

**School of Information Management  
INFO 5590 Information Management Systems  
Fall 2020/2021**

**Course Type (e.g. F2F, online, blended):** Online and nearly asynchronous (see Instructional Methods)

**Instructor:** Colin Conrad

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**Preferred method of contact:** Email

**Office hours:** By appointment only, using MS Bookings (link [here](#))

**Course website:** Brightspace

**Tutorials:** With two exceptions, asynchronous with an optional live help sessions Fridays 11:30 - 2:30 pm.

**Teaching Assistant(s) name/contact info:** Jesse Burgess: [Jesse.Burgess@dal.ca](mailto:Jesse.Burgess@dal.ca)

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## ABOUT YOUR INSTRUCTOR



Colin Conrad, Ph.D. | Assistant Professor  
School of Information Management  
Dalhousie University

Website: <https://colinconrad.com>

How to get in touch with me: I check and respond to emails at least once daily between 9 am and 10:30 am Atlantic time (though often more often) every weekday. I try hard to respond all emails within 48 hours. In addition, I will regularly check on MS Teams to answer questions and participate in the discussion, though will try to limit my activity on Teams for this course to Fridays. If you would like to schedule a one-on-one meeting, please reserve a time using the MS Bookings app.

## COURSE DESCRIPTION

In Information Management Systems we will investigate a wide range of current issues in information technology, information systems and web-based applications with a particular emphasis on how organizations can make effective use of technology. We will also explore the principles of user interface design, systems analysis, information needs analysis, information systems requirements, and project planning. Finally, we will examine how modern information and communication technologies (ICTs) have been and are changing the way we communicate, collaborate, share information, innovate, perform, socialize and work, and how these technological changes are affecting the role and functions of information managers in the public and private sectors.

## **COURSE PRE-REQUISITES**

The technology requirements listed in the admission criteria for the MI program. Please see “Prior Education and Experience” here:

<https://www.dal.ca/academics/programs/graduate/mi/admissions/common-application-questions.html>

## **LEARNING OUTCOMES**

Upon completion of the course, students will:

1. Demonstrate an understanding and appreciation of systems analysis;
2. Be capable of critically evaluating information system architectures and infrastructures;
3. Understand the importance of information as an organizational resource and develop an appreciation for issues in managing data/information/knowledge using technology;
4. Demonstrate assessment and improvement of overall user experience with information systems;
5. Demonstrate the ability to experiment with and evaluate new technologies and concepts;
6. Demonstrate the skills needed for planning a technology project;
7. Understand the role technology plays in information management and the role of information professionals in managing people, information and technology;
8. Understand how information systems are used in organizations; and
9. Be conversant regarding contemporary issues in information systems.

## **TECHNOLOGY USED**

Our class labs are hands-on and technology focused. We will use various software corresponding to the three modules:

- Module 1: Introduction to Information Technology (Microsoft 365 Suite: Teams, PowerPoint, Word, and Excel)
- Module 2: Information Systems in Organizations (Hands-on exercises, SAP Hana and Fiori, Excel, Tableau)
- Module 3: Managing Information Using Web Technologies (JavaScript Object Notation (JSON), Esri ArcGIS, Amazon Web Services)

You are only expected to have familiarity with Microsoft 365 applications before starting this course. All the technologies used in this class are provided either free of charge to registered students or are included with your ERPsim course materials.

## **INSTRUCTIONAL METHODS**

All class lectures and nearly all lab tutorials are provided online asynchronously and can be accessed through your Brightspace account and are released at 8:00 am on each Monday at the beginning of the week. Two labs will be conducted synchronously during regular class time on October 2<sup>nd</sup> from 1:45 pm to 2:45 pm Atlantic and October 9<sup>th</sup> from 11:30 am to 2:30 pm Atlantic. You will also regularly have optional large group or small group meetings with the professor and/or teaching assistant using

Microsoft Teams during the regularly scheduled class and lab times (11:30am – 2:30 pm Atlantic on Fridays). We will have options to hold asynchronous discussion on our course’s MS Teams space, though these are not required, and I encourage you to limit your screen time perhaps by participating in discussions only on Fridays, unless motivated otherwise.

