BUS 375 – Fall 2017
MANAGING INFORMATION SYSTEMS

Classes

Instructor: Bill Bonner, Ph.D.
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Office: ED 540.10
Telephone: 585-4794

Section 001 M/W 2:30pm-3:45PM ED616
Section 002 M/W 5:30pm-6:45PM ED616

Office Hours: Monday 4:00-5:00, Monday/Wednesday, and by appointment (very flexible, but requires action on your part)

Prerequisite Information: BUS 205 (or ADMN 205 or ADMN 265), BUS 210 (or ADMN 210), BUS 250 (or ADMN 250), BUS 275 (or ADMN 275), BUS 285 (or ADMN 285), BUS 288 (or ADMN 288), and BUS 290 (or ADMN 290), and BUS 007 *** * Note: Students may only receive credit for one of BUS 375, ADMN 375, and ADMN 435AI.

Course Description

Calendar Description: An overview of management and organizational issues surrounding the Information Systems/Information Technology function (IS/IT) and in its interaction with business functions within and between organizations. Topics will include: the evolution of the IS/IT functions, functional area systems, current trends, strategy, managing and acquiring IS resources and ethical issues surrounding IS/IT.

This is an overview course on managing information systems (IS) in which information technology (IT) is an element. IT is embedded in the organizational/ business unit/functional area and affects, shapes and is shaped by how work is done (processes), those who do and manage the work (people) and the way the business is organized (structure). These elements combined form the IS. Understanding the interrelationships between the elements and being able to anticipate and manage (do something about) them is integral to all managers, independent of area of speciality.

COURSE OBJECTIVES

On successful completion of this course, students should be able to:
1. Understand, anticipate and address managerial issues around the organization and management of information systems, in your functional areas and organization wide.
2. Bridge the communication gap between business users and IT personnel by developing the vocabulary and understanding and taking on your role as part of the information system.
3. Demonstrate knowledge and understanding of IT/IS and confidently interact with internal user groups and technology vendors.
4. Contribute to the group evaluation, development and acquisition of information systems that are consistent with organizational needs and abilities.
5. Read and interpret business and IT press articles and papers and distil the essential managerial and organizational issues, implications, and challenges.
6. Be aware of and understand the challenges of information security and the responsibility organizations have to protect their own data and personal information collected from others.

7. Identify potential ethical issues that emerge from the development and implementation of information systems both within and beyond organizational boundaries.

8. Seek out and understand the unique contextual factors that define all information system issues within individual organizations and the influence these factors have on the viability of options within that organization.

TEXT AND RESOURCE MATERIALS

COURSE WEB SITE: UR Courses
Any changes or announcements to the course will be posted or sent through UR Courses.

COURSE TEXT:

COURSE TEXTS

This is text is only available for purchase online. These should be used copies around, I have used this version before (Winter 2016, Spring 2016, Winter 2017).
All Sections got to https://students.flatworldknowledge.com/course/2558024

You will be presented with options (below) in US $.

Choose Your Format
Online Access $29.95
Online Access + Ebook Downloads $49.95
Online Access + Color Textbook $54.95
Online Access + Ebook Downloads + Color Textbook $74.95

Secondary Texts: Both Open Source texts (chapters used and licenses are posted in UR Courses)


   Chapter 2 Achieving Efficiency and Effectiveness through systems
   Especially, What is an Information System?


   Chapter 10: Information Systems Development

Cases: There will be 5-7 Ivey cases and perhaps a short Harvard case that will be provided through UR Courses, the costs will be charged directly to students’ accounts. These costs will show up at the end of the term.
ARTICLES: The URL links of articles listed under Other Readings, in the Class Schedule below were verified at the time the outline was printed. If you have trouble with the links, experiment with searching for the title using a search engine.

