BIS 5529: Decision Support Systems
Winter 2008
Wednesdays 7:00-9:45 p.m.

Instructor Information:

Instructor: Sidne Ward, Associate Professor of MIS
Office: Bloch Rm. 239
Phone: 816.235.2321
E-Mail: wards@umkc.edu
Please preface the subject line of e-mail messages with "BIS 5529:"
My Web Site:
http://www.bloch.umkc.edu/faculty-staff/faculty-directory/ward/index.aspx
Office Hours: By appointment or drop-in.
I'm in my office almost every afternoon and early evening and will be happy to meet with you on a drop-in basis if my schedule permits me to do so. If you need to see me, it's best to schedule an appointment to ensure my availability.

Course Information:

Description:

BIS 5529 is a course on Information Systems to support managers and other decision makers in organizations. As a business school student, you will be responsible for exercising judgment and making decisions throughout your personal and professional lives.

The course includes background studies of decision making by individuals and groups. We will examine different types of information systems to support decision making are examined. The potential effects of employing information systems during the decision-making process will also be discussed. Finally, you will employ Excel and Visual Basic for Applications (VBA) to develop systems designed to support a variety of decision-making tasks.

You should have prior experience with Excel, but prior knowledge of VBA is not a prerequisite for the course.

By the end of the course, you should be more aware of the influences of cognitive biases and groupthink on decision makers, be able to identify both potential uses of information systems to support decision makers and potential effects of information systems on the decision process and decisions, and be able to employ Excel and VBA to structure and analyze data for decision-making purposes.

Class Site: http://blackboard.umkc.edu/
You will need your UMKC Exchange username and password for access.

Prerequisites: Prior coursework in information systems and Excel. Admission to the MBA, MSA, or MPA programs or permission. For the purposes of this course, you should be familiar with the following: Windows XP, Excel 2003, and decision making in organizational settings.

Texts:

Required: Efraim Turban, Jay E. Aronson, Ting-Peng Liang, and Ramesh Sharda, ***Decision Support System and Business Intelligent Systems, 8th Edition***, Pearson/Prentice Hall, 2007. Either of 2 versions:

- Hardcover: ISBN: 0-13-198660-0.
- Electronic: http://www.coursesmart.com/ , ISBN: 0-13-198663-5.

Required: Lisa Friedrichsen, ***New Perspectives on Microsoft Excel 2002 with Visual Basic for Applications***, Course Technology 2002. Either of 2 versions:

- ISBN: 0-7600-6435-0. The original edition of the book.
- ISBN: 0-619-29243-1. The current edition of the book which consists of a bundle including the original edition of the book and an update supplement for Excel 2003.

Course Objectives: By the end of the course you should:

- Be able to recognize the role of Decision Support Systems and Business Intelligence and their potential for assisting in organizational and individual decision making.
- Be able to identify potential effects of biases, which affect individual decision makers, and groupthink, which affects groups of decision makers.
- Be able to identify the types of problems that may be addressed effectively through the use of Decision Support Systems and Business Intelligence.
- Be familiar with the characteristics of groupware and how these systems may be applied to group tasks.
- Be able to employ Excel and Visual Basic for Applications to structure and analyze data for decision-making purposes.

Grading:

3 Exams	[100 points each]	300 points
Group Assignments		25 points
Group Participation in Assignments		25 points
DSS Project (Individual or Group)		100 points
Individual Participation		50 points
Total		500 points total

Course grades will be as follows:

450-500 points	A
400-449 points	B
350-399 points	C
300-349 points	D
0-299 points	F

+ or - designations may be added to course grades between the above increments at the professor's discretion. For example, for a final point total of 449.4 a grade of B+ **may** be awarded.

Exams:

There will be 3 exams.

Most exam questions will be closed-book. Short answer questions will predominate, though there may be additional types of questions. The exams may cover any material discussed in class (including assignments and discussions) or assigned in the text or other readings.

Exams may cover the use of Excel and/or Visual Basic for Applications. This portion of the exam will be open-book.

You will not be allowed to take an exam after the regularly scheduled time for that exam. With a documented excuse (e.g., your participation in university-sponsored activities), you may be able to take an exam one or two days before the scheduled time. Arrangements must be made at least one week in advance.

If you miss one exam for **any** reason, the average of your other two exam scores will be substituted for the missing score.

The third exam is scheduled during Finals Week on Wednesday, May 7, 2008 from 8:00 p.m. – 10:00 p.m.

Groups:

Discussing and analyzing new information with others is one successful method of learning. During the semester several assignments will be completed in groups. (The semester project may be completed in groups or individually.)

