1. Course Information

Course Title: Management Information Systems
Course number: MBA 5357-N
Semester: Summer I 2015
Prerequisites: MBA5X05 (Proficiency Course)

Room #: Jerabeck 201
Days & hours: MW 5:30 to 9:50 p.m.
Credit hours: 3
Course Section: NA

Blackboard site: Blackboard site for MBA 5357, Summer 2014

2. Instructor Information

Name: Bandula Jayatilaka
E-mail: jayatib@stthom.edu
Office location: 106 Welder
Office phone: 713 525 6920
Fax number: 713 525 2110
Emergency phone: 713 525 2100

Office hours: Monday and Wednesday: 4.30 – 5.30 p.m.

It would be best to schedule an appointment so that I may block the time on my calendar.

Important note about emailing: For all email correspondences please begin your subject line with MBA5357. Please do not send me emails via Blackboard; email directly to the email address provided above. Please read the syllabus carefully and avoid asking questions that have been answered on the syllabus.

*Home/cell phone: Please send me an email message with your telephone number and two one-hour time periods between 8 a.m. and 9 p.m. during which it would be convenient for you to take my call. I check email messages frequently and will respond promptly.

Where to leave assignments: Assignments should be turned in during class or online as specified in the directions for each assignment. In case of an emergency, please contact me via email for alternate directions.

3. Course Catalog Description

This course presents the major issues in the realm of managing cross-functional information in complex organizations. Topics include planning, designing, acquiring, evaluating, and financing information systems and technologies. Students will understand competing perspectives of the end-user client and the information system manager with opportunities to work together to improve competitive advantage through effective management of information. The course is largely a discussion-based class with a case study emphasis including extensive Internet research to solve business problems and make decisions. Assignments include written and oral presentations.

4. Program Goals

The Masters of Business Administration program has six goals.
When students complete the MBA degree at the University of St. Thomas:

Goal 1. They will be effective communicators.
- Objective 1: Graduates will deliver a compelling oral presentation.
- Objective 2: Graduates will write professional quality documents.
Goal 2. They will be effective team members.
- Objective 1: Graduates will demonstrate appropriate group techniques to participate in a team task that results in effective performance.
- Objective 2: Graduates will demonstrate effective leadership skills in a group project.

Goal 3. They will be ethical decision makers.
- Objective 1: Graduates will recognize the ethical issues implicit in a business situation.
- Objective 2: Graduates will describe and use ethical frameworks applicable to business situations.
- Objective 3: Graduates will develop a variety of ethical alternatives for resolving or at least addressing, a problem in business.

Goal 4. They will be globally aware.
- Objective 1: Graduates will perform a global business situation analysis.
- Objective 2: Graduates will formulate global business strategy.
- Objective 3: Students will evaluate global business strategy.

Goal 5. They will be able to integrate knowledge across multiple business disciplines.
- Objective 1: Graduates will identify business problems and opportunities that result from factors internal and external to the organization.
- Objective 2: Graduates will apply quantitative and qualitative techniques from the different business disciplines to address problems and opportunities.

Goal 6. They will be knowledgeable about multiple business disciplines

5. Course Learning Objectives

Assess the role of emerging information technologies in products and identify relevant new strategically important applications of IT in products/services (MBA Goal #4: Global Perspective);
- Understand the key issues involved in managing IT in any organization (MBA Goal #6: Knowledge);
- Understand the issues related to global information systems, including international impacts (MBA Goal #4: Global Perspective);
- Assess and evaluate the ethical issues presented by the development and use of information systems (MBA Goal #3: Ethics);
- Lead effective discussions of critical success factors in the business cases presented including analysis and assessment of information technology issues in organizations (MBA Goal #1: Communication).

6. Texts, Readings, Materials

Required textbook:

<table>
<thead>
<tr>
<th>Title</th>
<th>Introduction to Information Systems 2nd Edition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Wallace, Patricia</td>
</tr>
<tr>
<td>Publisher</td>
<td>Pearson</td>
</tr>
</tbody>
</table>
Suggestions for further study:
A list of online resources relevant to information systems is provided below. These are merely some options presented to students and do not represent my endorsement of the views presented at these sites.

