICLES AND REPORTS:
The additional readings listed for each session are available from the course’s homepage on Buzzport: buzzport.gatech.edu.

COURSE DESCRIPTION:
The course is an introduction to the role of information and knowledge in modern private and public organizations. It covers theoretical aspects of information seeking, gathering and use in organizations as well as knowledge creation and its role in management. The course also addresses the practical implementation of organization strategies on information using information technology. The first part of the course introduces the issues of organization strategy
and its relation to information. The second part focuses on the notion of organizational learning. The third part focuses on the applications of information technology in government both in the United States and across the world. The final section focuses on the organization of information itself using contemporary information technologies, especially in the form of digital libraries. Case examples are used throughout the course to illustrate the concepts of each section.

**GOALS OF THE COURSE:**

The purpose of this course is to enable students to think conceptually about the modern organization, both in the private and the public sector, as a *knowledge-based, information processing organization* and to acquire analytical skills necessary to be a successful manager of a knowledge-based organization.

**GRADES AND ASSIGNMENTS:**

The course will be conducted under the presumption that all students are aware of the Academic Honor Code and have pledged to abide by it. The full text is available from: [http://www.gatech.edu/honor](http://www.gatech.edu/honor).

Grading will follow the following scheme:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Case Reports</td>
<td>45</td>
</tr>
<tr>
<td>Term Project</td>
<td>40</td>
</tr>
<tr>
<td>Daily Class Participation and Critiques</td>
<td>15 points (1 point per critique)</td>
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</tbody>
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The same requirements apply for graduate and undergraduate students. However, the grading standards will be adjusted for each group.

**a. Written Assignments**

There are two types of written assignments to be completed as the course progresses.

1. **Critiques**

This written assignment requires that you select two topics or notions presented in the reading for a week and write critical reflection in a maximum of 2 pages due at the beginning of Wednesday’s class every week from week 1 through week 14, except for the term break. Undergrads are allowed to drop two critiques in the term.

2. **Case Reports**

Three written case reports are required, from sections I through III. They must be selected from the *Annals of Cases*, however, cases scheduled for class discussion are not eligible for case reports.

Case reports should:
a. Present a *synopsis* of the case, identifying the key decision(s) that the manager(s) must make and the relevance of the case to the topic of the section. The synopsis should not exceed a half-page.

b. Analyze key issues in the case by applying lessons from the assigned reading(s) and, when appropriate, using standard analytical techniques. The analysis should not exceed two pages.

c. Finally, you should either reach a conclusion(s) or make a recommendation(s) about the decision(s) the manager(s) must make based on the preceding analysis. The recommendation(s) or conclusion(s) should not exceed a half page.

Case reports are not to exceed a total of three double spaced, printed pages, with unlimited exhibits. Cases are due in **printed hardcopy** at the beginning of class according to the following schedule:

**Section I:**  **Monday, February 18th**
**Section II:**  **Monday, March 10th**
**Section III:**  **Monday, April 14th**

No late papers will be accepted.

b. **Class Participation**

The class will be conducted in a seminar format. Therefore, you, the students, are responsible for the class dynamics by being prepared to discuss the topics of the session. Quality as well as quantity participation is graded.

c. **Term Project**

The class will be divided into teams and each team will conduct a study of an organization of their choice assessing the organization’s information strategy and its implementation. The assessment must draw on specific lessons from the course.

The results of the study should be:

1. Written up in a report of no more than 20 pages, including an executive summary. You may use as many exhibits as you wish.
2. Presented to the class at the end of the term. You are to provide copies, either paper or electronic, to all class members in advance of your presentation.

**STUDENTS WITH DISABILITIES:**

If you have a documented disability and wish to discuss academic accommodations, please contact me as soon as possible.
WEEKLY SCHEDULE

Section I: Information and Information Technology in Business Organizations

WEEK 1
Monday, January 8th

Introduction to the course

Wednesday, January 10th

Information and Organizational Strategy

Required Readings:
Stinchcombe, Chapters 1 and 2, pp. 1-72.

WEEK 2
Monday, January 14th

&
Wednesday, January 16th

Information and Organizational Strategy

Required Readings:
Stinchcombe, Chapters 3 through 6, pp. 73-236.

WEEK 3
Monday, Monday January 21st

NO CLASS, Official School Holiday

Wednesday, January 23rd

Information and Organization Strategy

Required Readings:
Stinchcombe, Chapters 7, pp. 240-273 and 9 through 10, pp. 312-362.

WEEK 4
Monday, January 28th
and
Wednesday, January 30th

The Productivity Paradox

Required Readings:


Case: “Challenges in the Adoption of Information Technology at Sunrise Industries: The Case of an Indian Firm”, in Khosrow-Pour, pp. 457-479.

WEEK 5
Monday, February 4th
and
Wednesday, February 6th

IT and the Achievement of Strategic Goals

Required Readings:


Section II: Introduction to Organizational Learning

WEEK 6
Monday, February 11th
and
Wednesday, February 13th

Knowledge and Learning in Organizations

Required Readings:
Choo, Chapters 1 through 4, pp. 1-154

WEEK 7
Monday, February 18th
and
Wednesday, February 20th

Management of the Knowing Organization

Required Readings:
Choo, Chapters 5 through 7, pp. 155-273


WEEK 8
Monday, February 25th
and
Wednesday, February 27th

Knowledge Management

Required Readings:
Section III: IT in Public Organizations -- E-Government

WEEK 9
Monday, March 3rd
And
Wednesday, March 5th

History, Policy and Politics of E-Government

Required Readings:

Garson, Chapters 1 through 5, pp. 1-149.


WEEK 10
Monday, March 10th
And
Wednesday, March 12th

Public Management of E-Government

Required Readings:

Garson, Chapters 9 through 12, pp. 259-382.

WEEK 11
Monday, March 17th
And
Wednesday, March 19th
NO CLASS, Spring Break

WEEK 12
Monday, March 24th
And
Wednesday March 26th
E-Government Implementation and Impacts

Required Readings:
Garson, Chapters 13 through 15, pp. 383-475.


WEEK 13
Monday, March 31st
And
Wednesday, April 2nd
E-Government Across the World

Required Readings:


Section IV: IT and the Organization of Knowledge: Digital Libraries

WEEK 14
Monday, April 7th
And
Wednesday, April 9th

Digital Library Implementation and Implications

Required Readings:


WEEK 15
Monday, April 14th
And
Wednesday, April 16th

Course Review

WEEK 16
Monday, April 21st
And
Wednesday, April 23rd

Term Project Presentations