You will be asked to divide yourselves up into groups of 2 or 3. Time will be allotted in class on Wednesday, January 16th for this purpose. You should select your fellow group members carefully. You may wish to ask the following questions to determine group member compatibility and expectations:

- How much time do you want to spend on work outside class?
- Do you want to divide up work and complete separately or meet and collaborate on everything?

- Do you prefer to meet in person or electronically?
- When are you available to meet and/or work?
- What skills do group members have? Knowledge level regarding Excel? VBA? Decision making? Good at writing, presenting, organizing? Others?

Once groups have been chosen, they will be set for the remainder of the semester. All assignments and exercises should be completed in these groups. Nevertheless, occasionally group members find they are mismatched.

- If a group member from a two member group wishes to dissolve the group, both members will be responsible for finding another group to join. All members of the new group must agree to the addition and notice (e-mail or written) should be given to the professor.
- If one group member from a three member group wishes to join a different group, he or she may do so with the permission of everyone in both groups and notice (e-mail or written) of such to the professor.
- If two members of a three member group wish to "fire" a member, they both must agree. First, the entire group must schedule a meeting with the professor to reconcile their differences. One week after that meeting, if both members still wish to "fire" the group member, they may do so with notice (e-mail or written) of such to the professor and the former member. "Fired" group members may join another group, if they can find one, or complete the remaining assignments and project alone.

Group Assignments: In groups, you will prepare and deliver written and/or oral assignments on a variety of material during the course of the semester. You should be present in class and participate in every group assignment.

- All assignments are due at the beginning of class unless you have been told that time will be allotted in class to complete the assignment.
- If you have a documented excuse (e.g.s, statement of illness from a doctor or participation in a university-sponsored activity) and miss class on the day an assignment is worked on in class, you may make up a missed assignment with an alternative individual assignment. You must contact me immediately upon your return to class and complete the makeup assignment by the following class period.
- Late assignments will be accepted for ½ credit by the beginning of the next class period.

Group Participation: A group participation grade will be awarded based on evaluations by fellow group members as to your contributions towards the group assignments. If you must miss class on days assignments are completed in class, you may wish to share your excuse with fellow group members and to contribute extra effort to other group assignments. Students who end the semester without a group due to being "fired" from

their group (see procedure above) or by voluntarily leaving their group (without joining a new group) will receive ½ credit for the group participation grade.

DSS Project:

In groups or individually (your choice), you will complete a project to build a DSS using Excel and Visual Basic for Applications. At the end of the course, you will present the projects to the class. You may choose the decision task (with my approval) addressed by the DSS. You'll develop, demonstrate, and document the system.

If developed by a group, each of you must participate in the development of the system and be able to explain and demonstrate it. When projects are a group effort, a significant portion of each group member's grade for the project will be based on peer assessment of contribution level.

Excel 2003 is available in the classroom and the computer labs on the UMKC campus. Projects must be fully compatible with this version of Excel. (With special permission, you may use Excel 2007 for the project.) Details regarding the course project will be available on the class site on Blackboard.

Individual Participation:

- You may earn up to 4 points credit for individual class participation on each day you contribute to the class discussion and turn in a brief summary of your most significant contribution at the end of the related class period. You must contribute to the class discussion and turn in the written summary that day in order to receive participation credit. If you forget to turn in a summary or turn it in late, you will not receive credit.
- You will have 1 point deducted for any unnecessary disruption of class (e.g.s, chatting, sleeping, arriving late, leaving early, entering and leaving the classroom during class, and receiving pages or cell phone calls during class). In other words, any behavior that might earn you a stern look from your boss during a meeting might negatively impact your participation grade.
- A maximum of 50 points total credit may be earned for individual class participation during the semester.
- Although attendance may be taken, it will **not** count as part of the participation grade. Sitting in class is not the same as contributing.

Responsibilities:

You have responsibilities to yourselves, your fellow classmates, and the professor.

- Be prepared for and participate in class discussions and assignments. Please ask questions when you don't understand the material and share comments with the class.
- Contribute to group activities.

- Attendance and contributions are professional obligations. Pay attention, contribute, ask questions, arrive on time, turn your cell phone off, etc.
- You are responsible for **all** material presented in class whether or not you are present. This material includes the lectures, discussions, VBA demonstrations, assignments, and projects.
- You are also responsible for being aware of all assignments, exam dates, and other course scheduling information. This information will be regularly posted to the class site on Blackboard. You should check the web site often for all due dates and any changes or additions to the original syllabus.

Academic Honesty:

You are expected to exhibit high standards of academic honesty. Cheating and plagiarism will not be tolerated.

