Globalization, Culture and IT (GET305)

Class Information

Class Title: Globalization, Culture and IT
Class Code and Semester: GET305 - Fall 2015
Instructor: Ehsan Sabaghian - PhD Student at iSchool - Syracuse University
Class Meeting Day and Time: Tuesdays / Thursdays 8 a.m. - 9:20 a.m.
Class Meeting Place: Hinds Hall, 111
Learning Management System (LMS): http://blackboard.syr.edu
Office Hours: 30 minutes after class meetings and by appointment
e-mail: esabaghi@syr.edu
Twitter: @EhsanSabaghian
Class Hashtag: #GET305

Class Catalog

Exploration of IT and culture in global organizations including issues of globalization, IT and culture, distributed collaboration, global enterprise systems, virtual organization, knowledge management, and social campaigns.

Narrative Description

Over the past decades, globalization has become more and more central to enterprises, large and small. The ubiquitous use of information and communication technologies has been central in efforts to render business practices global, as IT is increasingly used to facilitate global work practices and operations. Tendencies such as outsourcing, distributed collaboration, global enterprise systems and virtual innovation teams exemplify the ways in which IT-supported work have global implications. The ability to conceptually understand and empirically analyze the challenges and possibilities of globalization is central for being able to work creatively and imaginatively with IT practices in specific organizations.

The course is designed to help students better navigate the global enterprise and understand the IT and cultural issues associated with this form of organizing and work. The course draws on the disciplines of organization analysis, information systems, business management, knowledge management, communication and science and technology studies. It offers analytical and practical tools that enable students to analyze the social and technical challenges and possibilities enterprises face as they operate in a global world.
Goals

By the end of this course, students should be able to:

- Account for different perspectives on IT, globalization and culture and their intertwined dynamics.
- Identify and discuss the role of culture and technology in global enterprises and workplaces.
- Identify and analyze examples of IT infrastructures operated by global enterprises and projects.
- Identify and critically assess problem areas and possibilities for knowing and knowledge generation associated with global enterprises, global projects and their IT infrastructures.
- Master skills associated with virtual and distributed work collaborations in global enterprises.
- Design and lead a global collaboration project in a global cultural context.

Structure of the Course

In this blended-learning course you will:

1) Learn about Globalization and what it means for an enterprise to span multiple cultures, for the IT infrastructure supporting them, and for your personal career;

2) Learn by being part of a Global Class and Projects, which brings together students and professors from SU and the IT University of Copenhagen, Denmark to collaborate on two projects.

The blended course model includes lectures, discussions, guest speakers and group assignments that span the Atlantic. The course format is built around four elements:

Trans-Atlantic Global Collaboration: The course will be taught in tandem with a similar class at the IT University (ITU) of Copenhagen, Denmark. Locally, each class will meet separately and each student will be responsible for their local professor. Globally, students and the instructors will use various collaborative tools and strategies to stay in touch and coordinate their activities.

Face-to-Face and Online Learning: The course will combine classroom instruction, discussion and assignments with online course content, which span the Atlantic. We will make use of Syracuse University’s Learning Management System powered by Blackboard (iLMS) for readings, lectures, blogs, case studies, and discussions. These online environments will supplement the weekly face-to-face classes and facilitate our collaboration with students and faculty across the Atlantic.

Teleconferences: At key points during the semester we will meet online for lectures, discussions and project presentations depending on the schedules. These will include both small group sessions and class sessions. We will experiment with different tools to arrange and facilitate these meetings. In addition, we will experiment with a number of other online communication tools.

Global Projects and Group Projects: There will be 2 form of projects, global projects (in collaboration with ITU) and group projects which have 2 students in each group. There will be 2 global projects in which students will develop and implement a global collaboration on 2 topics: (1) Global Time: Digital Payment and (2) Global Object: Socio-technical Practices of Electricity. Both projects will be discussed and planned with students in first and second sessions of class.
Readings

The readings will blend of a textbook, research papers, managerial publications, case studies, and news publications. The readings will be uploaded in advance and can be found in the weekly blackboard content folder. Following books will be the primary sources for class lectures and discussions.

