

1. Course Content / Objectives:

Objectives - Introduce the student to the concept of end user computing, the environment in which the user has access to and control over ‘personal’ computers and telecommunications channels to do work on their own terms that requires such capabilities. This is an introduction to MIS from the user’s perspective, not the professional DP perspective. The purpose is to investigate the user’s world and how Data Services will manage and support these wonderful resources. Os significance is the investigation into wired and wireless network security.

The class entails two projects.

The first will be done using teams (teams to be assigned for in-class students, outreach students will work alone unless a fellow student is close by). This project involves interviewing two companies. See below and <http://www.auburn.edu/~carrhou> for instructions.

The second project will be individual five-page cases from the list in this handout.

Wk	Date	Ch	Chapter Title of Managing End User Computing by Carr
1	Jan 11	1	Management Information Systems Begin Here 1 - 22 The Formal MIS Organization: Data Services 22 - 28 What it Takes to Create Computer-Based Systems Now; Why Bad 28 - 34 Let's be Sure We're Singing out of the same Hymn Book 34 - 45 Inside the PC's Brain, Memories are Made of This, Hard Drives Made Easy, pg 6-123
		CT/SC	
2	1/18	2	What is End User Computing 45 Who Are The Users? and their basic tasks 45 - 58 How Does an End User Use EUC? 59 - 64 Supported End User Computing 64 - 69 Differences Between Formal and User Development 69 - 76 Cases 77 - 82 Appendix - The Electronic Office 82 - 95 ☞ Carr, Houston H. "Factors That Affect User-Friendliness in Interactive Computer Programs," <i>Information & Management</i> 22:3 (March 1992) 137-149. BoB ☞ Loch, Karen D.; Houston H. Carr; and Merrill E. Warkentin. "Threats to Information System Security: Management's Perceptions Reflect Yesterday's Environment," <i>Management Information Systems Quarterly</i> 16:2 BoB Update by Carr & Deegan ☞ Loch, Karen D. and Houston H. Carr. "Why Won't Organizations Tell You About Computer Crime" <i>IRMJ Bulletin.</i> , pg 5-6. BoB ✓ Find an article about EUC ... not about software or hardware, about EUC, especially about EUC and TC. We will discuss this in class.
3	1/25	3	How Users Play Roles in Developing Systems 96 - 109 Alternatives for Developing Systems 96 - 117 Just How Involved Should Users get in Formal the Development Process 118-122 The CD Difference, Unveiling the Mysterious Motherboard, Welcome to the World of Ports, pg 23-41
		CT/SC	
4	2/1		✓ 1-page paper entitled, " <i>My Experience with End User Computing</i> " (See http://www.auburn.edu/~carrhou (all lower case) for Paper Preparation) ✓ Project teams: Begin to examine the MIS, EUC, and TC capabilities of two business organizations. See description below Select individual cases Tune in to Audio, Silicon Launch Pad, The Magic of an LCD, pg 42-59
		CT/SC	
5	2/8	4	Supporting the End Users: The Information Center 129 - 161 What is an Information Center; Expected IC benefits 129 - 141 Organization and Issues 142 - 167 Case 168 - 173 Shuffling the Deck, Dissecting Mice & Trackballs, The Driving Force Behind Modems, pg 60-77
		CT/SC	

6	2/15		5	Options and Issues for an Information Center 174 - 194 Data Services Options; Management Issues A Scanner on Every Desktop, Shedding light on Laser Printers, The Emminent Inkjet, pg 78-95
	CT/SC			★ Mid-Term Exam - Take Home portion
7	2/22	★	6	Characteristics of Information Centers and the Problems They Solve 195 Implementation of an Information Center 195 - 200 Problems Addressed by an Information Center 200 - 218 Cases 219 - 239
				★ Mid-Term Exam - In class portion; Take home portion due ✓ Possible Information Center time ... hands-on experience. Video students Telnet or FTP. Use HelpStar ® products and set up a help desk. www.helpstar.com .
8	3/1	★	7	Creating and Controlling an Information Center 240 - 275 Creating an Information Center 240 - 250 Control in the Information Center 250 - 262 Appendix - When It's Time to Build Up the Info Center 263 - 267 Cases 268 - 275
				★ Team Project due, 2-4 pages each.

3/3	Mid-Semester
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9	3/8		8	Telecommunications and Network Security <i>Review of Wired and Wireless Technology</i> First draft of case due on paper and electronically, to be graded.
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Security for end users

- a. On desktop, laptop, PDA
 - i. Threats - Viruses
 - ii. Solution - Anti-virus
 - iii. Threat - disk crash
 - iv. Solution - backup
- b. Wireless device
 - i. Seven rules to protect from hackers
- c. Broadband at home and office
 - i. Firewall - h/w and s/w
 - ii. Disable file and print sharing

10	3/15			Continuation of Telecommunications and Network security
11	3/23, 25		9	Organizational End User Computing 378 - 286 Differences Between Personal and Organizational Computing Distributed Computing, Microcomputers, and Networks Case 286 - 290

3/28 - 4/01	Spring Break
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12	4/5			✓ Information Center time ... hands-on experience. Video students Telnet or FTP. Create Cheap-suite from shareware software (last-lab.614)
13	4/12		10	Special Users With Special Needs 391 - 327 Executive Information Needs 295 - 300 Accommodation - Special Users with Special Needs 301- 305 EUC and the Blind 306 - 313 Human Rights and Discrimination–Federal We All Need Accommodation Final version of case due, on paper and electronically.