- Technology sections of Wall Street Journal and BusinessWeek
- InformationWeek
- Computerworld (http://www.computerworld.com)
- CIO Magazine (http://www.cio.com/)
- Wired (http://www.wired.com/)
- Digg.com (http://www.digg.com)

Academic databases available in the library contain articles that examine different aspects of this area. I recommend

- Academic Search Premier
- Business Source Premier

For additional information about library resources, see the Doherty library site and the Research Guide, the library study guide for the Management Information Systems course.

Resources

The Blackboard Resource Sites for Graduate and Undergraduate Students

- These sites include resources recommended by CSB faculty and librarians for CSB students.

  a. All grad and undergrad students are enrolled in the respective BB courses at the beginning of the semester. If students do not have access to the Resource site, please send an email to georgeb@stthom.edu.

  b. Students need not contact the IT Department for access to these sites. Once the initial setup is completed by the IT Department at the beginning of the semester, additional students are added to the courses manually at CSB.

7. Instructional methods:
We will use a combination of lectures, group discussions, case analyses, and presentations in this class. Students are required to come prepared to every class by reading the text (book chapter, articles, etc.) assigned and participate in class discussions.

8. Use of Technology

1) **Online data retrieval and/or research:**
   - Web search and information retrieval for various assignments
   - Research Guide of the Doherty Library

2) **Online communication or collaboration**
   - Stthom email account will be used for all course-related communications

3) **Use of general productivity software (e.g., Microsoft Office) to complete assignment**
   Microsoft Word and PowerPoint used to complete assignments
   Please keep in mind that files produced using software that is not installed and supported on the computers in the classroom may not open or display as expected. It is the student’s responsibility to ensure compatibility of student’s files with the technology available in the classroom.
4) **Use of Blackboard learning platform**
   - Course syllabus, assignment directions, and other information available in Blackboard
   - Selected assignments to be submitted through Blackboard

9. **Course Tentative Schedule:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Topics to be discussed in class</th>
<th>Assignments/Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week 1</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 5/27  | **Introduction & overview of MIS- Why IT?**  
         **Chapter 1: Information Systems (IS) and People**  
         - Information Systems in Action  
         - Nature of information  
         - Components of an IS  
         - IS: The Discipline  
         - IS throughout the organization  
         - IS in society – ethical issues & privacy | Finalize teams |
| **Week 2** |                                                                                                                                                       |
| 6/1   | **Strategy: Chapter 2: Information Systems and Strategy**  
         - Porter’s Five Competitive Forces  
         - Factors effecting five forces  
         - The value chain  
         - Competitive strategies & does IT matter  
         - Information Strategies and non-profits | Technologies: Chapter 3: IT and Communications  
         Technologies, The Enterprise Architecture  
         - Hardware  
         - Software |
|       |                                                                                                                                                       |
|       | **Technologies: Chapter 3: IT and Communications**  
         **Technologies, The Enterprise Architecture**  
         - Networks and Telecommunications  
         - The Enterprise Architecture | Technologies: Chapter 4: Information and Data management: Databases  
         - The nature of information resources  
         - Managing the information – evolution of databases  
         - Relational database: Development & management  
         - Multiple Databases and Integration  
         - Data Warehouses  
         - The challenges | Current Articles  
         Members of Team 2  
         Case  
         Team 3 |
|       | **Management in Future 1: Future & Challenges**  
         Team 1 | Current Articles  
         Management in Future 2 (Team TBD) |
| **Week 3** |                                                                                                                                                       |
| 6/8   | **Chapter 5: Enterprise Systems**  
         - Supply Chain Management (SCM) Systems  
         - Customer Relations Management (CRM) Systems  
         - Financial Management Systems  
         - HR Systems  
         - Enterprise Resource Planning (ERP) Systems | Current Articles  
         Members of Team 3 |