**Working Together Apart; Collaboration over the Internet**
Judith S. Olsen
Gary M. Olsen
ISBN: 978-1608450503

**Global Information Society; Technology, Knowledge and Mobility**
Mark I. Wilson
Aharon Kellerman
Kenneth E. Corey
ISBN: 978-0742556942

Few Chapters from the textbooks will be selected and assigned for students as weekly readings and students are expected to read the assignments before the class.

Additional readings including case studies, research papers and other readings will be provided in advance by instructor and will be uploaded to class management system at blackboard.syr.edu.

The readings fall in three classes:

- **Read**: Important reading that you are expected to read before the class, understand and use in your discussions, project, analysis assignments and final reflection.
- **Review**: Know what the article is about and able to easily navigate the article later and use in projects, final reflections as additional resources.
- **Optional**: Recommended by the instructor but not required for completing the course.

As well as textbooks and readings, students will use appropriate applications to use and deliver the assignments and tasks such as Microsoft Office and other applications that will be discussed and selected during course.
## Class Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Session</th>
<th>Day &amp; Date</th>
<th>Topic</th>
<th>Notes</th>
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<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Tuesday (9/1/2015)</td>
<td>Welcome, Introduction, Syllabus Review</td>
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<td></td>
<td>2</td>
<td>Thursday (9/3/2015)</td>
<td>Shaping Groups &amp; Introduction to Global Projects</td>
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<td>2</td>
<td>3</td>
<td>Tuesday (9/8/2015)</td>
<td><strong>Globalization; what is it? And why is it hard?</strong></td>
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<td></td>
<td>4</td>
<td>Thursday (9/10/2015)</td>
<td>Planning and Preparing for Project I &amp; II</td>
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<td>3</td>
<td>5</td>
<td>Tuesday (9/15/2015)</td>
<td><strong>Virtual Teams &amp; Collaboration</strong> (Guest Speaker)</td>
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<td></td>
<td>6</td>
<td>Thursday (9/17/2015)</td>
<td>Final Arrangements for Project I</td>
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<tr>
<td>4</td>
<td>7</td>
<td>Tuesday (9/22/2015)</td>
<td><strong>IT in a Global Context</strong></td>
<td>Project I</td>
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<td>8</td>
<td>Thursday (9/24/2015)</td>
<td>Project I Working Session</td>
<td>Project I</td>
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<tr>
<td>5</td>
<td>9</td>
<td>Tuesday (9/29/2015)</td>
<td><strong>Managing Global Collaborative System</strong> (Guest Speaker)</td>
<td>Project I</td>
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<td>10</td>
<td>Thursday (10/1/2015)</td>
<td>Project I Working Session</td>
<td>Project I</td>
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<tr>
<td>6</td>
<td>11</td>
<td>Tuesday (10/6/2015)</td>
<td><strong>Managing Global Enterprise Systems</strong></td>
<td>Project I</td>
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<td></td>
<td>12</td>
<td>Thursday (10/8/2015)</td>
<td>Project I Working Session</td>
<td>Project I</td>
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<tr>
<td>7</td>
<td>13</td>
<td>Tuesday (10/13/2015)</td>
<td><strong>Global Knowledge Management</strong></td>
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<td></td>
<td>14</td>
<td>Thursday (10/15/2015)</td>
<td>Final Arrangements for Project II</td>
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<tr>
<td>8</td>
<td>15</td>
<td>Tuesday (10/20/2015)</td>
<td><strong>Global Data - BigData</strong> (Guest Speaker)</td>
<td>Project II</td>
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<td>16</td>
<td>Thursday (10/22/2015)</td>
<td>Project II Working Session</td>
<td>Project II</td>
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<tr>
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<td>Tuesday (10/27/2015)</td>
<td><strong>Global Digital Infrastructure</strong></td>
<td>Project II</td>
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<td>18</td>
<td>Thursday (10/29/2015)</td>
<td>Project II Working Session</td>
<td>Project II</td>
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<td>10</td>
<td>19</td>
<td>Tuesday (11/3/2015)</td>
<td><strong>Outsourcing</strong> (Guest Speaker)</td>
<td>Project II</td>
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<td>20</td>
<td>Thursday (11/5/2015)</td>
<td>Project II Working Session</td>
<td>Project II</td>
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<td>21</td>
<td>Tuesday (11/10/2015)</td>
<td><strong>Global Cyber Security</strong></td>
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<td>22</td>
<td>Thursday (11/12/2015)</td>
<td>Discussion and Reflection on Project I and II</td>
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<tr>
<td>12</td>
<td>23</td>
<td>Tuesday (11/17/2015)</td>
<td><strong>Culture in Global Context</strong></td>
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<td></td>
<td>24</td>
<td>Thursday (11/19/2015)</td>
<td>Planning for Final Group Projects Presentation</td>
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<tr>
<td>13</td>
<td>25</td>
<td>Tuesday (11/24/2015)</td>
<td><strong>Human Resource and Globalization</strong></td>
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<td>26</td>
<td>Thursday (11/26/2015)</td>
<td>Final Arrangements for Reflection, Evaluation, Presentation</td>
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<td>14</td>
<td>27</td>
<td>Tuesday (12/1/2015)</td>
<td><strong>Ethics and Globalization</strong></td>
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<td></td>
<td>28</td>
<td>Thursday (12/3/2015)</td>
<td>Group Projects Final Presentation Session I</td>
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<tr>
<td>15</td>
<td>29</td>
<td>Tuesday (12/8/2015)</td>
<td>Group Projects Final Presentation Session II</td>
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<td></td>
<td>30</td>
<td>Thursday (12/10/2015)</td>
<td>Final Reflection, Evaluation and Survey</td>
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</tbody>
</table>

