

# University of Kentucky

School of Information Science

## ICT202 – Technologies for Information Services Spring 2021 Syllabus

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<b>Class meeting hours</b>	MWF 11:00AM – 11:50AM We will follow a flipped classroom model, where students will be required to complete the readings before class. The class meeting times will be reserved to clarify doubts or further discuss the readings. If these times do not work for you, please email me to schedule an appointment.
<b>Preferred method of contact:</b>	Canvas/Email.
<b>Response time:</b>	I usually respond to questions within 24 hours. (you can expect a delay during weekends and holidays).

### COVID-19 Statement [inspired by Dr. Andrew Heiss]

A college class can be stressful enough during normal times, but it's likely worse during a global pandemic. You may know (or be!) someone who has lost their job, tested positive for COVID-19, been hospitalized, or taken on new family responsibilities.

I am fully committed to making sure that you learn everything you were hoping to learn from this class! Although formal deadlines are an important part of giving structure to a class, my late policy and willingness to make accommodations are pretty generous even during normal times, and if this pandemic is turning your life upside down, I'm willing to be as flexible as you need me to be.

If you feel like you're behind, not understanding everything, or just plain stressed, do not suffer in silence! Please reach out so we can discuss what needs to be done and adjust things accordingly.

### Basic Needs Statement [inspired by Dr. Sara Goldrick-Rab ]

Any student who has difficulty affording or accessing food to eat every day or who lacks a safe and stable place to live and believes this may affect their performance in the course is urged to contact the Dean of Students and to explore the resources listed at the bottom of this page. Although you don't have to, you could also notify me if you are comfortable in doing so.

### 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.

## Student Learning Outcomes

1. 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.
2. Students will have a good knowledge of some of the basic components of computing, networking, and database technologies.
3. 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 Textbooks

Mike Meyers, CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, (ISBN: 978-1260454031)

## Class Information and Requirements

- This is an introductory course and is designed to introduce you to the fundamental concepts of information and communication technologies.
- We will follow a flipped classroom model, where you will be required to complete the readings before class. The class meeting times will be reserved to clarify doubts or further discuss the readings.
- We will have readings to complete, with associated quizzes and discussions due on Canvas every week. Please make sure you check Canvas regularly and let me know if you're falling behind, need help with anything, or just need more time to turn in your work.
- If the scheduled class meeting hours do not work for you, please email me so we can setup a Zoom call that works with your schedule. Please remember to email me at least 24 hours in advance, so I can setup the virtual meeting and invite you to join it. More information for using Zoom will be provided in Canvas.
- You will need access to an appropriate laptop computer (with either MS-Windows or Mac OS) to complete the course. I would recommend using your own laptop, if you have one. Otherwise, you can check out a laptop from the School of Information Science. If you check out a laptop, please make sure you have all the necessary software installed. UK's Technology Help Center lists [minimum requirements for technology for eLearning](#).
- You will need to have access to a WiFi connection (<https://www.uky.edu/wifihelp/sfs.html>).

## Course Activities and Assignments

Your final grade will be determined by your performance on the following items:

### Projects: 20 points (two 10-point 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: 10 points (five 2-point 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, and I recommend that you carefully proofread your work.

### **Quizzes: 30 points (six 5-point quizzes)**

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

### **Exams: 40 points (two 20-point exams)**

Exams help ensure longer-term retention of the information presented in the readings. The midterm exam will include questions from Quizzes 1-3 as well as new questions on the material from the first half of class. The final exam will include questions from Quizzes 4-6 as well as new questions on the material from the second half of class. These exams will take place via the Canvas system. They will be timed tests and must be taken by a specific deadline.

### **Course Grading**

Grading scale for this course:

- 90.00 – 100% = A
- 80.00 – 89.99% = B
- 70.00 – 79.99% = C
- 60.00 – 69.99% = D
- 0.00 – 59.99% = E

### **Late Work Policy**

All submissions will be made online via Canvas. Over the course of the term, you will have **three** "late days", which you can use to submit work to Canvas with no explanations needed. Please make sure you specify "Use my late days" in the comments if using late days towards a submission. After the three late days have been exhausted, overdue submissions will receive a penalty of 20%. I will not grade work that has been submitted **five** days after the deadline, unless prior arrangements have been made with me.

The following UK policies are in effect for this course.

## Technology Information and Requirements

Distance Learning Students are expected to have a minimum level of technological acumen and the availability of technological resources. Students must have regular access a computer with a reliable Internet connection and audio capabilities. Internet Explorer 7 (IE) or Firefox 2.x are the recommended browsers for those using a Windows-based PC. Those using Firefox 3.x may encounter problems with assignment uploads. Those using an Apple computer with MAC OS X (10.5.x) may use Firefox 3.x or Safari 3.x.

Please be certain that your computer and/or browser allow you to view Adobe Reader documents (.pdf). Microsoft Office and other software products are free for students: <http://download.uky.edu/>.

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

As your instructor, I am your first go-to person for technology problems. If you need more immediate assistance, please contact UKIT. For more resources about online classes and student resources, visit <http://www.uky.edu/ukonline/>

Information Technology Customer Service Center (UKIT)

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

Library Services & Distance Learning Services <http://www.uky.edu/Libraries/DLLS>

- Carla Cantagallo, DL Librarian
- Local phone number: (859) 257-0500, ext. 2171; long-distance phone #: (800) 828-0439 (option #6)
- Email: [dllservice@email.uky.edu](mailto:dllservice@email.uky.edu) • DL Interlibrary Loan Service: [http://www.uky.edu/Libraries/libpage.php?lweb\\_id=253&llib\\_id=16](http://www.uky.edu/Libraries/libpage.php?lweb_id=253&llib_id=16)

The School of Information Science has a page with a comprehensive list of technology resources on their website at <http://ci.uky.edu/sis/students/techtips>

### 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 Center (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 Center, Counseling Center, or University Health Services.

