Instructor: Alexander F Corsello  
Telephone: 315-729-6570  
Client Support Consultant: Rachel Leahy  
Email: afcorsel@syr.edu, rpleahy@syr.edu  
Location: Hinds 011/Lab - 011  
Day: Tuesday/Thursday  
Time: 2:00 pm – 3:20 pm  
Office hours: By appointment (Room 206)

Course Overview

IST352 builds the basic understanding of the organizational, technical and management architecture that comprise enterprise systems development environments. The course will use systems development methodologies to identify and solve large complex systems problems. Emphasis will be placed on the Planning, Analysis and Design phases with coverage of the Implementation and Maintenance phases. The Planning phase will include the use of strategic information systems planning techniques and feasibility studies; the Analysis phase will include elicitation of user requirements to create business rules; and the Design phase will include data, process and object modeling techniques, as well as, user interface input and output design. Management issues addressed will include application development policies, standards and techniques, as well as, software procurement and custom development guidelines.

Prerequisites None

Course Objectives

At the completion of this course students will be able to:

- Describe the systems development lifecycle
- Solve complex problems using a systems development methodology
- Gather user requirements to create business rules
- Describe and use data models
- Describe and use process models

Resources

Text

Readings
Additional articles that complement the textbook will be located in the Blackboard Learning Modules for this course, URL: https://blackboard.syr.edu.

Note: All Labs will usually be on Thursday and held in the Classroom.
Grading Policy

Final grades will be based on the number of points earned throughout the semester according to the table below. There are 500 available points, therefore you are afforded the flexibility to choose where you will focus your efforts.

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<thead>
<tr>
<th>Grade</th>
<th>Points</th>
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<tr>
<td>A</td>
<td>500</td>
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<tr>
<td>A-</td>
<td>475</td>
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<tr>
<td>B+</td>
<td>454</td>
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<td>B</td>
<td>434</td>
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<tr>
<td>B-</td>
<td>414</td>
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<tr>
<td>C+</td>
<td>394</td>
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<tr>
<td>C</td>
<td>374</td>
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<tr>
<td>C-</td>
<td>354</td>
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<tr>
<td>D</td>
<td>334</td>
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<td>F</td>
<td>314</td>
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Attendance (30 points)

- You will get rewarded for coming to class!
  
  You will receive 1 point for each class you attend!!

Assignments (160 points)

All assignments will have individual instructions and guidelines. Be sure to review them carefully before submitting your work. It is important that you keep a folder with all your graded, returned assignments.

- Assignment 1: (Group) Turkey dinner Visio Document (25 points) – Diagram the flowchart in class plus any added steps you want to use. Be prepared to present your final product in class as a team
- Assignment 2: (Individual) Preparation for Bedtime Visio Document (10) points)
- Assignment 3: (Group) Meeting with Bill Customer (30) points)
- Assignment 4: (Individual) What is a Systems Analyst? (35 points) – This is a research assignment that defines the systems analyst function and the role they perform in an organization.
- Labs 3 & 4: (Group) Creating Flowchart for “Bill Customer’s Proposed System” (40 points) – You will be given 2+ lab sessions to accomplish this.
- Case Study on Project Management (20 points) (Individual)
Quizzes (150 points) – Generally Every Tuesday!
There will be 10 quizzes given each week with 15 questions based on the lecture chapter.

Group Project Presentation (160 Total Points Per Person)

- Business Case (80 pts.) – President/All
- Request For Services (80 pts.) – Project Manager Role
- Scope (40 pts.) – Technical Role
- Project Requirements and Specifications Document (80 pts.) – B/A Role
- Implementation/Testing Plan (80 pts.) – Systems Designer Role
- Training Documentation (20 pts.) – Technical Role
- Maintenance Plan (20 pts.) – Technical Role

This is a group Project that will be comprised of all the above categories above. It will be a project needed by a small Sporting Goods firm. This will be an analysis and design initiative that will allow you to prove knowledge gained by this instruction. Think of it as a “class portfolio”. You and your team will make a final presentation of your portfolio the last week(s) of class. You will present the portfolio in front of the class in a concise, neat, logical manner giving me a completed hard copy at that time.
Disability-Related Accommodations

Syracuse University values diversity and inclusion; we are committed to a climate of mutual respect and full participation. If you believe that you need accommodations for a disability, please contact the Office of Disability Services (ODS), disabilityservices.syr.edu, located at 804 University Avenue, room 309, 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 “Accommodation Authorization Letters” to students as appropriate. Since accommodations may require early planning and generally are not provided retroactively, please contact ODS as soon as possible. Our goal at the iSchool is to create learning environments that are useable, equitable, inclusive and welcoming. If there are aspects of the instruction or design of this course that result in barriers to your inclusion or accurate assessment or achievement, please meet with me to discuss additional strategies beyond official accommodations that may be helpful to your success.