In Dalhousie’s MI program, students come from many diverse backgrounds and may not have deep experience with technology. You are not expected to be a technical expert and need not be an expert to perform well in this course. The goal of this course is to introduce students to the skills required to be effectively use and manage information technologies that are used in most organizations (whether they be non-profit, government, or private). Students who do well in this course nonetheless consistently demonstrate an openness to synthesising hands-on experience with managerial considerations that are relevant to their interests or career context.

## LEARNING MATERIALS

In this course, we will use the ERPsim software and e-book, which can be found at <https://erpsim.hec.ca>. The ERPsim package (software + e-book) costs \$50 + HST and **must be purchased by all students** in order to complete the labs.

Additional weekly readings are provided on Brightspace at the beginning of the semester. Occasionally, additional readings will be posted to Brightspace in advance of each week’s class.

## METHODS OF EVALUATION

Detailed instructions regarding each assignment will be provided. Assessment of all assignments is directly related to attention to the instructions, clarity of expression and presentation, and evidence of significant analysis and reflection.

See also the [SIM Grading Policy](#).

COMPONENT	DETAILS	DUE DATE	VALUE
Weekly lab deliverables	In this class we will explore a series of technologies during the labs. Choose 8 of the 10 labs and complete the challenge questions provided at the end of the lab documents.	One week following the lab session.	20%
Group Assignment – Emerging Technology Presentation	Select an emerging technology that is interesting to you and members of your group. Groups will make a 5-10 minute video presentation and one-page handout designed to introduce your classmates to an emerging technology.	Oct 5 <sup>th</sup>	10%
Individual Assignment 1 – Improving Organizational Processes	This assignment will test your ability to understand how organizations can use information systems to change or improve their work processes. Based on the case given, analyze how information systems are employed in the organization and how they might be improved.	Oct 26 <sup>th</sup>	20%

Individual Assignment 2 – Data Visualization	This assignment will test your ability to analyze an organization's operations using information resources. You will be given a case and data that pertains to it. Using the data visualization technologies explored in class, answer a series of questions about the data provided.	Nov 16 <sup>th</sup>	20%
Group Project – Request for Proposals	Identify an existing information system of your choice and develop a Request for Proposal (RFP) for a new information system that improves it. You are expected to describe the elements, requirements and value of the new system in detail.	Dec 14 <sup>th</sup>	30%

### INTEGRATION OF [MI Competencies](#)

PROGRAM COMPETENCY	COURSE LEARNING OUTCOME	COURSE ASSESSMENT
Information Management Leadership	3, 6, 7, 8	GP, GA
User-centred Information Services	1, 4	IA2, GP
Management of Information Technology	1, 2, 3, 4, 5, 6, 7, 8, 9	IA1, IA2, WL, GP, GA
Research and Evaluation	1, 2, 5, 9	GP, GA
Risk Management	6, 9	GP
Change Management	1, 2, 3, 4, 6, 7, 8, 9	IA1, IA2, GP
Workplace Skills & Attributes:	2, 4, 5, 6, 7, 9	IA2, WL
Collaborate & communicate	1, 4, 6, 7	GA, GP
Organize, Plan & Manage	2, 6, 8	IA1, GA, GP
Develop Personally & Professionally	5, 9	WL, GA

## CLASS POLICIES

### Attendance

Class attendance is required in all MI courses and is included in the participation mark (in INFO 5590, this is reflected in the lab tutorial grade). Attendance records will be kept by the instructor.

### Citation Style

SIM courses use APA as the default standard citation style. Unless the instructor provides alternative written instructions, please use the APA citation style in your assignments to briefly identify (cite) other people's ideas and information and to indicate the sources of these citations in the References list at the end of the assignment. For more information on APA style, consult Dalhousie Library website at <https://libraries.dal.ca/help/style-guides.html> or the APA's Frequently Asked Questions about APA

### Late penalties for assignments

A penalty for late assignments will be assessed, unless prior permission has been given by the instructor to submit an assignment late, which normally will be for extended illness, medical, or family emergencies only (see below). Late submissions will be assessed a penalty of five percent per day, including weekends. Assignments will not normally be accepted seven days or more after the due date; in such cases the student will receive a grade of zero.

### Missed or Late Academic Requirements due to Student Absence:

Dalhousie University recognizes that students may experience short-term physical or mental health conditions, or other extenuating circumstances that may affect their ability to attend required classes, tests, exams or submit other coursework.

