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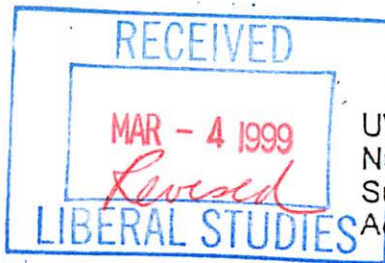
LSC Use Only
Number:
Submission Date: _____
Action-Date: _____

UWUCC USE Only
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Submission Date: _____
Action-Date:

App 3/16/00
Senate App 4/4/00

## CURRICULUM PROPOSAL COVER SHEET
University-Wide Undergraduate Curriculum Committee

I. **CONTACT**

Contact Person__Dr. Linda Szul_____ Phone__X 7 3003____

Department__Office Systems and Business Education_____

II. **PROPOSAL TYPE** (Check All Appropriate Lines)

__X__ COURSE ___Enterprise Tech Sup_____
<span style="font-size:smaller">Suggested 20 character title</span>

_____ New Course* _____
<span style="font-size:smaller">Course Number and Full Title</span>

__X__ Course Revision ___OS 413 Information Processing Technology___
<span style="font-size:smaller">Course Number and Full Title</span>

_____ Liberal Studies Approval + _____
for new or existing course
<span style="font-size:smaller">Course Number and Full Title</span>

_____ Course Deletion _____
<span style="font-size:smaller">Course Number and Full Title</span>

__X__ Number and/or Title Change ___OS 413 Information Processing Technology___
<span style="font-size:smaller">Old Number and/or Full Old Title</span>

___OS 413 Enterprise Technology Support___
<span style="font-size:smaller">New Number and/or Full New Title</span>

_____ Course or Catalog Description Change _____
<span style="font-size:smaller">Course Number and Full Title</span>

_____ PROGRAM: _____ Major _____ Minor _____ Track

_____ New Program* _____
<span style="font-size:smaller">Program Name</span>

_____ Program Revision* _____
<span style="font-size:smaller">Program Name</span>

_____ Program Deletion* _____
<span style="font-size:smaller">Program Name</span>

_____ Title Change _____
<span style="font-size:smaller">Old Program Name</span>

_____
<span style="font-size:smaller">New Program Name</span>

III. **Approvals** (signatures and date)

Department Curriculum Committee _____4-23-98_____

Department Chair _____4/23/98_____

College Curriculum Committee _____9/17/98_____

College Dean _____9/30/98_____

+Director of Liberal Studies (where applicable) _____

*Provost (where applicable) _____

Part II.     Description of Curriculum Change

1. New Syllabus of record is attached.

2. Content of the course has been revised to reflect changes in concepts and technology. The course title has been changed to allow for clarity based changes in course content. Revised content will result in the use of a lab; this facility is under development in the ECOB and will be available for use Spring 1999.

3. Justification/rationale for the revisions.
   The course has been revised to reflect current practices and technology as recommended by the Office Systems Research Association.

4. The old syllabus of record is attached.

5. Liberal Studies course approval is not required.

Part III.    Letters of Support

See attached correspondence with MIS and Computer Science departments.

I.      Catalog Description

OS 413 Enterprise Technology Support                    3 credits
                                                        3 lecture hours
                                                        0 lab hours
                                                        (3c-0l-3sh)

Prerequisite:  OS 313, CO/IM 352, or instructor permission

> Provides a comprehensive and practical knowledge of enterprise-wide technology. Topics covered include knowledge management, remote user support, teleconferencing, and network management & enhancement.  Students will have hands-on experience working with software, customizing user environments, managing technology security, enhancing and troubleshooting the computing environment.

II.     Course Objectives:

The student will be able to:

1.  Conduct a needs assessment to design an information processing system most appropriate for a given site.

2.  Determine cost and return on investment relating to information processing technology.

3.  Administer the network relating to resource management, allocation and maintenance.

4.  Support the major networking components (including the server, operating system, and clients).

5.  Set up and support remote access users

6.  Load collaboration, scheduling and conferencing software

7.  Add enhancement components such as scanners, voice recognition and CD-ROM to the computing environment.

8.  Install and configure intranet/internet software

9.  Manage video conferencing.

10. Capture, organize, and deliver knowledge to support the organization.

11. Provide support as first-level support personnel within an organization.

III.   Course Outline:

A.   Introduction                                                             (1 hr)

B.   Building the Technology Infrastructure                   (3 hrs)
     1. Analyzing current infrastructure
     2. Selecting infrastructure technologies
     3. Discussing ROI (Return on Investment in Technology)

C.   Configuring & Optimizing the Network                  (4 hrs)
     1. Adding & sharing of network resources
     2. Determining user privileges & rights
     3. Maintaining network security

