# MIS 402: Information Management Fall 2011 Mondays/Wednesdays 12:30 – 1:45 pm

## **Instructor Information:**

Instructor: Sidne Ward, Ph.D., Associate Professor of MIS

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Please preface the subject line of e-mail messages with "MIS 402:"

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 day after class and will be happy to meet with you on a drop-in basis if my schedule permits. If you need to see me, it's best to schedule an appointment to ensure my availability.

#### Course Information:

### Description:

MIS 402 introduces students to the usage of information technologies and systems in the enterprise. The impacts of these systems, business intelligence and decision support capabilities are explored as well.

Class Site: http://blackboard.umkc.edu/

You will need your UMKC Exchange username and password for access.

Prerequisite: MIS 203 and STAT 235 or equivalents.

Text: **M: Information Systems**.

eText: ISBN-10 0-07-746868-6, ISBN-13 978-0-07-746868-2 Print: ISBN-10 0-07-337683-3, ISBN-13 978-0-07-337683-7

Authors: Baltzan, Paige; Phillips, Amy Publisher: McGraw-Hill Higher Education

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You may use the print edition of the text or an online version. The print version is available through the UMKC bookstore and online retailers. You can purchase an electronic online version of the text at: http://www.coursesmart.com/IR/1098190/0077468686. Due to rapid advances in technology and information systems you must use this edition of the textbook.

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

- Understand how Information Systems initiatives such as business process reengineering, supply chain management, and customer relationship management can contribute to attaining competitive advantage by the enterprise.
- Become familiar with metrics for measuring Information Technology success.
- Be able to reason about ethical issues related to the use and deployment of Information Systems.
- Understand how Business Intelligence initiatives can contribute to the enterprise.
- Understand the value of Enterprise Resource Planning systems in integration across the enterprise.
- Understand the impacts of technologies such as the Internet, Web, and wireless technologies on enterprises.
- Understand how Information Systems applications are developed and acquired by enterprises.

#### **Course Policies:**

Please realize that there are 70 students enrolled in the class. Arriving late, leaving early, not preparing for class or not contributing to group activities, etc. is disruptive to the group as a whole. Requests for exceptions for due dates, attendance policies, etc. are not easily managed fairly with such a large group. Please treat your fellow classmates and me with respect and in a professional manner and we will do the same.

### **Grading:**

2 Exams	[50 Points Each]	100 Points
10 (of 12) Quizzes	[5 Points Each]	50 Points
Individual Participation		50 Points
10 (of 12) In-Class Group Exercises	[5 Points Each]	50 Points
Group Case Presentation		50 Points
Group Project		100 Points
Total		400 Points

### Course Grades will be as follows:

100%-93%	400-372 Points	А
<93%-90%	371-360 Points	A-
<90%-87%	359-348 Points	B+
<87%-83%	347-332 Points	В
<83%-80%	331-320 Points	B-
<80%-77%	319-308 Points	C+
<77%-73%	307-292 Points	С

<73%-70%	291-280 Points	C-
<70%-67%	279-268 Points	D+
<67%-63%	267-252 Points	D
<63%-60%	251-240 Points	D-
<60%-0%	239-0 Points	F

#### **Exams:**

25% of the course grade is based on the exams. There will be 2 exams. The 2 exam scores are each worth 12.5% of the course grade.

There is also an optional comprehensive make-up exam scheduled during finals week.

Exams will be closed-book. The exams may cover any material discussed in class (including lectures and additional materials), assigned in the text (including chapters, business plug-ins, unit introductions, end of chapter/unit cases, key terms, etc.), and covered by in-class group exercises or presentations. The exams are short answer.

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 the day before the scheduled time. This arrangement is based on the extremely limited availability of Bloch School staff and facilities to proctor the exam. If you wish to try to pursue this option, arrangements must be made at least one week in advance.
- If an exam is not taken due to absence for **any** reason, the comprehensive makeup exam must be taken during the final exam period. The score on the comprehensive make-up exam will be substituted for the missed exam.
- Students who have taken both regular exams may take the comprehensive make-up exam. If they do so, the highest two exam scores among the three scores (two regular exam scores and one comprehensive exam score) will count toward the course grade.

#### Quizzes:

While memorizing terms and figures is not the main point of the course, in order to master the material and be able to apply it in class and later in professional settings, you will need to read and understand the textbook. To incentivize you to do so, each chapter will have a very short multiple choice (5 questions) quiz associated with it. The quizzes are worth 12.5% of the course grade.

