Course Syllabus
ISM 4930 Disaster Recovery & Business Continuity - 3 Credits
Fall 2016
Rev. 8-23-16

General Information
Course Number/CRN | ISM 4930 / CRN 80778
Course Title | IT Disaster Recovery & Business Continuity
Semester/Year | Fall 2016 Wednesday, August 17th - Saturday, December 3rd
Offering College/Department | Lutgert College of Business (LCOB)/Information Systems and Operations Management (ISOM)
Credit Hours | 3
Meeting Times/Location | Tuesday 7:30-10:15 PM Lutgert 2212
Method of Delivery | • On Campus
• Canvas will contain the latest-time (deadline) to complete the tasks (assignments).
Course URL | http://canvas.fgcu.edu (select the “ISM 4930” course)
Prerequisites | CGS 1100 Computer Software and Technology
Instructor Information
Instructor | L. Hanwacker
Office Location | No office
Phone Number | Please email me through Canvas or FGCU email.
E-Mail Address | lhanwacker@fgcu.edu
Office Hours for CGS 1100 | Meetings per request

Course Information
ISM 4930 covers the concepts, strategies, and implementation of Business Continuity and IT Disaster Recovery Plans through lectures, hands on practice and skill building. This area of technical expertise is becoming a highly valued skill in the work place. Almost every business and organization must deal with Business Continuity and IT Disaster Recovery at some level. The onset of cloud computing technology, the proliferation of wireless mobile devices, severe weather related incidents and other types of disasters both man-made and natural have increased the risks exponentially for companies and organizations regarding their critical business resources, IT systems and processes. Managing these risks is an integral part of everyday business. The overall goal of Business Continuity and IT Disaster Recovery planning is to protect the company and organizations, its’ assets, its’ ability to do business under any circumstance, and to be resilient. After completing this course, you should have a general knowledge about Business Continuity and IT Disaster Recovery and be able to address the key areas in this field.

Catalog Description
Special Topic.

Student Learning Outcomes
<table>
<thead>
<tr>
<th>LCOB Learning Goal (EAGLES)</th>
<th>Learning Outcome</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>EFFECTIVE communication</td>
<td>Demonstrate competency in the use of personal productivity applications</td>
<td>Use of Word, Excel, &amp; PowerPoint</td>
</tr>
<tr>
<td></td>
<td>Share information and knowledge through collaborative software tools.</td>
<td>Course assignments for documentation.</td>
</tr>
<tr>
<td></td>
<td>Work successfully in a virtual team.</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Competently use technology vocabulary.</td>
<td>Course assignments</td>
</tr>
<tr>
<td>ANALYTICAL &amp; critical thinking</td>
<td>Use framework to address critical processes to address common risk issues.</td>
<td>Course assignments that address risk and risk strategies.</td>
</tr>
<tr>
<td>Consider the integrated GLOBAL business environment &amp; its challenges &amp;</td>
<td>Describe how to act as a responsible, ethical user in a globally networked</td>
<td>Course assignments on global impact.</td>
</tr>
<tr>
<td>opportunities.</td>
<td>computer community.</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>Value the significance of ETHICAL &amp; LEGAL issues in business</td>
<td>Recognize how and why to protect sensitive personal information</td>
<td>Course assignments</td>
</tr>
<tr>
<td>Understand the ENVIRONMENTAL impact of business.</td>
<td>Explain how to appropriately address risk organizations face that can be environmental.</td>
<td>Course assignment</td>
</tr>
<tr>
<td>Possess necessary SKILLS across business disciplines.</td>
<td>Define and use business continuity and disaster recovery terminology.</td>
<td>Course assignments</td>
</tr>
</tbody>
</table>

**Required Materials**

**Required**
- Internet access

**Course Contents**

**Business Continuity & IT Disaster Recovery**

- Chapter 1: Introduction
- Chapter 2: Business Continuity Team
- Chapter 3: Business Impact Analysis
- Chapter 4: Risk Assessment
- Chapter 5: IT Recovery Strategy
- Chapter 6: IT Recovery Architecture
- Chapter 7: Data Storage & Recovery
- Chapter 8: IT Disaster Recovery Plan
- Chapter 9: Business Continuity/Continuity of Operations Plan
- Chapter 10: Exercise, Certify & Train
- Chapter 11: Table Top Exercise & Corrective Actions
- Chapter 12: Business Continuity Program: Measuring Performance & Plan Maintenance

**Teaching Philosophy**

**Instructor's Role** - The instructor serves as facilitator in the learning process:
- Creating exciting learning opportunities for the students
- Assigning readings & challenging projects
- Assessing students' work

**Student's Role** - Students (you!) should be active participants in the learning process:
- Checking Canvas daily for updates
- Submitting assignments in Canvas (by due date)
- Contacting the Instructor of issues or questions as soon as they arise.
Grading Policy

Grading Policy:
A: 90% – 100%
B: 80% – 90%
C: 70% – 80%
D: 60% – 70%
F: 60% – 0%

Percentage Distribution:

<table>
<thead>
<tr>
<th>Group</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>55.0%</td>
</tr>
<tr>
<td>Mid Term</td>
<td>15.0%</td>
</tr>
<tr>
<td>Projects</td>
<td>10.0%</td>
</tr>
<tr>
<td>Final</td>
<td>15.0%</td>
</tr>
<tr>
<td>Participation</td>
<td>5.0%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

1. All homework assignments and exams are expected to be received on the date and time specified per schedule.
2. Late assignments will not be accepted.
3. If you have a valid excuse per university guidelines for missing a deadline, it is your responsibility to notify the instructor (via email) prior to the deadline. Please see the Policy regarding missed tests or assignments section listed below for valid excuses.
5. There will be no individual extra credit assignments or projects.