Dalhousie students are asked to take responsibility for their own short-term absences (3 days or less) by contacting their instructor by phone or email prior to the academic requirement deadline or scheduled time **AND** by submitting a completed [Student Declaration of Absence form](#) to their instructor in case of missed or late academic requirements. Only 2 separate Student Declaration of Absence forms may be submitted per course during a term.

## SIM GRADING POLICY

A+	90-100	Demonstrates original work of distinction.
A	85-89	Demonstrates high-level command of the subject matter and an ability for critical analysis.
A-	80-84	Demonstrates above-average command of the subject matter.
B+	77-79	Demonstrates average command of the subject matter.
B	73-76	Demonstrates acceptable command of the subject matter.
B-	70-72	Demonstrates minimally acceptable command of the subject matter.
F	<70	Unacceptable for credit towards a Master's degree.

## ACCOMMODATION POLICY FOR STUDENTS

The Student Accessibility Centre is Dalhousie's centre of expertise for student accessibility and accommodation. The advising team works with students on the Halifax campus who request accommodation as a result of: a disability, religious obligation, or any barrier related to any other characteristic protected under Human Rights legislation (NS, NB, PEI, NFLD).

If there are aspects of the design, instruction, and/or experiences within this course that result in barriers to your inclusion please contact the Student Accessibility Centre. Please visit [www.dal.ca/access](http://www.dal.ca/access) for more information and to obtain the Request for Accommodation form.

A note taker may be required as part of a student's accommodation. Visit [https://www.dal.ca/campus\\_life/academic-support/accessibility/accommodations-/classroom-accommodation.html](https://www.dal.ca/campus_life/academic-support/accessibility/accommodations-/classroom-accommodation.html) for more details.

Please note that your classroom may contain accessible furniture and equipment. It is important that these items remain in the classroom, undisturbed, so that students who require their use will be able to fully participate.

## ACADEMIC INTEGRITY

At Dalhousie University, we are guided in all of our work by the values of academic integrity: honesty, trust, fairness, responsibility and respect. As a student, you are required to demonstrate these values in all of the work you do. The University provides [policies and procedures](#) that every member of the university community is required to follow to ensure academic integrity.

The commitment of the Faculty of Management is to graduate future leaders of business, government and civil society who manage with integrity and get things done. This is non-negotiable in our community and it starts with your first class at Dalhousie University. So when you submit any work for evaluation in this course or any other, please ensure that you are familiar with your obligations under the Faculty of Management's Academic Integrity Policies and that you understand where to go for help and advice in living up to our standards. You should be familiar with the [Faculty of Management Professor and Student Contract on Academic Integrity](#), and it is your responsibility to ask questions if there is anything you do not understand.

Dalhousie offers many ways to learn about academic writing and presentations so that all members of the University community may acknowledge the intellectual property of others. Knowing how to find, evaluate, select, synthesize and cite information for use in assignments is called being "information literate." Information literacy is taught by Dalhousie University Librarians in classes and through Dalhousie Libraries' online [Citing & Writing](#) tutorials.

Do not plagiarize any materials for this course. For further guidance on what constitutes plagiarism, how to avoid it, and proper methods for attributing sources, please consult the University Secretariat's [Academic Integrity](#) page.

Please note that Dalhousie subscribes to plagiarism detection software that checks for originality in submitted papers. Any paper submitted by a student at Dalhousie University may be checked for originality to confirm that the student has not plagiarized from other sources. Plagiarism is considered a very serious academic offence that may lead to loss of credit, suspension or expulsion from the University, or even the revocation of a degree. It is essential that there be correct attribution of authorities from which facts and opinions have been derived. At Dalhousie, there are University Regulations which deal with plagiarism and, prior to submitting any paper in a course; students should read the [Policy on Academic Dishonesty](#) contained in the Calendar.

Furthermore, the University's Senate has affirmed the right of any instructor to require that student assignments be submitted in both written and computer readable format, e.g.: a text file or as an email attachment, and to submit any paper to a check such as that performed by the plagiarism detection software. As a student in this class, you are to keep an electronic copy of any paper you submit, and the course instructor may require you to submit that electronic copy on demand. Use of third-party originality checking software does not preclude instructor use of alternate means to identify lapses in originality and attribution. The result of such assessment may be used as evidence in any disciplinary action taken by the Senate.

