

University of Kentucky
School of Information Science (SIS)

ICT 202: Technologies for Information Services [Summer 2019]

Instructor Information

Instructor:	Spencer Greenhalgh, PhD
Contact Information:	<i>Office</i> —350 Lucille Little Library Bldg. <i>Phone</i> —859.218.2294 <i>Email</i> — spencer.greenhalgh@uky.edu <i>Zoom</i> — https://uky.zoom.us/my/greenhalgh
Response Time:	During the week, I work to respond to all emails within 24 hours. I am slower to respond on weekends and may not get back to you until Monday. Please keep this in mind when preparing to submit assignments! I also ask that you check Canvas on a regular basis and that you respond to my messages within 48 hours.
Office Hours:	By appointment, either face-to-face or on Zoom.
Meeting Schedule:	This course takes place asynchronously on Canvas.

Course Information

Course Description

This course is designed to teach the fundamental concepts of information technology in ways relevant to professional practice in informatics and the information professions. It explores applications of computers and networks to information problems. Included are features of hardware, types of software, commercial systems, and search engines.

Prerequisites

None

Student Learning Outcomes

- Students will finish this course with a strong understanding of the operation of computers, networks, databases, and various other relevant technologies that are used to provide different types of services.
- Students will have a good knowledge of some of the basic components of computing, networking, and database technologies.
- Students will be able to apply their knowledge to develop solutions that can support the delivery of information services.

Course Objectives

1. Provide a comprehensive introduction to computing, networking, database, and other relevant technologies in use today in various sectors of society.
2. Explain the fundamentals of computers and computer nomenclature, particularly with respect to personal computer hardware and software, network, database, the Web, and enterprise computing.
3. Present the most-up-to-date technologies and devices used to capture, process, store, and transfer information.
4. Provide students an understanding of why computers and various other technologies are essential components in society today.

Required Textbook

Myers, CompTIA A+ Certification All-in-One Exam Guide, Ninth Edition.

Course Activities and Assignment

- Two projects (10% each): 20%
- Six quizzes (5% each): 30%
- Five Discussion Board Responses: 10%
- Midterm Exam: 20% (Covers first half of the semester)
- Final Exam: 20% (Covers second half of the semester)

Course Assignments

All assignments should be undertaken individually. For projects requiring group work, detailed instructions will be outlined in the project description. When group work is performed, each member of the group must state his/her contributions very clearly. Furthermore, all members of the group must agree on each member's contributions before the start of the project and inform the instructor (in writing) about the expected efforts of each member of the group.

Projects

The hands-on projects will require students to apply their knowledge and skills to design solutions and answer questions of varying difficulty for realistic business scenarios. In addition, as part of the project, students will often need to develop their critical thinking skills for given realistic scenarios: they must be able to identify the problem, analyze the options available, and develop an appropriate solution to meet the requirements of the given project scenario.

Discussion Board Responses

We will be using Canvas's Discussion Board to discuss topics related to the course throughout the semester. I will provide a prompt for a particular week, and then you will need to respond to the prompt on the discussion boards. Responses must be a minimum of 150 words, use correct grammatical construction, and be spell-checked.

Quizzes and Exams

Quizzes help ensure that students are keeping up with the readings. These quizzes will take place via the Canvas system. They will be timed tests, which must be taken by a specific deadline.

Assignments and Grading

Written Assignments

Written assignments are to be written in Word or Open Office format. Papers are to be double-spaced using a 12-point kerned font such as Times New Roman with 1 to 1.25 inch margins. You may not resubmit work that has already been used in fulfillment of the requirement of this or any other course. Rules of academic conduct require that you not use the work of others without clearly indicating it as such. Academic misconduct may result in a lowered grade, no credit for a given assignment, or removal from the course.

It is expected students will both consult and appropriately cite the academic and primary source literature where needed. It is imperative that students employ a variety of scholarly and primary sources on which to build their arguments. As such, you should search bibliographies in the material we are reading, use library databases, and conduct library searches to identify material on their chosen topic. Please rely on a commonly used style manual for your submissions (e.g. APA, MLA or Chicago). These are available in the Library or may be purchased through online book vendors. If you are uncertain about how to cite electronic sources, consult one of the many electronic guides to citing electronic sources available on the net. Minimal reference content includes: author (if known), date (if given), title, URL, and date accessed.