Religious Observances Notification and Policy

SU’s religious observances policy, found at supolicies.syr.edu/emp_ben/religious_observance.htm, recognizes the diversity of faiths represented in 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 should have 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 no later than the end of the second week of classes through an online notification form in MySlice listed under Student Services/Enrollment/My Religious Observances/Add a Notification. (Please see Professor Corsello privately to work out any conflicts during the semester.)

Academic Integrity Policy

Syracuse University’s academic integrity policy reflects the high value that we, as a university community, place on honesty in academic work. The pilot policy in effect at the School of Information Studies defines our expectations for academic honesty and holds students accountable for the integrity of all work they submit. Students should understand that it is their responsibility to learn about course-specific expectations, as well as about university-wide academic integrity expectations. The pilot policy governs appropriate citation and use of sources, the integrity of work submitted in exams and assignments, and the veracity of signatures on attendance sheets and other verification of participation in class activities. The pilot policy also prohibits students from submitting the same work in more than one class without receiving written authorization in advance from both instructors. Under the pilot policy, students found in violation are subject to grade sanctions determined by the course instructor and non-grade sanctions determined by the School or College where the course is offered. SU students are required to read an online summary of the university’s academic integrity expectations and provide an electronic signature agreeing to abide by them twice a year during pre-term check-in on MySlice. For more information and the pilot policy, see http://academicintegrity.syr.edu.
Add/drop Process and Course Withdrawal Policy
It is the responsibility of the students to be fully informed of the college catalog policies regarding course add, drop and withdrawal policies. For more information about the Syracuse University Add/drop Process and Course Withdrawal Policy, please see the following web site:
http://www.suce.syr.edu/students/current/registrar/adddrop.htm

Ownership of Student Work Policy
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.

Attendance Policy
Regular class attendance is obligatory. Attendance is also used to determine class participation and contributions to the learning process. An instructor may recommend that a student be dropped from a course for poor achievement due to excessive absence. A student who is dropped after the deadline may be assigned a grade of F.

Students who have two unexcused absences during the semester may be dropped from the course at the discretion of the instructor. The instructor or the department offering the course will notify the Registrar of this action. However, students should not assume that they have been dropped from a class just because the first two classes were missed. It is ultimately the responsibility of the student to drop a course that they are not planning to attend by the deadline published in the university calendar.

Blackboard Policy
The iSchool uses the Syracuse University’s Blackboard system to facilitate distance learning and main campus courses. The environment is composed of a number of elements that will help you be successful in both your current coursework and your lifelong learning opportunities. To access Blackboard, go to the following URL: http://blackboard.syr.edu

Here is the direct URL to bookmark your access to Blackboard: http://blackboard.syr.edu Questions regarding Blackboard should be directed to Jeffrey Fouts at jlfouts@syr.edu -or– Peggy Takach at pmtakach@syr.edu.

Syllabus Change Policy
This syllabus is a continuous work in progress and dates are changed sometimes to adjust to the class schedules. However if/when changed, you will receive sufficient notice from Professor Corsello.
Course Specific Policy on the Use of Turnitin

This class will use the plagiarism detection and prevention system Turnitin. You will have the option to submit your papers to Turnitin to check that all sources you use have been properly acknowledged and cited before you submit the paper to me. I will also submit all papers you write for this class to Turnitin, which compares submitted documents against documents on the Internet and against student papers submitted to Turnitin at SU and at other colleges and universities. I will take your knowledge of the subject matter of this course and your writing level and style into account in interpreting the originality report. Keep in mind that all papers you submit for this class will become part of the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers.
### FOUNDATIONS

#### The Systems Development Environment – Chapter 1 – Introductions!

**Students will learn and be able to answer:**
- What is information systems analysis and design?
- What are the different types of information systems?
- What is SDLC?
- Why is the methodology not an exact science?

**Assignments Due:**
Read: Hoffer, Chapter 1

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<th>Week 1: 8/29</th>
<th>Form Teams</th>
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**Assignments Due:**
- Read: Hoffer, Chapter 1

#### The Origins of Software – Chapter 2 – Quiz #1 on Chapter 1 –Tuesday 9/12

**Students will learn and be able to answer:**
- What is outsourcing?
- What are the six different sources of software?
- How do you evaluate commercial off-the-shelf software?

**Assignments Due:**
- Read: Hoffer, Chapter 2 – 3 for next week
- **Assignment #1: Work on Visio for Turkey Dinner**
  (Quiz #1 contingent on everyone having their textbooks by 9/12)

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<th>Week 2: 9/5</th>
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### PLANNING

#### The Origins of Software – Chapter 2 – Quiz #2 on Chapter 2 - Tuesday 9/19

**Managing Systems Projects – Chapter 3**

**Students will learn and be able to answer on Chapter 3:**
- What is the process for identifying and selecting development projects?