- Written exams are closed book, closed notes, and are to be taken without assistance. Excel and VBA computerized exams are open book, open notes, but are to be taken without any assistance from a live person whatsoever. E-mail, Instant Messaging, web chats, etc. are strictly forbidden. Persons observed cheating on an exam will receive a grade of zero for the exam.
- Similarly, plagiarism of assignments, projects, and papers is unacceptable. Answers to all assignments should be presented in your own words. A grade of zero will be assigned on any such item where plagiarism has been detected.
- University regulations require that I report the infraction to the Bloch School administration, which may in turn report the incident to the UMKC administration. Therefore, additional penalties may be applied.
- Student conduct policies are available at: http://www.umsystem.edu/ums/departments/gc/rules/programs/200/010.shtml

ADA Policy:

If you have any questions about a disability, or desire accommodation under the Americans with Disabilities Act, please contact the Office of Disabled Student Services - 816.235.1083. Their website is: http://www.umkc.edu/disability/

Weather:

The university announces class cancellations on their web site. If the university has not announced that classes are canceled during bad weather, check the class Blackboard site.

- If I feel it is necessary to cancel class, there will be a message stating so on Blackboard.
- If you're unable to attend class during bad weather when the class has not been canceled, please e-mail me before class.
- If class is canceled due to inclement weather, all activities scheduled for the canceled session will take place during the next class meeting including exams and assignment due dates.

Additional Policies:

The division, the Bloch School, and UMKC have additional policies that may apply to the conduct of the course.

Modification of the Course Syllabus:

All course requirements, course grading standards, and due dates for assignments for this course are subject to change at the discretion of the professor. Changes to the printed syllabus (distributed the first class period) will be announced during a regularly scheduled class period as well as posted to the class site on Blackboard. You are responsible for keeping up with any such modifications.

Tentative Schedule

CLASS SESSION	MATERIAL	ACTIVITIES
January 16, Wednesday	✓ Course Introduction ✓ DS&BIS Ch. 1: Decision Support Systems and Business Intelligence	class meeting, Group Selection
January 23, Wednesday	✓ DS&BIS Ch. 2: Decision Making, Systems, Modeling, and Support ✓ Multiattribute Decision Making (lecture only) ✓ Excel/VBA: 1.2, 6.1, 6.2	class meeting
January 30, Wednesday	✓ DS&BIS Ch 2 (cont.) ✓ Tversky and Kahneman, "Judgment Under Uncertainty: Heuristics and Biases," (supplemental reading) ✓ Excel/VBA: 8.1, 8.2	class meeting
February 6, Wednesday	✓ DS&BIS Ch 3: Decision Support Systems Concepts, Methodologies, and Technologies: An Overview ✓ Excel/VBA: 8.3, 9.1, 9.2	class meeting
February 13, Wednesday	✓ DS&BIS Chapters 1-3, ✓ Multiattribute decision making ✓ Tversky and Kahneman ✓ Excel/VBA: 1.2, 6.1, 6.2, 8.1, 8.2, 8.3, 9.1, 9.2	Exam
February 20, Wednesday	✓ DS&BIS Ch 4: Modeling and Analysis ✓ DS&BIS Ch S: The Essentials of Business Intelligence	class meeting
February 27, Wednesday	✓ DS&BIS Ch 5 Data Warehousing	class meeting

March 5, Wednesday	✓ DS&BIS Ch 6: Business Analytics and Data Visualization ✓ Excel VBA: 3.1, 3.2, 4.1	class meeting
March 12, Wednesday	✓ DS&BIS Ch 7: Data, Text, and Web Mining ✓ Excel/VBA: 1.3, 2.1	class meeting
March 19, Wednesday	✓ DS&BIS Chapters 4, S, 5, 6, 7 ✓ Excel/VBA 1.3, 2.1, 3.1, 3.2, 4.1	Exam
March 26, Wednesday		No class-Spring Break
April 2, Wednesday	✓ DS&BIS Ch 10: Collaborative Computer-Supported Technologies and Group Support Systems	class meeting
April 9, Wednesday	✓ DS&BIS Ch 10: (cont.) ✓ Janis, "A Perfect Failure: The Bay of Pigs," (supplemental reading)	class meeting
April 16, Wednesday	✓ DS&BIS Ch 11: Knowledge Management ✓ DS&BIS Ch 15: Systems Development and Acquisition	class meeting
April 23, Wednesday	✓ DS&BIS Ch 16: Integration, Impacts, and the Future of Management Support Systems	class meeting
April 30, Wednesday	✓ Course Wrap-Up ✓ Project Presentations	class meeting, Group DSS Project Due
May 7, Wednesday, 8:00 p.m. – 10:00 p.m.	✓ DS&BIS Chapters 10, 11, 15, 16 ✓ Janis ✓ Excel/VBA (comprehensive)	Exam

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Sidne Gail Ward. Contact me at wards@umkc.edu.
Bloch School of Business and Public Administration, Room 239, 5110 Cherry, University of Missouri, Kansas City, Kansas City, MO 64110
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