Finally:

If you suspect cheating by colleagues or lapses in standards by a professor, you may use the confidential email: [ManagementIntegrity@dal.ca](mailto:ManagementIntegrity@dal.ca) which is read only by the Assistant Academic Integrity Officer.

### **Faculty of Management clarification on plagiarism versus collaboration:**

There are many forms of plagiarism, for instance, copying on exams and assignments. There is a clear line between group work on assignments when explicitly authorised by the professor and copying solutions from others. It is permissible to work on assignments with your friends but only when the professor gives you permission in the specific context of the assignment. University rules clearly stipulate that all assignments should be undertaken individually unless specifically authorised.

Specific examples of plagiarism include, but are not limited to, the following:

- Copying a computer file from another student, and using it as a template for your own solution
- Copying text written by another student
- Submitting the work of someone else, including that of a tutor as your own

An example of acceptable collaboration includes the following:

- When authorised by the professor, discussing the issues and underlying factors of a case with fellow students, and then each of the students writing up their submissions individually, from start to finish.

## **UNIVERSITY STATEMENTS**

This course is governed by the academic rules and regulations set forth in the [University Calendar](#) and the Senate.

### **ACCESSIBILITY**

The Advising and Access Centre serves as Dalhousie's Centre for expertise on student accessibility and accommodation. Our work is governed by Dalhousie's Student Accommodation Policy, to best support the needs of Dalhousie students. Our teams work with students who request accommodation as a result of: disability, religious obligation, an experienced barrier related to any other characteristic protected under Canadian Human Rights legislation.

### **STUDENT CODE OF CONDUCT**

Everyone at Dalhousie is expected to treat others with dignity and respect. The Code of Student Conduct allows Dalhousie to take disciplinary action if students don't follow this community expectation. When appropriate, violations of the code can be resolved in a reasonable and informal manner—perhaps through a restorative justice process. If an informal resolution can't be reached, or would be inappropriate, procedures exist for formal dispute resolution.

### **DIVERSITY AND INCLUSION**

Every person at Dalhousie has a right to be respected and safe. We believe inclusiveness is fundamental to education. Dalhousie is strengthened in our diversity and dedicated to achieving equity. We are committed to being a respectful and inclusive community where everyone feels welcome and supported, which is why our university prioritizes fostering a culture of diversity and inclusiveness.

### **RECOGNITION OF MI'KMAQ TERRITORY**

Dalhousie University is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq. We are all Treaty people. For more information about the purpose of territorial acknowledgements, or information about alternative territorial acknowledgements if your class is offered outside of Nova Scotia, please visit <https://native-land.ca/>.

The Elders in Residence program provides students with access to First Nations elders for guidance, counsel and support. Visit the office in the McCain Building (room 3037) or contact the programs at [elders@dal.ca](mailto:elders@dal.ca) or 902-494-6803 (leave a message).

### FAIR DEALING POLICY

The Dalhousie University Fair Dealing Policy provides guidance for the limited use of copyright protected material without the risk of infringement and without having to seek the permission of copyright owners. It is intended to provide a balance between the rights of creators and the rights of users at Dalhousie.

## COURSE SCHEDULE

Date of Class	Topics	Required Readings and Material (Beyond Lecture and Tutorial Videos)
Week of Sep 7 <sup>th</sup>	Overview and Introduction to Information Systems	No additional readings this week.  <u>Lab:</u> Introduction to Information Technology 1: Microsoft 365, online collaboration, and “The Cloud”
Week of Sep 14 <sup>th</sup>	Information Technology: Hardware, Data, and Software	[2A] Lyle, D. (2018). Introduction to information systems. In Robert et al. (Eds.) <i>Information Technologies in Organizations</i> . HEC Montreal.  Marcotte, A. (2019, March 1). Tech trends: Library tech leaders recommend their favorite tips and tools. <i>American Libraries Magazine</i> . Retrieved from: <a href="https://americanlibrariesmagazine.org/2019/03/01/tech-trends-libraries/">https://americanlibrariesmagazine.org/2019/03/01/tech-trends-libraries/</a>  <u>Lab:</u> Introduction to Information Technology 2: Microsoft Excel for Information Managers
Week of Sep 21 <sup>st</sup>	Information Technology and the User Experience	Norman, D. A. (2013). The psychopathology of everyday things. <i>The Design of Everyday Things: Revised and Expanded Edition</i> . Basic Books.  Johnson, J (2013). Wee seek and use visual structure. <i>Designing with the mind in mind: A simple guide to understanding user interface design rules</i> . Elsevier.  Strategyzer's Value Proposition Canvas Explained (7 Mar 2017). YouTube. Retrieved from: <a href="https://www.youtube.com/watch?v=ReM1uqmVfP0">https://www.youtube.com/watch?v=ReM1uqmVfP0</a>  <u>Lab:</u> Introduction to Information Technology 3: How to Create an Effective Online Presentation
Week of Sep 28 <sup>th</sup>	Organizations as Processes	[3A] Robert, J., Brière, Y, Talbot, J., Babin, G. and Wybo, M. (2018). Business process modeling. <i>Information Technologies in Organizations</i> . HEC Montreal.  Standing Committee on National Finance (2018, July 31). <i>The phoenix pay problem: Working towards a solution</i> .