14	4/19		<ul style="list-style-type: none"> ✓ Information Center time ... hands-on experience. ☞ End User Computing and the Blind: The Problems and the Potential ✓ 3-4 page paper entitled, "<i>The Different Needs of Different Users</i>"
15	4/25	11	<p>The Future 314 - 350</p> <ul style="list-style-type: none"> The Past: Formal Development 314 The Present: Formal Development Versus User Development 314 - 323 The Future: Formal Development AND User Development 323 - 332 Is End User Computing Worth Worrying about? 325 - 330 The Future of the Information Center 333 - 340 The Millennium is NOT a Bug! 341 - 334 If You Have Wrong Mental Model, You will Probably Make the Wrong Decisions 345 <p>Teams: Comparison of the two companies and recommendations.</p>
16	5/6		<ul style="list-style-type: none"> ✓ Exam

The conduct of the team project is to find **two different organizations** with a significant number of computer end users; the organizations should be complex enough to have networks and have some sort of EUC support organizations. The objective of the project is to understand the environment, e.g., what MIS and telecommunications capabilities exist, what EUC resources exist, and what EUC support exists, and to describe them in the first paper, separately. Then you are to compare the organizations and their EUC support groups in the second paper and make recommendations as to changes that would make support for effective.

Grading: Mid-Term Exam = .25 Final = .25 Project = .20 Papers ... = .20 Discussion .. = .10
Grading scale: A ≥ 90, B = 80 - 89, C = 70 - 79, D/passing ≥ 60, **F/Fail < 60.**

Textbook or assigned readings

- Managing End User Computing* (Special Edition) - by Houston H. Carr, Tavenner Publishing Co.
- Data Communications for Executives*, (2nd Edition) Tavenner Publishing Co. ISBN ISBN:1-930208-18-9
- ☞ *Computer Technologies* - Smart Computing Part I

Participation and attendance: All students are expected to be ready to participate in class. Attendance is important but will not be recorded, as this is a graduate class. Missing a class is no excuse.

Special Accommodations for Students with Disabilities: Students who need special accommodations should make an appointment to discuss the Accommodations Memo with me during my office hours as soon as possible. If scheduled office hours conflict with classes, please arrange an alternate appointment time. If you do not have an Accommodations Memo but need special accommodations, contact The Program for Students with Disabilities, 1244 Haley Center, 334-844-5943 (Voice T/O).

Academic Honesty: ALL PORTIONS OF THE AUBURN UNIVERSITY HONESTY CODE (TITLE XII) FOUND IN THE TIGER CUB WILL APPLY TO THIS CLASS.

Privacy and Intrusion Acts in the United States of America

2. **Protection**
 - a. Telecommunications Act of 1996
 - b. Children's Internet Protection Act
 - c. Child Online Protection Act (COPA) of 1998
 - d. Children's Online Privacy Protection Act (COPPA) of 1998
 - e. Digital Millennium Copyright Act (DMCA) of October 1998

3. **Intrusion**
 - a. Original wiretap law
 - b. Title III of the Omnibus Crime Control and Safe Streets Act of 1968 (Title III)
 - c. Electronic Communications Privacy Act (ECPA) of 1986
 - d. Communications Assistance for Law Enforcement Act (CALEA) of 1994
 - e. USA Patriot Act of 2001
 - i. Carnivore
 - ii. Magic Lantern
 - f. Other user privacy/intrusion laws

Name: _____ Call me: _____ **MNGT7140/46 Managing End User Computing**

My Degree is: MMIS MBA/ _____ Other: _____

Graduation date (Mo/Da/year): _____

On the following line, clearly print the one email ID where you wish to receive all messages.
Preferred E-mail/Internet ID: _____ @AUBURN.EDU or _____

My other classes this quarter are: _____

I have the following technology Portable phone Cellular Phone CD Player VCR Home Theater DVD

I own a PC of the following brand: _____ CPU/speed = _____

This PC has _____ Mbyte RAM, _____ Gbyte Hard drive 56K Modem CD-ROM Broadband connection

Local Bus PCI Bus Video Accelerator CD-R DVD DVD-R

I have a home page. Its URL is: _____

The following are five attributes or achievements I have accomplished:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____

Three things I would like to do for money upon graduation:

- A. _____
- B. _____
- C. _____