Course Grading

- 90 – 100% = A

- 80 – 89% = B
- 70 – 79% = C
- 60 – 69% = D
- 0 – 59% = E

Midterm Grade

Midterm grades will be posted in myUK by the deadline established in the [Academic Calendar](#).

Important Notes

1. Be sure to complete readings prior to completing the related online activities.
2. You are responsible for all information, announcements, and changes addressed in classes and/or Canvas.
3. The instructor reserves the right to alter the syllabus during the semester, if necessary.

Submission of Assignments

Assignments must be submitted online through Canvas. Officially, each assignment is due at 11:59pm on the Wednesday night at the end of the corresponding week. Practically speaking, however, I will grade without penalty (for graded assessments) and provide feedback on (for all assessments) any assessment that is turned in by the time I begin looking over that assessment. However, I will not grade or provide feedback on any work that is completed after this time unless you have made other arrangements with me. Naturally, because my schedule varies from week to week and because I try to provide feedback as quickly as possible, your best bet is to turn in your work by the official deadline or—if life has thrown you a curveball—to get in touch with me ahead of time to make other arrangements.

Discussing Grades

Students who have grade or exam concerns must approach the professor during office hours or through appointment. Once grades are posted online, you may visit the professor during office hours or by appointment to review your work. Please contact the professor if you do not find grades posted.

Students who wish to discuss grades or scores earned have one week from the date grades are posted to contact the professor. Grades will not be addressed after this time period has expired. Students need to contact the professor for an appointment to discuss the issue. Students must bring a written explanation of their dispute with them to this appointment. If the matter is still unresolved, students need to contact the director of School of Information Science. Students that do not fulfill these requirements will not be addressed and the original grades will be final.

Attendance Policy

This class is a community whose success depends on everyone's participation. It is vital, particularly for an online class, for you to participate in order to be successful. For any emergency situation that arises, email your instructor as soon as you know about the situation when possible so that arrangements can be made.

If you know ahead of time that you will be absent from class with an excused absence, please discuss this with your instructor and turn in any assignments ahead of time. Excuses for university-sponsored activities must be made prior to such absences.

Classroom Behavior Policies

To help facilitate a positive and productive learning atmosphere for everyone in class, I encourage you to participate in classroom discussions. There may be situations in the class where you disagree about the kinds of policies that should exist. Constructive discussion about the merits of different approaches is an important part of the policy making process. Remember, however, to ensure you are respectful of your peers at all times as you contribute.

Technology Information and Requirements

Technology Requirements

Minimum technical requirements for UK courses and suggested hardware, software, and internet connections are available at [ITS Student Hardware & Software Guidelines](#).

Technology Requirements

For account help, contact UK's [Information Technology Customer Services](#) online, by [email](#), or by phone at 859-218-HELP (4357).

Resources

[Distance Learning Library Services](#)

[Carla Cantagallo](#), Distance Learning Librarian, 859-218-1240

Course Calendar

	Date	Topic	Assignment(s)
Week 1	6 June - 12 June	Introduction and Professionalization	Read Syllabus Discussion Board Post #1
Week 2	13 June - 19 June	Representing Information and a Brief History of Computing	Quiz #1 Discussion Board Post #2
Week 3	20 June - 26 June	Hardware and Input Output Storage	Quiz #2 Quiz #3
Week 4	27 June - 3 July	Hardware, Mobile Devices, Servers, and Operating Systems	Project #1 Midterm Exam
Week 5	4 July - 10 July	Software and Conceptualizing the Internet	Discussion Board Post #3 Quiz #4
Week 6	11 July - 17 July	Networks, Networking, Virtualization, and the Cloud	Quiz #5 Discussion Board Post #4
Week 7	18 July - 24 July	Information Management, Information Services, and Program Management	Quiz #6 Discussion Board Post #5
Week 8	25 July - 1 August	Application Development and Planning	Project #2 Final Exam