COURSE EVALUATION

Attendance-Participation Grading Criteria for assignments and tests.

- All assignments will be done on time. All assignments are in canvas along with the due date.
- A Mid-term and Final will be given.

COURSE ASSIGNMENTS SUMMARY:

<table>
<thead>
<tr>
<th>Date</th>
<th>Details</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tue Sep 6, 2016</td>
<td>Week 2: Chapter 1 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Sep 13, 2016</td>
<td>Week 3: Chapter 2 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Sep 20, 2016</td>
<td>Week 4: Chapter 3 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Sep 27, 2016</td>
<td>Week 5: Chapter 4 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Oct 4, 2016</td>
<td>Week 6: Chapter 5 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Oct 11, 2016</td>
<td>Week 7: Chapter 6 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Oct 25, 2016</td>
<td>Week 8: Chapter 7 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Nov 1, 2016</td>
<td>Week 10: Chapter 8 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Nov 8, 2016</td>
<td>Week 11: Chapter 9 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Nov 15, 2016</td>
<td>Week 12: Chapter 10 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Nov 22, 2016</td>
<td>Week 13: Chapter 11 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td>Tue Nov 29, 2016</td>
<td>Week 14: Chapter 12 - Questions, Case Study, To Do</td>
<td>11:59pm</td>
</tr>
<tr>
<td></td>
<td>Week 15: Story Board Presentation</td>
<td>11:59pm</td>
</tr>
<tr>
<td></td>
<td>Final</td>
<td></td>
</tr>
</tbody>
</table>
Policy regarding missed tests or assignments
- Please see the university catalog for information.
- Students have a full-week to complete the tasks; therefore, no late assignments or examinations will be accepted—except for the authorized and excused absence specified in the university catalog. A student who seeks an authorized or excused absence must submit documentation (such as a physician’s note) to the instructor.
- To be excused for deaths in the family, you must provide information pertaining to your travel to and from campus.
- Please be aware that being "dropped by the University for not paying the full tuition" is NOT a reason for an authorized and excused absence specified in the university catalog.
- An emergency situation such as unavailability of CANVAS or SAM (due to network problems) will be considered by the instructor on a case by case basis.

Statement on e-mail usage in Eagle mail and/or CANVAS email
To assure that your e-mails are delivered, you must use either Eagle e-mail or Canvas messaging to communicate with the instructor and other students.

Last day to drop/withdraw without academic penalty
Please find the information at http://www.fgcu.edu/Registrar/academiccalendar.asp

University Statements

Academic Behavior Standards and Academic Dishonesty
All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under the Student Code of Conduct and Policies and Procedures sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at http://studentservices.fgcu.edu/judicialaffairs/new.html.

Sanctions for academic dishonesty may include receiving an “F” in this course – FGCU may impose additional penalties. Any incidents of academic dishonesty may be referred to the FGCU Office of Judicial Affairs. Please look up the definition of plagiarism – it includes copying something off the Internet & submitting it as your own work.

Some examples of what is NOT acceptable:
- Working with another student & turning in the same work (e.g. tests, papers, spreadsheet, database, etc.).
- Emailing or posting your work to let someone else “just see how you did it”.
- Copying someone’s assignment or copying something from a book or the Internet.
- Giving or receiving help from someone (in person, on line or on the phone) during an online test.
- Telling someone else what is on a test.
- Collaborating on the final exam

Examples of what is acceptable:
- Discussing how to approach an assignment with another student.
- Showing someone where they might have made a mistake on an assignment.
- Asking the professor for assistance.

Disability Accommodations Services
Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university’s guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please see me or contact the Office of Adaptive Services. The Office of Adaptive Services is located in the Wellness Building 130. For more information, contact us at 239-590-7956 (voice), 239-7975 (fax), 239-243-9453 (video phone) or by email at adaptive@fgcu.edu. In addition to classroom and campus accommodations, individuals with disabilities are encouraged to create their personal emergency evacuation plan and FGCU is committed to providing information on emergency notification procedures. You can find information on the emergency exits and Areas of Rescue Assistance for each building, as well as other emergency preparedness materials on the Environmental Health and Safety and University Police Department websites. If you will need assistance in the event of an emergency due to a disability, please contact Adaptive Services for available services and information.

Student Observance of Religious Holidays
All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.
Library Information
Online research guides:
- Company and Industry Research http://fgcu.libguides.com/company_information
- Management http://fgcu.libguides.com/c.php?g=324470
- Marketing http://fgcu.libguides.com/c.php?g=337745

Contact for Librarian
Regina Beard (rmbeard@fgcu.edu), Business Librarian is available by appointment for assistance with business research questions.

How To Log Into the Course in CANVAS
- Activate your FGCU Eagle Mail Account (if you have not done this yet). Your FGCU Eagle Mail account MUST be activated to log in to Canvas. If you are a first time student, you will need your PIN and Eagle ID, both of which are assigned at registration.
  - If you don’t know your PIN, you will need to go to the Registrar's office to retrieve it.
  - To activate your account, visit http://admin.fgcu.edu/IS/applications/studentaccts/activate.asp.
  - Log in to Canvas at http://canvas.fgcu.edu/. You need to use FGCU Eagle Mail account and password to log in; expand, if not displayed.

"The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency." Bill Gates