**Assignments Due:**
- Read: Hoffer, Chapter 3; Quiz #3 on Chapter 3 after lecture

- **Assignment #1: Complete and present Visio for Turkey Dinner (25 points)**
- **Review Sporting Goods requirements!!**
- **Watch Interview Video in class**

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<th>Week 3: 9/12</th>
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#### Identifying and Selecting Systems – Chapter 4

**MEET WITH BILL CUSTOMER!! Tues 9/26; Thurs 9/28!**

**Students will learn and be able to answer:**
- Describe the relationship between Corporate strategy planning and information systems planning
- What is corporate strategic planning?
- What are the differences between top-down and bottom-up planning?
- What are the advantages of top-down planning?

**Assignments Due:**
- Read: Hoffer, Chapter 4

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<th>Week 4: 9/19</th>
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Part 1 of your Final Project – you will begin work on:
- IST352 Request for Services
- IST352 Business Case

### ANALYSIS

#### Planning Systems Development Projects – Chapter 5 –

*Students will learn and be able to answer:*
- What are the elements of project planning?
- Why should you prepare a scope statement?
- What are the feasibility factors/categories?

**Week 5: 9/26**
Meeting With Bill Customer ALL WEEK!

#### Determining System Requirements – Chapter 6

*Students will learn and be able to answer:*
- How do you determine requirements?
- Describe and use the various methods for determining requirements.
- Identify and state the problem, scope and business requirements.

**QUIZ on Chapter 3 on 10/3 and Chapter 4 on 10/5!**

**Assignments Due:**
- Read: Hoffer, Chapter 6; Quiz #6
- Part 2 of your Final Project – you begin work on:
  - IST352 Scope Statement
  - Flowchart of “Bill’s” System

**Assignments Due:**
- Read: Hoffer, Chapter 5; Quiz #5 on Chapter 5 after lecture – 10/10

**Review ERD:**

Guest speaker Linda Saul – Project Manager for Syracuse University. TBD
Linda will speak for the entire session on and review with you Project Management.

**Week 6: 10/3**

**Week 7: 10/10**
Friday
Case Study
Due
<table>
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<tr>
<th>Independent Working Labs</th>
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<tr>
<td>Prepare Data Bases for Bill’s project</td>
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<tr>
<th>Chapters 6 &amp; 7.</th>
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<tr>
<td>Labs Tuesday and Thursday!!! – Work on all documents for Bill</td>
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<td>Bill’s Flowchart due Friday <strong>11/10 by Midnight EST.</strong></td>
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<tr>
<th>Brief review of Entity Relationship Diagram (ERD)</th>
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(Note: Chapters 8/9 is skipped in this course and will be covered in IST-359)

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<th>DESIGN</th>
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<td>Design Requirements – Chapters 10-11 (Forms and Reports) (Interfaces)</td>
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<tr>
<td>- Designing Forms and Reports</td>
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<td>- IST352 Data Flow Diagram</td>
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<td>- What are the differing kinds of requirements? User, System, Functional</td>
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Assignments Due:
- **Tuesday**: Read: Hoffer, Chapter 10; **Quiz #7 on Chapter 10 after lecture** (Reports and Forms)

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<tr>
<th>Design Internet Systems – Read Chapter 11/12 –</th>
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Assignments Due:
- **Tuesday**: Read: Hoffer, Chapter 11; **Quiz #8 on Chapter 11 after lecture** (Interfaces)

Assignment #2: 3-5 page document on “What is a Systems Analyst?”
**Due by 5:00pm EST. (35 points) on Thursday November 16!!!!**
# Systems Implementation – Chapter 13

*Students will learn and be able to answer:*
- What is the Implementation Process and strategies used?
- What are the deliverables for documenting a system?
- What are the deliverables for training and support?
- What is a test plan?

**Assignments Due:**
Read: Hoffer, Chapter 13; **Quiz #9 on Chapter 13 – (Implementation)**

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# Systems Maintenance – Chapter 14

*Students will learn and be able to answer:*
- What are the four types of maintenance?
- What affects the costs of maintenance?

**Assignments Due:**
Read: Hoffer, Chapter 14; **Last Quiz #10 on Chapter 14 – (Maintenance)**
Lab Work on Last 3 deliverables

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**No Class/Homework – Thanksgiving Break!! Week 11/20!! Happy Thanksgiving!!**

Finalize and rehearse presentations – Week 13 (11/28)

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<th>Week 13/14: 11/28-12/5</th>
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Group Presentations – Week 14 (12/5)