University Policies

Excused Absences (Senate Rules 5.2.4.2)

Senate Rules 5.2.4.2 defines the following as acceptable reasons for excused absences: (a) significant illness, (b) death of a family member, (c) trips for members of student organizations sponsored by an educational unit, trips for University classes, and trips for participation in intercollegiate athletic events, (d) major religious holidays, (e) interviews for graduate/professional school or full-time employment post-graduation, and (f) other circumstances found to fit "reasonable cause for nonattendance" by the instructor of record. Students should notify the professor of absences prior to class when possible.

If a course syllabus requires specific interactions (e.g., with the instructor or other students), in situations where a student's total EXCUSED absences exceed 1/5 (or 20%) of the required interactions for the course, the student shall have the right to request and receive a "W," or the Instructor of Record may award an "I" for the course if the student declines a "W." (Senate Rules 5.2.4.2.1)

(If an attendance/interaction policy is not stated in the course syllabus or the policy does not include a penalty to the

student, the Instructor cannot penalize the student for any unexcused absences.)

Verification of Absences (Senate Rules 5.2.4.2.A, B, C, and E)

Students may be asked to verify their absences in order for them to be considered excused. Senate Rule 5.2.4.2 states that faculty have the right to request appropriate verification when students claim an excused absence due to: significant illness; death in the household, trips for classes, trips sponsored by an educational unit and trips for participation related to intercollegiate athletic events; and interviews for full-time job opportunities after graduation and interviews for graduate and professional school. (Appropriate notification of absences due to University-related trips is required prior to the absence when feasible and in no case more than one week after the absence.)

Religious Observances (Senate Rules 5.2.4.2.D)

Students anticipating an absence for a major religious holiday are responsible for notifying the instructor in writing of anticipated absences due to their observance of such holidays. Please check the course syllabus for the notification requirement. If no requirement is specified, two weeks prior to the absence is reasonable and should not be given any later. Information regarding major religious holidays may be obtained through the [Ombud's website](#) or calling 859-257-3737.

Make-Up Work (Senate Rule 5.2.4.2)

Students missing any graded work due to an excused absence are responsible: for informing the Instructor of Record about their excused absence within one week following the period of the excused absence (except where prior notification is required); and for making up the missed work. The instructor must give the student an opportunity to make up the work and/or the exams missed due to the excused absence, and shall do so, if feasible, during the semester in which the absence occurred. The instructor shall provide the student with an opportunity to make up the graded work and may not simply calculate the student's grade on the basis of the other course requirements, unless the student agrees in writing.

Accommodations Due to Disability

If you have a documented disability that requires academic accommodations, please see me as soon as possible during scheduled office hours. In order to receive accommodations in this course, you must provide me with a Letter of Accommodation from the Disability Resource (DRC). The DRC coordinates campus disability services available to students with disabilities. Visit the [DRC website](#), [email the DRC](#), contact them by phone at (859) 257-2754, or visit their office on the corner of Rose Street and Huguelet Drive in the Multidisciplinary Science Building, Suite 407.

Non-Discrimination Statement and Title IX Information

UK is committed to providing a safe learning, living, and working environment for all members of the University community. The University maintains a comprehensive program which protects all members from discrimination, harassment, and sexual misconduct. For complete information about UK's prohibition on discrimination and harassment on aspects such as race, color, ethnic origin, national origin, creed, religion, political belief, sex, and sexual orientation, please see [the electronic version of UK's Administrative Regulation 6:1 \("Policy on Discrimination and Harassment"\)](#). In accordance with Title IX of the Education Amendments of 1972, the University prohibits discrimination and harassment on the basis of sex in academics, employment, and all of its programs and activities. Sexual misconduct is a form of sexual harassment in which one act is severe enough to create a hostile environment based on sex and is prohibited between members of the University community and shall not be tolerated. For more details, please see [the electronic version of Administrative Regulations 6:2 \("Policy and Procedures for Addressing and Resolving Allegations of Sexual Assault, Stalking, Dating Violence, Domestic Violence, and Sexual Exploitation"\)](#). Complaints regarding violations of University policies on discrimination, harassment, and sexual misconduct are handled by the Office of Institutional Equity and Equal Opportunity (IEEO), which is located in 13 Main Building and can be reached by phone at (859) 257-8927. You can also visit [the IEEO's website](#).