GRADING COMPONENTS

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Midterm</td>
<td>20%</td>
<td>(October 18)</td>
</tr>
<tr>
<td>Contribution</td>
<td>10%</td>
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<tr>
<td>Quizzes</td>
<td>4%</td>
<td>(2 online quizzes, before midterm)</td>
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<tr>
<td>Term Projects</td>
<td>12%</td>
<td>(8% for research and in-class presentation, 4% for moderating discussion and summary)</td>
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<tr>
<td>Issue Research Paper</td>
<td>12%</td>
<td>See description below</td>
</tr>
<tr>
<td>Ivey case questions</td>
<td>14%</td>
<td>(3 single page submissions, directed questions, Oct 11, Nov 8 and Nov 15)</td>
</tr>
<tr>
<td>Final Examination</td>
<td>40%</td>
<td>(December 20, 2017 - comprehensive)</td>
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</table>

Total: 100%

To receive credit for the course you must achieve at least 50% on the Final Examination and have a total course mark, per above, of at least 50%.

For information purposes, the following is taken directly from the 2017-2018 University Calendar, Section 5.10.

GRADING GUIDE

<table>
<thead>
<tr>
<th>Grade Range</th>
<th>Description</th>
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<tbody>
<tr>
<td>90-100</td>
<td>Outstanding</td>
</tr>
<tr>
<td>80-89</td>
<td>Very good</td>
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<tr>
<td>70-79</td>
<td>Above average</td>
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<tr>
<td>60-69</td>
<td>Generally satisfactory</td>
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<tr>
<td>50-59</td>
<td>Barely acceptable</td>
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<tr>
<td>0-49</td>
<td>Unacceptable</td>
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</table>

CONTRIBUTION
A significant amount of the learning in this course will occur as a result of contributions directly from the members of the class. The course has been designed to reflect this expectation in meeting the course objectives.

Contribution is thus an important part of the course and can occur in a variety of ways:

a) active in-class discussion on text readings,

b) active in-class discussion on article readings,

c) active in-class discussion on cases,

d) active discussion on Issue Talks (on UR Courses),
e) active discussion on other topics discussion board topics (on UR Courses), asking questions and/or helping to answer questions,
f) connecting current topics to prior material or other classes
g) offering insights based on past or current experience

The 10% contribution component of the final grade will reflect the quality of your contributions to the learning of others in the class. Participation will be on a voluntary basis or through warm or cold calls. Contribution grades will be the instructor's assessment of the quality (not quantity) of individual student contributions to the learning of the class and recorded after every class and every discussion thread.

**Note:** On Discussion threads I have seen students post Yes, or No as their response to the questions posed by the group that presented. I viewed those as disrespectful and assigned negative contribution marks for that. This also applies when I find that moderators have asked for further comments from individual posters and those posters do not respond or post are made just hours before the thread closes.

Class attendance is not considered a contribution to the learning of others and therefore is not a positive factor in determining the contribution grade. A consistent failure to attend class indicates a deliberate decision to pass on the opportunity to contribute to the learning of others.

**ISSUE/TECH TALK (or ISSUE RESEARCH PAPER below)**

To be done in groups in the time slots specified in the class schedule below. Students are responsible for signing up for one of these time slots. No other slots will be created. Three is the maximum per group. A signup sheet is posted outside my office. First come, first serve on time slots and topics. **Students are responsible for getting their names and topics on the sheet.**

Deliverable: A 15 minute (maximum) presentation on a specific current IT/IS issue taken from newspapers or other sources that involves a use or potential use of technology that has implications for management and/or organizations.

*The topic is to be chosen with the instructor and the direction is to be agreed upon in advance.* Students are expected prepare a brief (one paragraph) proposal that identifies, articulates and justifies their proposed topic.

**Presentation Expectation:** Teams are expected to identify the relevance of their topic to their peers, and present their research and findings. The goal is to bring the class up to speed on the issues(s) for subsequent discussion on UR Courses by the class. Your goal is to raise and describe the issue(s), not solve it (them). That is for class discussion on UR Courses.