* On Tuesday session, class more focus on lectures, readings and discussion, and on Thursdays, class will be more working sessions on global projects, group project and other assignments.
* The class schedule might be updated based on the class projects, ITU students and project timeline, guest speakers schedule and class group projects or other occasions arise.
Assignments and Evaluation

Required Assignments:

Attendance and Professional Behavior (10%):
This is an experiential and collaborative course. Students are expected to attend each session and interact with their classmates as well as with oversea collaborators as needed in the projects. Active participation in discussion and class exercises are important and appreciated. There are many small activities that students will participate in without a specific grade, but not participating in those activities will lower the Class Participation Grade. Professional behavior with each other is also very important and will be valued.

Class Global Project (50%):
The class will be participating in 2 global projects; each project will be 3-4 weeks long, in collaboration with a class at the IT University of Copenhagen, Denmark lead by Professor Steffen Dalsgaard and Professor Laura Watts. There will be a number of individual and group assignments associated with each of the project. Specific requirements will be explained at the time of the exercise. The global collaborations are meant to give students familiarity with operating and conducting collaboration in practice across distances in space and time. It will challenge students to coordinate activities and reflect upon the uses of technological platforms for communication and coordination as much as what assumptions and presuppositions they begin with. The details of projects will be sort out with students before projects stating date.

Global Project I: Digital Payment (23 Sep - 8 Oct)
Theme: Global Time
In Collaboration with ITU Students lead by Professor Steffen Dalsgaard

Project Goals:
Students investigate what forms of payments and value forms people use? How do they transfer value? What platforms and what currencies? To whom they transfer value geographically? Over what time and space they transfer value and how are payments ‘timed’? How people time their payments? What are trust and security issues?

Process and Dates:
Students will work on data collection methods (interview / survey) and questions, introduction and communication with ITU students, decide on the platform of communication with ITU students, data management tool for sharing information and will finalize the deadlines and deliverables for 3 weeks (23 Sep - 8 Oct).

Deliverable:
The final deliverable for SU students will be a report / analysis of student’s findings of digital payments in US.
Global Project II: Socio-Technical Practices of Global Electricity (21 Oct - 5 Nov)
Theme: Global Object
In Collaboration with ITU Students lead by Professor Laura Watts

Project Goals:
Students investigate the socio-technical practices of electricity infrastructure (where energy generated, what are the standards types of energy, stakeholders and market), measurements (devices, policy, practices of use, measuring readings and norms) and savings (what are the saving approach, practices, technologies being used, whom, how and when it might be done).

Process and Dates:
Students will pick 2 locations (a residential building and a university building) and 2 groups of students will study the technical and social practices of electricity. This field-study project intent to collect data (by observe, interview, take photo) and document data which will be then analyzed. The project will last for 3 weeks (21 Oct - 5 Nov).