Faculty members are obligated to forward any report made by a student related to IEEO matters to the Office of

Institutional Equity and Equal Opportunity. Students can confidentially report alleged incidences through the Violence Intervention and Prevention , Counseling , or University Health Services.

Academic Integrity– Prohibition on Plagiarism (Senate Rules 6.3.1)

Per University policy, students shall not plagiarize, cheat, or falsify or misuse academic records. Students are expected to adhere to University policy on cheating and plagiarism in all courses. The minimum penalty for a first offense is a zero on the assignment on which the offense occurred. If the offense is considered severe or the student has other academic offenses on their record, more serious penalties, up to suspension from the University may be imposed.

Plagiarism and cheating are serious breaches of academic conduct. Each student is advised to become familiar with the various forms of academic dishonesty as explained in the [Code of Student Rights and Responsibilities](#). Complete information can be found on the [Academic Ombud](#) page. A plea of ignorance is not acceptable as a defense against the charge of academic dishonesty. It is important that you review this information as all ideas borrowed from others need to be properly credited.

Senate Rule 6.3.1 (see current [Senate Rules](#)) states that all academic work, written or otherwise, submitted by students to their instructors or other academic supervisors, is expected to be the result of their own thought, research, or self-expression. In cases where students feel unsure about a question of plagiarism involving their work, they are obliged to consult their instructors on the matter before submission.

When students submit work purporting to be their own, but which in any way borrows ideas, organization, wording, or content from another source without appropriate acknowledgment of the fact, the students are guilty of plagiarism.

Plagiarism includes reproducing someone else's work (including, but not limited to a published article, a book, a website, computer code, or a paper from a friend) without clear attribution. Plagiarism also includes the practice of employing or allowing another person to alter or revise the work, which a student submits as his/her own, whoever that other person may be. Students may discuss assignments among themselves or with an instructor or tutor, but when the actual work is done, it must be done by the student, and the student alone.

When a student's assignment involves research in outside sources or information, the student must carefully acknowledge exactly what, where and how he/she has employed them. If the words of someone else are used, the student must put quotation marks around the passage in question and add an appropriate indication of its origin. Making simple changes while leaving the organization, content, and phraseology intact is plagiaristic. However, nothing in these Rules shall apply to those ideas, which are so generally and freely circulated as to be a part of the public domain.

Please note: Any assignment you turn in may be submitted to an electronic database to check for plagiarism.

Academic Integrity – Prohibition on Cheating (Senate Rules 6.3.2)

Cheating is defined by its general usage. It includes, but is not limited to, the wrongfully giving, taking, or presenting any information or material by a student with the intent of aiding himself/herself or another on any academic work which is considered in any way in the determination of the final grade. The fact that a student could not have benefited from an action is not by itself proof that the action does not constitute cheating. Any question of definition shall be referred to the University Appeals Board.

Academic Integrity – Prohibition on Falsification/Misuse of Academic Records (SR 6.3.3)

Maintaining the integrity, accuracy, and appropriate privacy of student academic records is an essential administrative function of the University and a basic protection of all students. Accordingly, the actual or attempted falsification, theft, misrepresentation or other alteration or misuse of any official academic record of the University, specifically including knowingly having unauthorized access to such records or the unauthorized disclosure of information contained in such records, is a serious academic offense. As used in this context, "academic record" includes all paper and electronic versions of the partial or complete permanent academic record, all official and unofficial academic transcripts, application documents and admission credentials, and all academic record transaction documents. The minimum

sanction for falsification, including the omission of information, or attempted falsification or other misuse of academic records as described in this section is suspension for one semester.