**Moderation Expectation:** A UR Courses discussion thread will be open for one week after the presentation. The team presenting will moderate the discussion on the thread, adding information as necessary as well as directing and responding to the discussion. The team presenting has one week after the discussion thread closes to prepare a one page written summary of the discussion that took place and reflections on what the team might have done differently in presenting the topic or moderating it.
Non-Presenting Students Expectation: Students are expected to contribute to Discussion threads and offer considered, reflective opinions. Your turn will come and you need others to participate in your discussion. Last minute opinions will not be read. Failure to respond to the moderators will count as negative contribution.

Topics: In general, students choose their own topic based on personal interest, experience, or an issue seen in the news, business press, privacy commissioner reports, government auditor reports or other sources. Past topics include questions about Ashley Madison type breaches, radio frequency identification technology, data theft, data security, electronic health records (EHR), tele-commuting, national security and “lawful access” legislation in Canada (Bill C-51), employee monitoring, computer forensics, Sony hacks, specific work experience issues, an individual’s experience with identity theft and others. Issues that have appeared in the news recently include Premier Brad Wall using government files against a citizen and whistleblower, Sask Power Smart Metres, and medical files found in a dumpster in the Golden Mile Shopping Centre in Regina.

ISSUE RESEARCH PAPER (or Issue Talk above)
The research project is a replacement for doing an Issue Talk, only if the class is too large to accommodate everyone with Issue Talks and all Issue Talk slots are be filled. This assignment requires students (group of 3 max) to select a topic that relates to MIS in any of the themed areas of the course. Some sample topics are provided. I am open to suggestions if students have particular interests. Students will need to submit a brief proposal to outline their topic, approach and team members. There will be a progress report along the way and then the final paper.

NOTE: Please be sure to submit your final paper by the due date as any late submissions will be assessed a 20 percent per day grade reduction.

Due Dates:
Research topic proposal (1/2 to 1 page) – October 2, 2016
Progress report (3 to 4 pages) – November 1, 2016
Final report (12 to 15 pages) – November 29, 2016

Each part shall be a minimum to maximum as identified, double-spaced, 12 pt. Arial font or equivalent. The final paper will be graded, but if the interim reports are not submitted a 20% penalty will be applied against the final paper. The write-ups are to be submitted using the UR Courses assignment submission tool or brought to class the day they are due.

Students are to conduct MIS related research on a topic related to this course and of interest to students. A sample of possible project topics is listed below but if students have a particular interest or a current work related issue that will be considered.
1) The Cloud is a current topic, a hyped buzz word that needs to be examined for substance.
2) Internet of things (IoT) is similar.
3) Big data is a current topic, a hyped buzz word that needs to be examined for substance.
4) Project management is an important aspect of IT acquisition. It is difficult to learn from post-mortems of projects in the private sector because of private sector secrecy. Governments on the other hand (provincial and federal) are accountable to the public and federal and provincial Auditor Generals do conduct post-mortems or value for money audits. Find one. Why did it happen? What can we learn? The Canadian Firearms Registry is an older project that went way over budget. Currently a new payroll system for the federal government, Phoenix, appears to be a disaster in progress.
5) The National Health Service (UK) expected to spend £2.3 billion over three years that ballooned to £12.4 billion lbs over 10 years, but was abandoned after £10 billion was spent. What happened? What can we learn?

6) Privacy and responsibility for securing personal data are growing topics in this field as more and more personal data is being captured. In Canada, unlike the U.S., we have provincial and federal Privacy Commissioners and their investigations reveal a lot about what works and what does not work in the field of privacy, information security and access to information. What can we learn from Privacy Commissioner (federal or provincial) investigations regarding the private sector (under PIPEDA, or provincial versions of PIPEDA -BC-Alberta-Quebec) or public sector organizations (under FOIPP or HIPA type acts) about managerial responsibilities and required actions?

7) Cyber security in general is a growing ongoing concern. Are there credible investigations on cyber security? How do you assess credibility? What can we learn from them?

8) Other topics of interests to students.

**Evaluation:**

- Research is evident
  - The team has reviewed the literature that is relevant, current and useful in understanding the issue.
  - The team has researched and captured the issues, opportunities and requirements.
  - The team is selective in the information reviewed.