The quizzes will be completed at the very beginning of class. If you arrive to class late, you will **not** be given extra time to complete the quiz.

There are 12 chapters in the textbook. A quiz will be given at the beginning of the lecture for each. The top 10 quiz scores will count towards your course grade.

- If you miss 1 or 2 quizzes for any reason, those will be the quiz scores dropped.
- If you miss 3 or more quizzes, you will receive a 0 for each quiz missed above the initial 2. [If you have a documented excuse for missing 3 or more quizzes (e.g., your participation in university-sponsored activities), you may petition to make up enough quizzes to total 10 taken.]
- If you take 11 or all 12 of the quizzes, the top 10 scores will be counted towards your course grade.

# **Individual Participation:**

In the professional world, you are expected to participate in group discussions and contribute during meetings. Sharing contributions with the group demonstrates your own mastery of the material (or misunderstanding, so that this can be corrected) and increases the overall knowledge of the class members with no cost to you.

Knowledge is not a tangible good. If I share my knowledge with you, we now both possess that knowledge. If you share your knowledge with me, we now both possess that knowledge. And when we both share knowledge with each other, we are able to create new knowledge as well.

As individual contributions matter, 12.5% of your course grade is devoted to your individual participation in class. This includes contributions to the class discussion and sharing information such as the results of group work with the class. It does not include attending class (sitting silent in your seat is not the same as contributing).

### **Groups:**

Discussing and analyzing new information with others is one successful method of learning. To that end, you will be divided up into groups of approximately 5. In total, 50% of the course grade will be devoted to group-related activities.

Research shows that increased diversity of groups often leads to better, more creative group performance. To that end, group assignments will be made in a manner attempting to maximize the diversity of the group in terms of skill set, demographics, interests, etc.

Groups will be set for the semester. Nevertheless, occasionally group members find they are mismatched.

- If a group member 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 a group wishes to "fire" a member, every other member of the group must agree. First, the entire group must schedule a meeting with the professor to attempt to reconcile differences. One week after that meeting, if every other

member of the group still wishes 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 group exercises, presentation, and/or project alone.

**In-Class Group Exercises:** In order to give students the opportunity to work through material by discussing and analyzing with others, a series of in-class group exercises will be completed.

The in-class group exercises are worth 12.5% of the course grade.

The group exercises will generally be completed at the end of class. If you are not present in class while the exercise is completed, you will not receive credit for the exercise that day.

There will be 12 group exercises during the semester. The top 10 group exercise scores will count towards your course grade.

- If you miss **1** or **2** group exercises for **any** reason, those will be the group exercise scores dropped.
- If you miss 3 or more group exercises, you will receive a 0 for each group exercise missed above the initial 2. [If you have a documented excuse for missing 3 or more group exercises (e.g., your participation in university-sponsored activities), you may petition to make up enough group exercises to total 10 taken.]
- If you participate in 11 or all 12 of the group exercises, the top 10 scores will be counted towards your course grade.

**Group Case Presentation:** Throughout the course, we will use an online case, The Broadway Café at: <a href="http://cohesioncase.com/">http://cohesioncase.com/</a>, designed to provide practice for applying the concepts in the course in a business setting. 12.5% of the course grade is based on the Group Case Presentation. Components of the case will be assigned during the semester. Each group will be responsible for taking the lead on one component on one topic and come to class ready to present the facts of the case and answers to the case questions to the class. (All students must read the case and be prepared for the discussion.)

The groups for the case presentations will be the same as for the other group activities.

**Group Project:** In order for groups to develop a significant project designed to enhance their skills analyzing information technology and its use and impacts, 25% of the course grade is based on a Group Project. The group projects will be due towards the end of the semester. Additional information regarding the projects will be provided on Blackboard.

The groups for the projects will be the same as for the other group activities.

### Responsibilities:

You have responsibilities to yourselves, your fellow classmates, and the professor. I am a believer in personal responsibility.

- 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.
- If you master the material, but don't share your insights and experiences with others, you are not learning one of the most important lessons of the course.
- Contribute to all in-class and other group activities.
- Attendance and contributions are a professional obligation. Pay attention, contribute, ask questions, arrive on time, do not leave until class is over, 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, exercises, presentations, etc.
- You are also responsible for being aware of all due dates, 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, plagiarism, and taking credit for work you did not perform will not be tolerated.