		<p>Palfrey, J. (2015). <i>Crisis: A Perfect Storm. Biblio TECH: Why Libraries Matter More Than Ever in the Age of Google</i>. Basic Books.</p> <p><u>Lab</u>: Information Systems in Organizations 1: Introduction to Business Processes</p>
Week of Oct 5 <sup>th</sup>	Varieties of Information Systems and their Architecture	<p>[3B] Titah, R., Ortiz de Guinea, A., Bourdeau, S. and Brière, T. (2018). Business process transformation. In Robert et al. (Eds.) <i>Information Technologies in Organizations</i>. HEC Montreal.</p> <p>Library and Archives Canada (2019, April). <i>Three-year plan 2019-2022</i>. Retrieved from: <a href="http://www.bac-lac.gc.ca/eng/about-us/publications/three-year-plan-2019-2022/Documents/three-year-plan-2019-2022.pdf">http://www.bac-lac.gc.ca/eng/about-us/publications/three-year-plan-2019-2022/Documents/three-year-plan-2019-2022.pdf</a></p> <p>Doctors Nova Scotia (2017, May 3). E-health: What it is and why it matters. Retrieved from: <a href="https://www.yourdoctors.ca/blog/health-care/e-health-what-it-is-and-why-it-matters">https://www.yourdoctors.ca/blog/health-care/e-health-what-it-is-and-why-it-matters</a></p> <p><u>Lab</u>: Information Systems in Organizations 2: Introduction to Enterprise Resource Planning</p>
Week of Oct 12 <sup>th</sup>	Introduction to Business Data	<p>[4A] Robert, J. and Ortiz de Guinea, A. (2018). Introduction to business data. <i>Information Technologies in Organizations</i>. HEC Montreal.</p> <p>Breeding, M. (2019, May 1). Library systems report 2020. <i>American Libraries Magazine</i>. Retrieved from: <a href="https://americanlibrariesmagazine.org/2020/05/01/2020-library-systems-report/">https://americanlibrariesmagazine.org/2020/05/01/2020-library-systems-report/</a></p> <p><u>Lab</u>: Information Systems in Organizations 3: How to use Excel to Manage Data, Measure KPIs and Build Reports</p>
Week of Oct 19 <sup>th</sup>	Data Analytics and Performance Measurement	<p>[5A] Robert, J., Ortiz de Guinea, A. (2018). Introduction to business intelligence. In Robert et al. (Eds.) <i>Information Technologies in Organizations</i>. HEC Montreal.</p> <p>Giamo, C. (2017, May 12). Florence Nightingale was born 197 years ago, and her infographics were better than most of the internet's. <i>Atlas Obscura</i>. Retrieved from: <a href="https://www.atlasobscura.com/articles/florence-nightingale-infographic">https://www.atlasobscura.com/articles/florence-nightingale-infographic</a></p> <p>Privy Council of Canada (2019, April 11). <i>Report to the clerk of the privacy council: A data strategy roadmap for the federal public service</i>. Retrieved from: <a href="https://www.canada.ca/en/privy-council/corporate/clerk/publications/data-strategy.html">https://www.canada.ca/en/privy-council/corporate/clerk/publications/data-strategy.html</a></p> <p><u>Lab</u>: Information Systems in Organizations 4: Dashboards and Analytics with Tableau</p>