- The team’s own input is evident
  - Ideas are taken from the research, literature and business is utilized to make observations, discuss implications, develop generalizations, and draw conclusions.

- Well-written result
  - Clarity, simplicity, and professionalism characterize the paper.
  - The paper uses IS/IT terms and concepts but does not overwhelm the reader, it can be easily read and understood.
  - That paper is written in one voice. Each team member may write a section but it will require a single editor to bring the paper to one voice.

- Overall quality
  - Displays the ability to organize, analyse, synthesize, evaluate ideas, and to express thoughts fluently.
  - The authors demonstrate understanding and internalization of the issues.

- Sourcing
  - Sources of information are acknowledged in an acceptable manner.
  - Authors referenced are correctly cited in the text of the paper.

**Ivey case questions**

We will do 3 case question hand-in assignments this term due October 11, November 8 and November 15.

For each case, a question will be posted. **Be concise and to the point. Address the question.**

These are NOT intended to be group submissions. While group discussion is encouraged, each individual is expected to provide their own, unique, submission. Copying between students will result in a mark of zero (0).

Each submission shall be a maximum two pages, double-spaced, 12 pt. Arial font or
equivalent. The write-ups are to be submitted using the UR Courses assignment submission tool. The challenge is to be concise. Note, 1) If you are running out of space, a. you are not being concise and/or b. you have repeated unnecessary information from the case or wasted space by typing out the question (I have already read the case and I wrote the question!).

NOTE: Please be sure to submit your write-ups by the due date. Late submissions are not acceptable (It would make no sense. We discuss the case in that class!)

**EXPECTATIONS**

**Class Preparation**

Students are expected to read the assigned chapter material and articles before class and to contribute to the discussion. *The above is the answer to the question, “How do I prepare for the exam?”, that I usually just before an exam. If you are just starting to read then, good luck to you. It is also the answer I get to the question I get after an exam, “How do I do better next time?”*

Class time will be used to stress aspects of the chapter or readings and potentially supplement them with additional materials not included in the text. The text is not the course. It is supplemental to the course.

**Articles**

The article readings are selected to help achieve the course objectives and expose you to a wide range of IS issues. Fifteen-twenty minutes will be set aside to discuss articles, in classes where articles are assigned. In class discussion will be based on questions designed to focus on organizational/managerial lessons within the articles.

**Contribution**

The course is designed to create discussion opportunities through the inclusion of articles, Issue Talks and in-class exercises. Discussion is expected and time is provided for discussion. Students may be called upon.

**Class Attendance**

Regular and punctual attendance provides a foundation for academic success, and is expected of all students. The persistent lateness or absence of a student may result in the student being dropped from the course or being barred from writing the final examination. I do keep track of who is in each class, at the start of the class only.

**Missing Classes:**

Students are expected to buddy up and catch up on notes or notices about upcoming classes on their own.

**Class Courtesy**

Class will start on time and students are expected to be punctual. Issue Talks by your fellow students will usually lead off the class and it is very disrespectful to have their presentations disrupted by people drifting into the room late. If a student must leave early then please, out of courtesy, advise the instructor in advance that you must leave early.

**Cell Phones**

Turn off cell phones and other devices or leave them somewhere else altogether.
Class Notes
I post slides to UR Courses for the week, by Sunday evening. I provide them to facilitate note taking. By themselves they are not study guides for exams.

CLASS POLICIES

Student Identification
For all quizzes and exams, your student id is required.

Exam Deferrals
Deferrals will only be granted for the following reasons:
- Illness, accident, death of a family member, other extreme circumstances beyond the student’s control.

Any requests for deferrals must be supported by appropriate written documentation and pass through the appropriate channels, as per section 5.8 of the 2017-2018 University Calendar.

Dictionary Use
Use of paper dictionaries in the exam will be permitted (even encouraged). To ensure the integrity of the process and the appearance of that integrity the instructor will check all dictionaries at the start of an exam. The can be no writing or loose pieces of paper in the dictionary.