- All exams and quizzes are closed book, closed notes, and are to be taken without
  assistance. Persons observed cheating on an exam or assisting others both in or out
  of the classroom will receive a grade of zero for the exam.
- Similarly, plagiarism of exercises or case presentations is unacceptable. Answers to all exercises should be presented in your own words. A grade of zero will be assigned on any such item where plagiarism has been detected. All work performed by others should be carefully attributed.
- Adding other students' names or allowing your own name to be added to an
  exercise or case presentation to which you did not contribute is unacceptable.
  Students must not take credit for the work of others or assign credit to those who
  did not perform the work. Students taking or assigning credit where undeserved will
  receive a grade of zero for the exercise. All in-class group exercises and case
  presentations must be a collaborative effort of the group.
- University regulations require that I report the incident to the Bloch School
   Associate Dean's Office, which may in turn report the incident to the UMKC
   administration. Therefore, additional penalties may be applied. These penalties may
   include, but are not restricted to, probation, suspension, or expulsion.

- In the overall course of your college career, it is much better to earn a poor grade on an assignment or exam than to commit academic dishonesty.
- Student conduct policies are available at: http://www.umsystem.edu/ums/rules/collected\_rules/programs/ch200/200.010\_st andard of conduct

## **Appeals:**

• Students wishing to appeal a grade on a homework assignment or exam must provide the instructor with a clear and detailed written explanation of the reason for the appeal within seven days of the date the grade was distributed to the class.

## **ADA Policy:**

If you have any questions about a disability, or desire accommodation under the Americans with Disabilities Act, please contact the Office of Services for Students with Disabilities - 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.

## **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, exam dates, etc. 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**

The following schedule is ambitious and it is possible we will not cover all the material. If not, exams will still be on the scheduled dates. The regular exams will cover all material actually covered since the previous exam. The comprehensive final will cover all material covered during the course.

CLASS SESSION	MATERIAL	ACTIVITIES
August 22, Monday	Course Introduction	class meeting
August 24, Wednesday	Module 1: Business Driven Information Systems Chapter 1: Information Systems in Business	class meeting, Group Assignments
August 29, Monday	Chapter 1 (cont.)	class meeting
August 31, Wednesday	Chapter 2: Strategic Decision Making	class meeting
September 5, Monday		Labor Day Holiday – no class
September 7, Wednesday	Chapter 2 (cont.)	class meeting
September 12, Monday	Chapter 3: EBusiness	class meeting
September 14, Wednesday	Chapter 3 (cont.)	class meeting
September 19, Monday	Module 2: Essentials of Information Systems Chapter 4: Ethics and Information Security	class meeting
September 21, Wednesday	Chapter 4 (cont.)	class meeting
September 26, Monday	Chapter 5: Enterprise Architectures	class meeting
September 28, Wednesday	Chapter 5 (cont.) Chapter 6: Databases and Data Warehouses	class meeting
October 3, Monday	Chapter 6 (cont.)	class meeting
October 5, Wednesday	Chapters 1-6	Exam
October 10, Monday	Chapter 7: Networks, Telecommunications and Mobile Technologies	class meeting
October 12, Wednesday	Chapter 7 (cont.)	class meeting

CLASS SESSION	MATERIAL	ACTIVITIES
October 17, Monday	Module 3: Enterprise Information Systems Chapter 8: Operations Management and Supply Chain Management	class meeting
October 19, Wednesday	Chapter 8 (cont.)	class meeting
October 24, Monday	Chapter 9: Customer Relationship Management Business Intelligence	class meeting
October 26, Wednesday	Chapter 9 (cont.)	class meeting
October 31, Monday	Chapter 10: Enterprise Resource Planning and Collaboration Systems	class meeting
November 2, Wednesday	Chapter 10 (cont.)	class meeting
November 7, Monday	Module 4: Developing Information Systems	class meeting
November 9, Wednesday	Chapter 11: Systems Development and Project Management	class meeting
November 14, Monday	Chapter 11 (cont.)	class meeting
November 16, Wednesday	Chapter 12: Globalization, Innovation, and 21 <sup>st</sup> Century Organizational Trends	class meeting
November 21, Monday		Fall Break – no class
November 23, Wednesday		Fall Break – no class
November 28, Monday	Chapters 7-12	Exam
November 30, Wednesday	In-Class Group Project Work	class meeting
December 5, Monday	Group Project Presentations	Project Presentations Due class meeting
December 7, Wednesday	Group Project Presentations	class meeting
December 14, Wednesday, 8:00 am – 10:00 am	Comprehensive Final Exam (mandatory for students missing 1 or more regular exams; optional for other students)	Exam

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