ABL 2B  
Delivery Systems

METHOD OF INSTRUCTION

We will use the case method as the primary instructional pedagogy. During the next five weeks, you will encounter different cases that will require you to work at three different levels simultaneously:

1. You will develop proficiency with the technical concepts of each stream, so you can do the right technical analysis to solve a business problem.
2. You will learn how to use the technical analysis to “think and act like a manager.”
3. You will become aware of the subtlety and ambiguity surrounding the analysis so you do not mistake them for some irrefutable truth.

You will also continue to develop your understanding of how to synthesize these technical analyses into a single, cross-functional business analysis, decision, and implementation plan.

GRADING

Class participation: 40%
Total Stream grades: 60%

The break-down of class participation (CP) grade is as follows:

<table>
<thead>
<tr>
<th>Stream</th>
<th>Sessions</th>
<th>Percent Breakdown for Class Participation grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOM</td>
<td>1</td>
<td>5%</td>
</tr>
<tr>
<td>MVC</td>
<td>3</td>
<td>15%</td>
</tr>
<tr>
<td>ODP</td>
<td>8</td>
<td>40%</td>
</tr>
<tr>
<td>DMS</td>
<td>8</td>
<td>40%</td>
</tr>
<tr>
<td>Total CP grade</td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

The breakdown of stream grades is as follows:

ODP: 25%
DMS: 25%
MVC: 10%
Participation: 40%
Total: 100%
CLASS PARTICIPATION GRADE

Participation in case discussion will comprise a part of your overall course grade. For each online case session, we can only observe the “private” contributions you make on your group discussion board and the final “public” posting your group puts on the general discussion board. For the Face- to-Face (F2F) sessions, we will not be able to observe any aspect of your preparation directly, just your public contributions in the classroom. Each type of observation will be judged on a four point (0-3) scale as follows:

<table>
<thead>
<tr>
<th>Points</th>
<th>Observation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Posted or said nothing in F2F session</td>
</tr>
<tr>
<td>1</td>
<td>Posted and said “something” in F2F session</td>
</tr>
<tr>
<td>2</td>
<td>Notable contribution to the case discussion (question, observation, calculation)</td>
</tr>
<tr>
<td>3</td>
<td>Highly significant contribution to the case discussion</td>
</tr>
</tbody>
</table>

- **Posted nothing**: While you get a zero on an individual assignment in which you fail to post anything, we may “cold call” on you to address specific questions in subsequent cases to make sure you have adequate opportunities to contribute.

- **Posted something**: No original contributions in postings. Comments mostly reflect agreement with what others have posted or said. Ideas offered to the group or class are not substantive. (1 point).

- **Notable Contribution**: Contribution in class reflects good preparation and insights into the case. Asked good questions, offered substantive ideas, credible calculations. (2 points).

- **Highly Significant Contribution**: Posting or contributions reflect exceptional preparation. Ideas offered are substantive and provide major insights and direction for their group and the class. If this person were not a member of the group, the quality of their posting would be diminished significantly. (3 points)

CODE OF CONDUCT

The Babson Honor Code applies in the full sense to every aspect of this course. Although some of the cases are new each year, much of the material carries over from year to year. To guarantee you the full opportunity for maximum learning from the cases, the following ground rules will apply:

1. Looking at student notes from prior years, looking at published commentaries on the cases or discussing the cases at all with students who have already taken the course, all constitute violations of the Honor Code if done before a case is discussed in class.

2. Discussion of the cases with other students before class is not only permissible, it is strongly encouraged.

3. Transfer of information across sections before they have finished a case assignment is a serious Honor Code violation.
4. Once a case has been completed and all submissions are in for all sections, you are encouraged to use any means at your disposal to further sharpen your insights about it.

5. After the ABL2B is over, you will not provide any materials from the stream to other Babson students.