Students with Disabilities
Students with a verifiable need for accommodation please register with the Coordinator of the Disability Resource Office at 585-4631. More information can be found in section 8.2.15 of the current University of Regina’s Undergraduate Calendar.

Academic Misconduct
*Academic misconduct will not be tolerated and will be dealt with swiftly.* Any instance of a student will be referred to the Associate Dean, without exception.

Be familiar with University Regulation on Academic Misconduct, section 5.14.2 (link below) of the current University Calendar and the Faculty of Business Administration has included the following statement in the Undergraduate Calendar, section 10.5.4, copied below:

“Students enrolled in Business courses at the University of Regina are expected to adhere rigorously to principles of intellectual integrity. Plagiarism is a form of intellectual dishonesty in which another person’s work is presented as one’s own. Plagiarism or cheating on examinations/assignments is a serious offence that may result in a zero grade on an assignment, a failing grade in a course, or expulsion from the University. For more information on this matter, please consult §5.13.”

In our class the above is most likely applicable to the written case summary hand-ins and the Issue Talk presentations. Cite your sources. It can be in small fonts within the slides or at the end.

University Calendar link
http://www.uregina.ca/gencal/ugcal/attendanceEvaluation/ugcal_75.shtml

Email
Email is a limited tool best for communication on single and simple topics or questions. Emails received dealing with complex or multiple topics will result in the suggestion to meet face to face. I check my email daily during the week, but I do not track it all day long or on weekends. Please do not email me to ask me what we covered today in class (see Missing Classes under Expectations).

**Laptops/smart phone use in the classroom**

I have no particular objections to the use of laptops in the classroom for note taking, but if individual use of a laptop/phones becomes a distraction to me or students I reserve the right to call you on it and limit it. The same is true of other technologies.
<table>
<thead>
<tr>
<th>Date</th>
<th>Day</th>
<th>Class Schedule</th>
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<tbody>
<tr>
<td>Sep 6</td>
<td>Wednesday</td>
<td>Introduction, course set up, outline review, IS defined.</td>
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<td><strong>Supplementary Text</strong></td>
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<td>Chapter 2: Achieving Efficiency and Effectiveness through Systems.</td>
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<tr>
<td>Sep 11, 13</td>
<td>Monday</td>
<td>Chapter 1: Setting the Stage: Technology and the Modern Enterprise,</td>
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<td>Wednesday</td>
<td>Chapter 2: Strategy and Technology: Concepts and Frameworks for Understanding What Separates Winners from Losers</td>
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<td></td>
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<td><strong>Online Article:</strong></td>
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<td>Heller, Martha (2010). Reforming Business Education: It's time to teach MBAs what they really need to know about IT, CIO Magazine, April 1, 2010 (1 page)</td>
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<td><strong>Wednesday</strong></td>
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<td><strong>Online article:</strong></td>
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<td></td>
<td></td>
<td>Pastore, R (2010) What CEOs Expect: CEOs want CIOs who know their industries, think like customers and can envision new business opportunities, CIO (Jun 15, 2010): U of Regina Library persistent link</td>
</tr>
<tr>
<td>Sep 18, 20</td>
<td>Monday</td>
<td>Chapter 2: continued</td>
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<td></td>
<td>Wednesday</td>
<td>Chapter 3: Zara: Fast Fashion from Savvy Systems</td>
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<td><strong>Monday</strong></td>
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<td></td>
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<td><strong>Article:</strong></td>
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<td>A PDF version of this article will be posted on UR Courses.</td>
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<td><strong>Wednesday</strong></td>
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<td><strong>Issue Talk</strong></td>
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</table>
Quiz 1: Online Quiz over coming weekend

A PDF version of this article will be posted on UR Courses.