University Resources

Bias Incident Support Services

Bias Incident Support Services (BISS) provides confidential support and advocacy for any student, staff, or faculty member impacted by bias, hatred, and/or an act of identity-based violence. BISS staff aid impacted parties in accessing campus and community resources, including the Bias Incident Response Team, the University's official reporting system for acts that negatively impact a sense of belonging. Campus and community consultation and educational opportunities ed on inclusion, diversity, equity and belonging is a resource also provided by BISS. For more detailed information please visit the [BISS website](#) or contact them [via email](#).

Counseling

The UK Counseling (UKCC) provides a range of confidential psychological services to students enrolled in 6 credit hours or more, psychoeducational outreach programming (including QPR suicide prevention), and consultation to members of the UK community (students, faculty, staff, administrators, parents, concerned others). Please visit the website <https://www.uky.edu/counseling/> for more detailed information, or call 859.257.8701.

Martin Luther King

The Martin Luther King Center (MLKC) supports an inclusive learning environment where diversity and individual differences are understood, respected, and appreciated as a source of strength. The MLKC's year-round programs and activities that focus on the importance of cultural awareness and cross-cultural understanding support its three primary goals: 1) sponsoring cultural and educational programming; 2) offering opportunities for student support and development; and 3) through programmatic linkages with a wide variety of civic and community agencies, promoting community outreach, engagement, and collaboration. Students can reach the MLKC via phone at (859) 257-4130, by visiting them in Gatton Student Suite A230, [via email](#), and by visiting [the MLKC website](#).

Office of LGBTQ* Resources

UK is committed to supporting students and upholding the University's efforts to promote inclusion among our community. UK faculty and staff employees support inclusion and diversity throughout the University, including the ways in which faculty structure classroom conversations and manage those dynamics. To assist in these efforts, students are welcome to provide the names and pronouns they prefer. One easy way to do this is by using the pronoun feature of UK's Name Change Form. (More information about the form can be found on the [Office of LGBTQ*'s website](#).) Otherwise, students can provide this information to faculty members directly.

Discrimination based on sexual orientation, gender expression, and gender identity is prohibited at UK. If you have questions about support, advocacy, and community-building services related to sexual orientation, gender expression, or gender identity, students are encouraged to visit the [website of the Office of LGBTQ* Resources](#).

Veteran's Resource

Being both a member of the military community and a student can bring some complexities. If you are a member of the military or a military veteran or dependent, please let me know when these challenges arise. Drill schedules, calls to active duty, mandatory training exercises, issues with GI Bill disbursement, etc. can complicate your academic life. Please let me know if you experience complications and I will do my best to work with you.

If you are a military student serving in the National Guard or Reserve it is in your best interest to let all of your professors know that immediately. You might also consider sharing a copy of your training schedule as well as any orders activating you. The Veterans Resource (VRC) can provide a letter for your professors validating your absence but be aware that there is no current UK policy protecting military students who miss class due to short term activations

such as long weekend drills, annual training or emergency activations. See the instructor or the VRC for details.

The VRC is a great resource for members of our military family. If you have questions regarding your VA benefits or other related issues, the VRC has a full complement of staff to assist you. The VRC also provides study and lounge space, as well as free printing. Please visit the [VRC website](#), [email the DRC](#), visit them in the basement of Erikson Hall, or call the director, Tony Dotson, at (859) 257-1148.

Violence Intervention and Prevention (VIP)

If you experience an incident of sex- or gender-based discrimination or interpersonal violence, we encourage you to report it. While you may talk to a faculty member or TA/RA/GA, understand that as a "Responsible Employee" of the University these individuals MUST report any acts of violence (including verbal bullying and sexual harassment) to the University's Title IX Coordinator in the IEEO Office. If you would like to speak with someone who may be able to afford you confidentiality, you can visit the [Violence Intervention and Prevention \(VIP\) 's website](#) (offices located in Frazee Hall, lower level; [email them](#); or call (859) 257-3574), the [Counseling 's \(CC\) website](#) (106 Frazee Hall; (859)), and the [University Health Services \(UHS\) website](#); the VIP , CC, and UHS are confidential resources on campus. The VIP accepts walk-in appointments.