<table>
<thead>
<tr>
<th>Date</th>
<th>Topics to be discussed in class</th>
<th>Assignments/Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/10</td>
<td><strong>Chapter 6: The Web and E-Commerce</strong>&lt;br&gt;- Developing a Web strategy and Web supported business&lt;br&gt;- E-Commerce &amp; marketing&lt;br&gt;- Web 2.0 and beyond&lt;br&gt;REVIEW (if time is available)</td>
<td>Current Articles Members of Team 1&lt;br&gt;Case Team 4</td>
</tr>
<tr>
<td>6/15</td>
<td><strong>Chapter 7: Business Intelligence (BI) and Decision Support</strong>&lt;br&gt;- Levels of Decision Making&lt;br&gt;- Sources of Business Intelligence&lt;br&gt;- Data Mining and Decision Support Systems&lt;br&gt;- Web Analytics&lt;br&gt;- Displays: Dashboards and Mashups</td>
<td>Test 1 Management in Future 3 (Team TBD)</td>
</tr>
<tr>
<td>6/17</td>
<td><strong>Chapter 8: Collaborating with Technologies</strong>&lt;br&gt;- Evolution of Collaborative Technologies&lt;br&gt;- Web 2.0 Collaborative Technologies&lt;br&gt;- Unified Communications&lt;br&gt;- Human Factors</td>
<td>Test 1 Case Team 2</td>
</tr>
<tr>
<td></td>
<td><strong>Chapter 9: Knowledge Management and E-Learning</strong>&lt;br&gt;- Intellectual Capital&lt;br&gt;- Knowledge Management Strategies and Technologies&lt;br&gt;- Promises and Limitations&lt;br&gt;- E-Learning</td>
<td>Test 1 Case Team 1</td>
</tr>
<tr>
<td>6/22</td>
<td><strong>Chapter 10: Ethics, Privacy and Security</strong>&lt;br&gt;- Ethics&lt;br&gt;- Privacy&lt;br&gt;- Security&lt;br&gt;- Human Factors</td>
<td>Current Articles Members of Team 4</td>
</tr>
<tr>
<td></td>
<td><strong>Chapter 11: Systems Development: An overview</strong>&lt;br&gt;- Systems Development Life Cycle (SDLC)&lt;br&gt;- Methodologies&lt;br&gt;- Comparison of approaches&lt;br&gt;- Outsourcing&lt;br&gt;- Role of the human element</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Chapter 12: Project Management and Strategic Planning</strong>&lt;br&gt;- A Project: an overview&lt;br&gt;- Project management&lt;br&gt;- Project management software&lt;br&gt;- Why projects succeed and why they fail&lt;br&gt;- Strategic planning for Information Systems&lt;br&gt;- Planning for the future: The Human Element</td>
<td></td>
</tr>
</tbody>
</table>
### Topics to be discussed in class

<table>
<thead>
<tr>
<th>Date</th>
<th>Topics to be discussed in class</th>
<th>Assignments/Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/24</td>
<td>ITAP Presentations</td>
<td>Management in Future 4 (Team TBD)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Teams: 1, 2, 3, 4</td>
</tr>
<tr>
<td>6/29</td>
<td>FINAL EXAM</td>
<td>Final Exam</td>
</tr>
</tbody>
</table>

* The above schedule and procedures in this course are subject to change in the event of circumstances beyond the instructor's control. The students are required to check their emails and Blackboard for notifications. Please also check Blackboard for the most up-to-date syllabus, exam review sheets, and other documents.

** If your final exam conflicts with other final exams you need to inform me during the first two weeks of semester, providing me with documentation.

- **Exams and Assignments:**

  **Exams**

  - Exam questions may include a combination of multiple choice, fill-in-the-blanks and essay questions. More information about exams will be posted on Blackboard.

  **Information Technology Analysis/Presentation (ITAP)**

  - This project includes a paper as well as a presentation. Each team will conduct research about an information technology (instructor’s approval of topic is required). Each team then presents the findings in a paper as well as an in-class presentation. Detailed instructions will be posted on Blackboard and discussed in class.

  **Current articles discussions**

  - Each individual is responsible to find one recent article on the topic of the chapter and prepare a summary. The student then posts the link to the article as well as the summary on Current Articles Forum on Blackboard. The student will take a few minutes to share the main points of the article and his/her reflective comments with the class. More instructions will be posted on Blackboard.

  - Other students in class are required to prepare questions relevant to the articles and come to the discussion prepared. These questions and participating in article discussions affect student’s participation grade.

  **Case Analysis/Presentation**

  - Relevant cases to each chapter will be assigned to teams (on the scheduled times specified above). Team analyzes the case and conducts some external research. The team will present the case in class engaging the whole class in the discussion. More information will be posted on Blackboard.

  - Other students are required to fully participate in case discussions, which will affect their participation grade.
Looking forward: Management in future

- Technologies change rapidly and businesses extensively use in almost all areas of their activities. IT has diffused in societies, which implies the customers will be more and more technically capable in the future. Therefore, it is important for business students to investigate the future possibilities.