Deliverable:
The final deliverable of this project will be final report / analysis of students’ findings of socio-technical practices of electricity use in US.

Group Project (25%)
There will be list of global project that will be provided by instructor to students to work on as group of 2 through the whole semester. The projects are in different contexts (business, social issues and non-profit) students work together on one aspects of that project and will provide a report and presentation in the last sessions of the class. List of projects for GET305 Fall 2015:

1. Public Lab Project (www.publiclab.org)
2. Environment Do-It-Yourself Project (www.envirodiy.org)
3. Citizen Sense Project (www.citizensense.net)
4. Data Privacy Legislations Across Atlantic; Data Privacy Landscape in US and Europe
5. Popular Global Collaborative Tools - Comparison, Pros and Cons
6. Popular Enterprise Social Networks and Global Communication - Comparison Analysis
7. Consulting Services for Global Enterprise - Benchmarking Research
8. Successful Stories of Entrepreneurship in Global Context and For Global Customer
9. Case-Studies on Global Collaborative Systems and Global Projects - Successful Business Cases
10. BitCoin; P2P Open Source Payment System
11. Nord Pool Spot; Europe Power Market Case Study
12. Electricity Regulatory Organizations Across Atlantic in US and Europe

The list of group projects will be updated and also group projects is open to students suggestions based on their interests, their major or future career plan. That will be discussed with students group.
Final Reflection, Evaluation and Survey (15%)
In the last session of the class, students will answer few questions on the lesson learned over the semester and reflect on their educational and collaboration experience. The final reflection will be open-ended and students will submit their reflection before final data of semester.

Alongside with that, students will evaluate their team-mates both in group projects and global projects and reflects on their team work over the course of semester. The evaluation shows how students work with each other and how that team-work enhanced their learning experience and what they have to improve for future collaborations.

And finally, there will be short (5 questions) survey that students required to answer and reflect on the class and all its components such as projects, topics and readings, global projects, group projects and the structure of the class. The results of this survey will be used for future development of the class and teaching methods in coming year.

Optional Assignments;

Global Nuggets (5%)
Students could prepare a 2-minute presentation related to that week’s topic that could be news, a website, a new technology, new regulation, case study, a company or anything that could be related to the week theme or projects. The presentation should be accompanied by ½ page memos and optionally a PowerPoint slide or other illustration or visualization. For each Nugget, we expect 1 takeaway for the class. The goal og global nuggets are to keep class, students up to date.

Class Social Media Initiative (5%)
Students could initiate and engage IN a social media campaign (Facebook, Twitter and LinkedIn) about the class, projects, their interaction with ITU students, their experiences, lesson learned, challenges and ideas. The goal of this assignment is to raise awareness about the class, projects, promote the global collaborative projects in classrooms and education and find similar projects and classes that might initiate future opportunities.

Summary of required and optional assignments:

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<tr>
<th>Assignment</th>
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<tbody>
<tr>
<td>Attendance, Participation and Professional Behavior</td>
<td>10</td>
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<tr>
<td>Class Global Projects</td>
<td>50</td>
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<tr>
<td>Group Projects</td>
<td>25</td>
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<tr>
<td>Final Reflection, Survey and Evaluation</td>
<td>15</td>
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<tr>
<td>Global Nuggets</td>
<td>+5</td>
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<tr>
<td>Social Media Initiative</td>
<td>+5</td>
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Grading

Students will be graded as follows:

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<thead>
<tr>
<th>From (%)</th>
<th>To (%)</th>
<th>Grade</th>
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<tbody>
<tr>
<td>96</td>
<td>100</td>
<td>A</td>
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<tr>
<td>90</td>
<td>95</td>
<td>A-</td>
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<td>83</td>
<td>85</td>
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<td>NC</td>
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The numerical average of your grades will determine your final course grade.

Important Notes

- **Attendance Sheet**: Attendance sheet will be taken through the course at the beginning of each session and students are expected not to be late to class sessions.

- **Notice for Absence**: Students expected to notice the instructor (1 day in advance) if they are going to miss a class for any reasons. Students are expected not to miss more than 4 of class sessions. Valid reason for absence should be mentioned in advance with instructor.