### Midterm Grades for Undergraduate Students (Senate Rules 6.1.3.A)

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

### 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)

### 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.

### Academic Policies in relation to COVID-19

#### **Academic Calendar, Reading Days and Dead Week**

Several modifications to the academic calendar have been made in response to the COVID-19 situation. The current calendar is available [on the uky.edu website](#).

The calendar features a Reading Day. The current Dead Week restrictions on certain instructional activities would continue to apply to Reading Days. An additional restriction would apply to Reading Days, namely no required class meetings or, more generally, no “required interactions.” Reading Days are not academic holidays.

Dead Week: Senate Rules 5.2.4.6 define the last week of class during a regular semester as dead week. Class participation and attendance policies apply during dead week and regularly assigned homework that was announced in the syllabus applies, but no written examinations or quizzes will be assigned during dead week. See Senate Rules 5.2.4.6 for complete policy information.

### 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.

### Military Members and Veterans

We recognize the complexities of being a member of the military community and also a student. If you are a member of the military or a military veteran or dependent, please inform your instructor if you are in need of special accommodations. Drill schedules, calls to active duty, mandatory training exercises, complications with GI Bill disbursement, and other unforeseen military and veteran related developments can complicate your academic life. If you are aware of a complication, we will work with you and put you in contact with university staff members who are trained to assist you. Please contact the Coordinator of the University of Kentucky Veterans Resource Center at (859) 257-1148 for additional assistance. Visit <http://www.uky.edu/veterans> for more available 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 centered 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 Center

The UK Counseling Center (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/counselingcenter/> for more detailed information, or call 859.257.8701.

### Martin Luther King Center

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 Center 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 Center

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 Center (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) Center

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 IIEEO 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 \(VIP\) Center's website](#) (offices located in Frazee Hall, lower level; [email them](#); or call (859) 257-3574), [the Counseling Center's \(CC\) website](#) (106 Frazee Hall; (859) ), and the [University Health Services \(UHS\) website](#); the VIP Center, CC, and UHS are confidential resources on campus. The VIP Center accepts walk-in appointments.



## Tentative Course Schedule

Any changes made to the syllabus for reasons related to business travel or otherwise will be communicated to the students with reasonable notice.

Date Available is when the material for that week will be available on Canvas. Projects, discussions and quizzes need to be turned in on Canvas before the start of the new module. More details about each of the modules are available in Canvas.

<b>Module (Date Available)</b>	<b>Topic</b>	<b>Participation Activities</b>	<b>Assessment Activities (Due Date)</b>
Module 1 (25 Jan)	Introduction	- complete Canvas readings - introduce yourself to the class	(31 Jan)
Module 2 (1 Feb)	Becoming an ICT Professional	- read pp. 1-11 in book - complete Canvas readings	- complete Discussion Post 1 (7 Feb)
Module 3 (8 Feb)	Representing Information	- complete Canvas readings	- complete Quiz 1 (14 Feb)
Module 4 (15 Feb)	A Brief History of Computing	- complete Canvas readings	- complete Discussion Post 2 (21 Feb)
Module 5 (22 Feb)	Motherboards, CPUs, and Memory	- read pp. 29-41 in book - read pp. 79-128 in book - read pp. 133-164 in book - read pp. 205-244 - complete Canvas readings	- complete Quiz 2 (28 Feb)
Module 6 (1 Mar)	Storage, Input, and Output	- read pp. 289-319 in book - read pp. 391-429 in book - read pp. 441-454 in book - complete Canvas readings	- complete Quiz 3 (7 Mar)
Module 7 (8 Mar)	Laptops and Mobile Devices	- read pp. 1035-1075 in book - read pp. 1085-1129 in book - read pp. 1139-1172 in book - complete Canvas readings	- submit Project 1 (14 Mar)
Module 8 (15 Mar)	Operating Systems	- read pp. 455-482 in book - read pp. 575-623 in book - complete Canvas readings	- complete midterm exam - if willing, submit midsemester feedback (21 Mar)
Module 9 (22 Mar)	Software	- complete Canvas readings	- complete Discussion Post 3 (28 Mar)
Module 10 (29 Mar)	Conceptualizing the Internet	- read pp. 935-994 in book - complete Canvas readings	- complete Quiz 4 (4 Apr)

Module 11 (5 Apr)	Networking	<ul style="list-style-type: none"> <li>- read pp. 799-830</li> <li>- read pp. 833-892</li> <li>- read pp. 895-932</li> <li>- complete Canvas readings</li> </ul>	- complete Quiz 5  (11 Apr)
Module 12 (12 Apr)	Virtualization and Cloud Computing	<ul style="list-style-type: none"> <li>- read pp. 999-1032</li> <li>- complete Canvas readings</li> </ul>	- complete Discussion Post 4  (18 Apr)
Module 13 (19 Apr)	Information Management—Security	<ul style="list-style-type: none"> <li>- read pp. 1239-1298</li> <li>- complete Canvas readings</li> </ul>	- complete Quiz 6  (25 Apr)
Module 14 (26 Apr)	Information Management—Databases and Project Management	- complete Canvas readings	- complete Discussion Post 5  (2 May)
Module 15 (3 May)	Program Development and Enterprise Systems	- complete Canvas readings	- submit Project 2  (9 May)
Final (10 May)	Final Exam		- complete final exam  (13 May)

### Course Material Copyright Statement

Materials distributed or made available to students in connection with this course may be copyright protected. They are intended for use only by students registered and enrolled in this course and only for the instructional activities associated with and for the duration of this course. They may not be converted to or retained in another medium or disseminated further.