Week of Oct 26 <sup>th</sup>	Sourcing and Managing Information Technology Projects	<p>[7A] Cameron, A.-F. (2018). IT development projects. In Robert et al. (Eds.) <i>Information Technologies in Organizations</i>. HEC Montreal.</p> <p>[7B] Tams, S. (2018). Software selection. In Robert et al. (Eds.) <i>Information Technologies in Organizations</i>. HEC Montreal.</p> <p>Shared Services BC (April 2016). <i>Preparing RFPs: A ministry guide to the request for proposals (RFP) process</i>. Retrieved from:  <a href="https://www2.gov.bc.ca/assets/gov/government/services-for-government-and-broader-public-sector/buy-goods-services-and-construction/how-to-buy-services/ministry_rfp_guide.pdf">https://www2.gov.bc.ca/assets/gov/government/services-for-government-and-broader-public-sector/buy-goods-services-and-construction/how-to-buy-services/ministry_rfp_guide.pdf</a></p> <p>Fortune Magazine (2016, July 11) Why drobox uses its own IT infrastructure. Retrieved from:  <a href="https://www.youtube.com/watch?v=HHZcnaVReg">https://www.youtube.com/watch?v=HHZcnaVReg</a></p> <p><u>Lab</u>: Information Systems in Organizations 5: Manage An Information Technology Project</p>
Week of Nov 2 <sup>nd</sup>	Web Services and Big Data	<p>Zapier. <i>Introduction to APIs</i>. Retrieved from  <a href="https://zapier.com/learn/apis/">https://zapier.com/learn/apis/</a></p> <p>World Economic Forum (2016, March 7). What is big data? Retrieved from:  <a href="https://www.youtube.com/watch?v=eVSfJhssXUA">https://www.youtube.com/watch?v=eVSfJhssXUA</a></p> <p>Harvard Business Review (2018, August 16). The explainer: big data and analytics. Retrieved from:  <a href="https://www.youtube.com/watch?v=3C0aLuNlecc&amp;feature=youtu.be">https://www.youtube.com/watch?v=3C0aLuNlecc&amp;feature=youtu.be</a></p> <p><u>Lab</u>: Managing Information Using Web Technologies 1: Introduction to JSON and Modern Data Exchange</p>
Week of Nov 9 <sup>th</sup> - FALL STUDY BREAK – NO CLASS		
Week of Nov 16 <sup>th</sup>	Geospatial Information Systems	<p>Crampton, J. W. and Krygier, J. (2006). An introduction to critical cartography. <i>ACME: An International E-Journal for Critical Geographies</i>, 4(1), 11-33.</p> <p><u>Lab</u>: Managing Information Using Web Technologies 2: Introduction to Geospatial Information Systems</p>
Week of Nov 23 <sup>rd</sup>	Information Security and Privacy	<p>Alexander, D. (2019, June 20) Desjardins data leak by ‘ill-intentioned’ employee exposes 2.9M members. <i>BNN Bloomberg</i>. Retrieved from:  <a href="https://www.bnnbloomberg.ca/desjardins-says-info-for-2-9m-members-shared-outside-of-organization-1.1276268">https://www.bnnbloomberg.ca/desjardins-says-info-for-2-9m-members-shared-outside-of-organization-1.1276268</a></p> <p>Hemsley, J., Jacobson, J., Gruzd, A., and Mai, P. (2018). Social media for social good or evil: An introduction. <i>Social Media+ Society</i>, 4(3).</p>

		<p><u>Lab:</u> Managing Information Using Web Technologies 3: Cloud Servers and Internet Protocols (<u>Note:</u> this lab is <i>optional</i> and will not be graded)</p>
<p>Week of Nov 30<sup>th</sup></p>	<p>Artificial Intelligence, Changes to Work Processes</p>	<p>Daugherty, P. R. and Wilson, H. J. (2018). Human + Machine. Harvard Business Review Press.</p> <p>Bloomberg (2018, June 25). This Canadian genius created modern AI. Retrieved from:  <a href="https://www.youtube.com/watch?v=I9RWTMNnvi4">https://www.youtube.com/watch?v=I9RWTMNnvi4</a></p> <p><u>Lab:</u> No Lab this week.</p>
<p><u>Bonus Video (optional):</u> Thoughts on How to Launch a Career in Information Technology</p> <p>[8A] Mainville, M. and Tams, S. (2018). Business jobs in IT. In Robert et al. (Eds.) <i>Information Technologies in Organizations</i>. HEC Montreal.</p>		