- **Cell Phone and Social Media Use**: The cell phones and social media are not permitted during the class session. There will be 10 minutes break every session and students could use that time for making phone calls and checking social media sites. The reason for this policy is course is based on the face-to-face and group collaboration, it will distract other students, it will be hard for instructor to lead the class and of course it will affect students’ concentration. Please keep your phone silent during class session!

- **Professional Conduct**: Students are expected to have open and collaborative approach with the instructor, class projects, students at ITU and each other. Students are expected to turn in the assignment on time. Late submission will affect students’ grade.

- **Team-work and Flexibility**: Students are expected to work with ITU students and be flexible with their schedule and have open approach working between different time-zone and culture. The course aims to strength students’ team work and communications’ skill, therefore being proactive to work with colleagues are expected and valued. Students are expected to plan ahead and be on time for their group work as well as global projects. In case of students need more help with the assignments and project’ work, they should meet with instructor and seek instruction to solve the issue.
Course Webpage - Learning Management System (LMS)

The University’s learning management system Blackboard will serve as the communication and sharing center. The readings, handouts, this syllabus, and all other electronic information about the course (including your grades) will appear on Blackboard. The iSchool is in the process of moving from its own iLMS to Blackboard. The direct URL to Blackboard: http://blackboard.syr.edu/ Questions regarding Blackboard should be directed to ilms@syr.edu or Peggy Brown at 315-443-9370.

Communication

All email communications with students for this course will be sent to their University-assigned email account @syr.edu as per University computing and electronic communication policy. I will not provide assignment, exam or final grades using any other email accounts in accordance with university policy.

Academic Integrity

The academic community of Syracuse University and of the School of Information Studies requires the highest standards of professional ethics and personal integrity from all members of the community. Violations of these standards are violations of a mutual obligation characterized by trust, honesty, and personal honor. As a community, we commit ourselves to standards of academic conduct, impose sanctions against those who violate these standards, and keep appropriate records of violations. The academic integrity statement can be found at: http://supolicies.syr.edu/ethics/acad_integrity.htm.

A note on Academic Integrity: Students are expected to take academic integrity very seriously. SU deals with academic integrity very seriously and students are expected to submit their own work. Students who use other people’s works will be penalized when graded, and may also be reported as in violation of the University’s academic integrity policy, if repeated.

Students with Disabilities

If you believe that you need accommodations for a disability, please contact the Office of Disability Services (ODS), http://disabilityservices.syr.edu, located in Room 309 of 804 University Avenue, or call (315) 443-4498 for an appointment to discuss your needs and the process for requesting accommodations. ODS is responsible for coordinating disability-related accommodations and will issue students with documented disabilities Accommodation Authorization Letters, as appropriate. Since accommodations may require early planning and generally are not provided retroactively, please contact ODS as soon as possible.
Ownership of Student Work

This course may use course participation and documents created by students for educational purposes. In compliance with the Federal Family Educational Rights and Privacy Act, works in all media produced by students as part of their course participation at Syracuse University may be used for educational purposes, provided that the course syllabus makes clear that such use may occur. It is understood that registration for and continued enrollment in a course where such use of student works is announced constitutes permission by the student. After such a course has been completed, any further use of student works will meet one of the following conditions: (1) the work will be rendered anonymous through the removal of all personal identification of the work’s creator/originator(s); or (2) the creator/originator(s)’ written permission will be secured. As generally accepted practice, honors theses, graduate theses, graduate research projects, dissertations, or other exit projects submitted in partial fulfillment of degree requirements are placed in the library, University Archives, or academic departments for public reference.

Religious Observance

Syracuse University (SU) religious observances policy, found at: http://supolicies.syr.edu/emp_ben/religious_observance.htm, recognizes the diversity of faiths represented among the campus community and protects the rights of students, faculty, and staff to observe religious holy days according to their tradition. Under the policy, students are provided an opportunity to make up any examination, study, or work requirements that may be missed due to a religious observance provided they notify their instructors before the end of the second week of classes. For fall and spring semesters, an online notification process is available through MySlice/Student Services/Enrollment/My Religious Observances from the first day of class until the end of the second week of class.

Latest Update:
24 August 2015 - 10 p.m.
Ehsan Sabaghian
iSchool at Syracuse University