D.   Building, Supporting and Securing an Intranet        (10 hrs)
     1. How to manage the resource
     2. How to administer
     3. Inclusion of an acceptable use policy
     4. Protecting your network from hostile intruders
     5. Using firewalls
     6. Recognizing and reducing threat from within

E.   Enhancing the Network Environment                      (6 hrs)
     1. Using collaborative/scheduling/conference software
     2. Adding a CD-ROM server
     3. Adding a scanner
     4. Determining add-ons for value

F.   Video Conferencing                                           (3 hrs)
     1. Technology involved
     2. Training issues
     3. Geographic limitations

G.   Remote Access for Users                                    (4 hrs)
     1. Determining need for remote access
     2. Supporting mobile workers

H.   Document Management                                        (4 hrs)
     1. Relationship of pieces
     2. Importance of Archives
     3. Use of Search Engines

I. Knowledge Management                                           (7 hrs)
   1. What is knowledge management?
   2. How to capture an organization's knowledge
   3. How to organize the knowledge
   4. How to deliver the knowledge to support the organization.

J. Final Activity                                                 (2 hrs)

   Total Hours:                                                   44 hrs

IV. Evaluation and Methods:

| | |
|---|---|
| In-class Performance Assessments | 40% |
| Readings (10 readings from Technological Resources) | 20% |
| Exams (2 @ 10%) | 20% |
| Final Activity (Includes report & oral presentation) | 20% |
| Total | 100% |

Grading Scale:    A   =   90—100%
                  B   =   80—89%
                  C   =   70—79%
                  D   =   60—69%
                  F   =   59% and below

V. Instructional Materials & Supplies:

Required Textbook:

   Kern, Harris (1998). *Networking the New Enterprise*. New Jersey: Prentice Hall.

VI. Special Resource Requirements

   Other than the required text no additional resources will be required of each student.

VII. Bibliography:

Goldman, J. E. (1997). *Local Area Networks: A Client/Server Approach.* New York: John Wiley & Sons, Inc.

Igor, T. H. (1997). *Designing the Networked Enterprise.* Norwwod MA Artech House.

Maran, R. (1997). *Networking Visually Foster City.* IDG Books Worldwide.

Miller. C.K. (1998). *Multicast Networking and Applications.* Bonn Addison Wesley Publications Co.

Stamper, D. A. (1994). *Local Area Networks.* California: The Benjamin/Cummings Publishing Company, Inc.

Thomas, R. M. (1996). *Introduction to Local Area Networks.* California: Sybex.

# OS 413 INFORMATION PROCESSING TECHNOLOGY

A comprehensive study of information processing including equipment selection/functions, personnel, environment, and procedures. Prerequisite: Junior status.

**Topics to be covered are:**

-History of the Automated Office (historical background, office automation, and document cycle)

-Overview of Computer Systems (hardware and software)

-Incorporation of Peripherals (printing devices, OCR, image processors, reprographics, modems/DOVs, scanners)

-Document Processing and Storage (function of IPs, document handling, temporary/permanent systems, methods of storage)

-Selection and Acquisition of Supplies and Equipment (hardware and software and other materials, rent/lease/buy)

-Distribution/Communication of Information (historical processes, telecommunications, electronic delivery systems, networks)

-Environmental Considerations (centralized/decentralized, ergonomics, safety)

-Feasibility Studies (purposes and approaches, process, reports)

-Security Responsibilities (hardware/software abuse, physical access, copyright)

**Teaching Method:** This course will be taught with a combination of lecture, case studies, group decision making, films, readings, and special projects. Homework assignments are due by the class period requested. No late assignments will be accepted.

**Required text and materials:** Automating the Office: Office Systems and End-User Computing, by Regan and O'Connor. Duplicated cases and notes are required from Copies Now. A 5 ¼" floppy disk, pencil/pen and notebook are only additional supplies needed for the class.

**Grading:**

| | |
|---|---|
| Three exams | 60% (20% each) |
| Homework | 15% |
| Case Studies and Participation | 15% |
| Project | 10% (includes oral presentation) |

The final of the three exams will not be comprehensive--it will cover the final section material in the course. Unless otherwise specified, all assignments are expected to be submitted in typewritten form and double spaced.

**Test Review:** Test grades are not negotiable. The grading system is fair, uses plus and minus grades and takes into account question ambiguity. Grades are figured as follows on each exam:

High score received in the class is multiplied by 60%. This gives the Low passing score (D-).

Low passing score is subtracted from the High score and then divided by 11 to compute the passing increment (amount added to D- and each step after to work up scale).

If you would like to review your first or second test, you may set up an appointment to take place within one week of test scores being returned. Tests are not kept in my office, so I will bring the test from home on that day and only that day. Remember, this test review is for the sole purpose of learning where you made your errors—not to argue for points.