Sep 25,27

**Monday**

Chapter 4: Netflix: The Making of an Ecommerce Giant and the Uncertain Future of Atoms to Bits

**Wednesday**

Chapter 4: Netflix: The Making of an Ecommerce Giant and the Uncertain Future of Atoms to Bits, continued

Quiz 2: Online Quiz over coming weekend

**Monday**

Issue Talk

**Online article:** Smith, H. A. (2006) *Re-inventing the IT organization*, IT World Canada, October 1, 2006.
http://www.itworldcanada.com/a/CIo/ecf2a876-2dbe-443e-bc03-3704b202904b.html
A PDF version of this article will be posted on UR Courses

**Wednesday**

Issue Talk

**Online Article:**
Sunday Times Driving (2016) Who is to blame for dieselgate? Driving tracks down the engineers and asks, could the scandal really destroy VW?
https://www.driving.co.uk/news/who-is-to-blame-for-dieselgate-driving-tracks-down-the-engineers-and-asks-could-the-scandal-really-destroy-vw/

Oct 2,4

**Monday**

Skim chapter 7: Amazon

Chapter 8 Network effects

Quiz 2: Online Quiz over coming weekend

**Wednesday**

Chapter 8: Network Effects

**Monday**

Issue Talk

**Online Article:**
Kapko, Matt, (2016). Google’s Nest struggles could set back the IoT movement. CIO.COM


**Wednesday**

Issue Talk
<table>
<thead>
<tr>
<th>Date</th>
<th>Monday</th>
<th>Wednesday</th>
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<tbody>
<tr>
<td>Oct 9</td>
<td><strong>Thanksgiving</strong></td>
<td><strong>Thanksgiving</strong></td>
</tr>
<tr>
<td>Oct 11</td>
<td><strong>Case hand-in due today</strong></td>
<td><strong>Ivey Case: Hill &amp; Knowlton: Knowledge Management</strong></td>
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<td>Oct 16,18</td>
<td><strong>Monday</strong></td>
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<td><strong>Ivey Case: Knight Capital Americas LLC</strong></td>
<td><strong>Wednesday</strong></td>
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<td><strong>Midterm</strong></td>
<td><strong>Midterm</strong></td>
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<td>Oct 23,25</td>
<td><strong>Monday</strong></td>
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<td><strong>Chapter 9: Facebook: Building a Business from the Social Graph</strong></td>
<td><strong>Issue Talk</strong></td>
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<td><strong>Wednesday</strong></td>
<td><strong>Wednesday</strong></td>
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<td><strong>Chapter 9: Facebook: Building a Business from the Social Graph</strong></td>
<td><strong>Issue Talk</strong></td>
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<td>Oct 30, Nov 1</td>
<td><strong>Monday</strong></td>
<td><strong>Monday</strong></td>
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<td></td>
<td><strong>Midterm review</strong></td>
<td><strong>No articles or cases for this class</strong></td>
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<td><strong>Pretexting health information presentation</strong></td>
<td><strong>Nothing required from students, I present research findings on cons working their marks.</strong></td>
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<td><strong>Wednesday</strong></td>
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<td><strong>Issue Talk</strong></td>
<td><strong>Issue Talk</strong></td>
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<td>Date</td>
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<td>Nov 6,8</td>
<td><strong>Chapter 11:</strong> Software in Flux</td>
<td><strong>Issue Talk</strong></td>
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<td><strong>Article:</strong> Wittow, M.H., Pearlman, J.C. (2009). How open-source software can affect a company’s value</td>
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<td>Nov 15</td>
<td><strong>Monday</strong></td>
<td><strong>Monday</strong></td>
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<td><strong>Chapter 12:</strong> The Data Assets: Databases, Business Intelligence and Competitive Advantage</td>
<td><strong>Issue Talk</strong></td>
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<td>Date</td>
<td>Monday</td>
<td>Online article:</td>
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<td></td>
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<td>A PDF version should be posted on UR Courses</td>
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<tr>
<td>Dec 4</td>
<td>TBA case, mini-case</td>
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<td>TBA , Net Neutrality, other current topics?</td>
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**Monday**

Issue Talk


A PDF version should be posted on UR Courses