In this activity, the students will be presenting their chosen sections from the “Management the next 50 years” from McKinsey Quarterly.

Class participation

- Each student is required to attend all classes (please see Attendance section for the policies). Each student is required to contribute meaningful and relevant content to the topics of discussion during every session.

10. Course Policies

- Attendance/tardiness
  o Attendance will be taken in every class meeting. Students are expected to attend every class and arrive on time. Tardiness and/or absence from a class will negatively affect your grade in different ways:
  o If your team is assigned to lead a discussion or present on a date that you will miss the class, you will lose the grade for that portion of your assignment/project. There will be no make-up opportunities for those missed presentations/discussions.
  o Full and meaningful participation in every session is required from each student. You will start losing participation points from the second time you miss a class. You will lose 1 point of your participation grade for each session that you miss class. If you miss more than 5 sessions, you will lose 1 point from your overall grade for each absence.
  o Three instances of tardiness of 15 minutes or more will count as an absence.
  o Three instances of leaving the class early for 15 minutes or more will count as an absence.
  o If a student misses a class, it is entirely his/her responsibility to obtain information about the topics covered and important announcements made during a session from other students. My suggestion is to ask more than one student to be sure you understand what was covered/announced in the class.

- Make-up Test

There will be NO MAKE-UPS for Final Exam (university policy)

For exam1, a make-up test can be offered only under the most extenuating circumstances. You have a maximum of two working days from the date of the test to notify the instructor and arrange a makeup. Bring documentation supporting the reason for the absence. If you exceed the two-day notification period and/or you do not provide the required documentation, you forfeit your right to a makeup test. A make-up test may have to be taken in the Testing Center. Contact me for additional details.

- Missed Assignments

Assignments are due on the dates specified in the schedule on Blackboard. Missed assignments may be accepted with grade penalty, at the discretion of the instructor. If accepted, penalty as shown below will be applied. No exceptions.

<table>
<thead>
<tr>
<th>Late Deadline</th>
<th>Grade Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any time after submission deadline to 1 day late</td>
<td>90% of assignment grade</td>
</tr>
<tr>
<td>More than 1 day, but less than 3 days late</td>
<td>70% of assignment grade</td>
</tr>
<tr>
<td>Late Submission</td>
<td>Assignment Grade</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>More than 3 days, but less than 1 week late</td>
<td>50% of assignment grade</td>
</tr>
<tr>
<td>More than 1 week, but less than 2 weeks late</td>
<td>25% of assignment grade</td>
</tr>
<tr>
<td>More than 2 weeks late</td>
<td>0%</td>
</tr>
</tbody>
</table>

If you turn in an assignment late, it is your responsibility to inform me so that I may grade the assignment.

- **ETS Major Field Test for MBA**
  The ETS Major Field Test is a comprehensive test on business disciplines and will be administered in the capstone course of this program. Questions on topics from the core/required courses – including this course - will appear on the ETS Major Field Test.

- **Cell phones, electronic media**
  - **During lectures**
    Cell phones and all other communication devices must be switched to ‘silent’ mode during class meetings. Use of laptops or other electronic devices for activities not related to this class will be penalized. Please see section on attendance above.
  - **During presentations and tests**
    Cell phones and all other communication devices must be turned off during presentations and tests in class. A 5% penalty will be applied to your test score or your group’s presentation score for each instance of disruption caused by your cell phone.

- **Student Feedback**
  I encourage you to take an active role in this course by providing me with your feedback and comments about the course throughout the semester. Please do so by contacting me directly – individually, collectively or via delegates – as early as possible rather than waiting for a formal feedback survey. Feedback is an important part of continuous improvement. Please let me know if there is anything I can do to make this class better for you.
  The online course evaluation system is available to students towards the end of the semester. This system provides a tool for students to provide feedback regarding their learning experiences in courses at CSB and UST. Students are strongly encouraged to participate in this course evaluation process. Student feedback is crucial for curriculum development, faculty development, and continuous improvement of the programs offered by the Cameron School of Business.

11. **Student Grading Processes: (including weighting of factors)**

<table>
<thead>
<tr>
<th>Grading Component</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>20%</td>
</tr>
<tr>
<td>Exam 2</td>
<td>25%</td>
</tr>
<tr>
<td>Information Technology Analysis/Presentation</td>
<td>25%</td>
</tr>
<tr>
<td>Current Articles</td>
<td>5%</td>
</tr>
<tr>
<td>Case Analysis</td>
<td>5%</td>
</tr>
<tr>
<td>Class Analysis</td>
<td>5%</td>
</tr>
<tr>
<td>Management in Future</td>
<td>10%</td>
</tr>
<tr>
<td>In-class assignments (group)</td>
<td>5%</td>
</tr>
</tbody>
</table>

When available, assignment details will be available on Blackboard.
When students work in groups on an assignment, the individual grade of each student will be adjusted using the average of the peer evaluation scores provided by group members.
If a student does not complete peer evaluations, a penalty of 10% will be applied to each group assignment score.
Grading Scale
The grading scale below indicates the ranges for specific letter grades.
The numeric scores you receive from the tests and assignments will be weighted based on the weights in the course outline. The final score will be automatically rounded to a whole number. The rounded score will then be used to assign a course grade, based on the scale in the table below.

<table>
<thead>
<tr>
<th>Letter</th>
<th>Number (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93.00 to 100.00</td>
</tr>
<tr>
<td>A-</td>
<td>90 &amp; &lt; 93</td>
</tr>
<tr>
<td>B+</td>
<td>88 &amp; &lt; 90</td>
</tr>
<tr>
<td>B</td>
<td>83 &amp; &lt; 88</td>
</tr>
<tr>
<td>B-</td>
<td>80 &amp; &lt; 83</td>
</tr>
<tr>
<td>C+</td>
<td>78 &amp; &lt; 80</td>
</tr>
<tr>
<td>C</td>
<td>73 &amp; &lt; 78</td>
</tr>
<tr>
<td>C-</td>
<td>70 &amp; &lt; 73</td>
</tr>
<tr>
<td>F</td>
<td>&lt;70</td>
</tr>
</tbody>
</table>

12. Available Support Services:

- **Tutorial Services Center**
The Tutorial Services Center is a tutorial center, and is available free of cost to all UST students. Writing consultants and subject tutors are available when the center is open. An online service is also available. Students are encouraged to consult with tutors at the Tutorial Services Center when completing written assignments for this course. Based on the instructor's assessment of the student's written work, the student may be required to work with the tutors at the Tutorial Services Center to improve the student's writing skills.

- **Information Technology Services**
CSB Mission Statement
The Cameron School of Business will serve students of diverse backgrounds, providing them the necessary professional skills for a changing global economy, and instilling in them a deep appreciation for ethical behavior as the hallmark of a successful and fulfilling business career. The Cameron School will provide its students a timely and comprehensive business curriculum, with opportunities for specialized study in major business fields. The faculty will provide quality teaching, as this is the core of our mission. As an extension of our teaching mission, the faculty will engage in scholarly activity and service to the University, the profession, and the community.

Academic Honesty
Ethical conduct is essential to a community of scholars and students searching for truth. Anything less than total commitment to honesty and honorable conduct undermines the efforts of the entire community. Academic integrity lies at the very heart of any institution of higher learning. In the Cameron School of Business, students and faculty are expected to commit to a code that exemplifies each individual’s honor and integrity. Any conduct that violates this standard and betrays the respect of others is a matter of grave concern and, accordingly, is deemed unacceptable.

The tests will be individual efforts. Students may work together on homework assignments, but must submit their own assignments.

All work submitted/presented for this course must be the original work of the student(s). Since the goal of college-level work is to bring your idea(s) to the forefront of your submission—with the research acting to inform and support your ideas—excessive use of direct source quotations must be avoided. All source material must be cited even if you are not presenting direct quotes.

The penalty for an incident of academic dishonesty is, at the discretion of the professor, either a mark of zero for the work in question or the grade of F for the course.

Accommodations
The University of St. Thomas abides by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, which stipulates that no student shall be denied the benefits of an education "solely by reason of a handicap." If you have a documented disability that may impact your performance in this class and for which you may require accommodations, you must be registered with and provide documentation of your disability to Counseling and Disability Services which is located on the second floor of Crooker Center. Contact Debby Jones or Rose Signorello at 713-525-6953 or 713-525-3162.
Any student with a documented disability needing academic adjustments or accommodations is requested to speak with me during the first two weeks of class. All discussions will remain confidential.