

# *INFS 612*

## *The Management and Evaluation of Information Systems*

Internet-based, Spring 2009

### **Masters of Information Systems Program**

**Overview:** This course provides an introduction to the application of information systems in organizations and the role of managers in providing IS services to the organization. While the course includes a survey of the various topics that comprise information systems, its main focus is upon the business knowledge and skills required to utilize organizational resources to address complex business problems. A brief outline of the course includes:

- Overview of fundamental business processes:
  - Business Problem Identification;
  - Business Process Design and issues.
  - Benchmarking business processes;
- Application of Information Technology to business issues:
  - IT hardware and software concepts and historical development;
  - Enterprise systems, ERP;
  - E-commerce systems;
  - End user computing
  - Purchased vs. developed IT systems
- Business-based Implementation of IT systems
  - Project Management concepts
  - Enterprise Process issues and modeling concepts;
  - Building the business case for an IT solution;
  - Cost justification techniques and considerations.
- Managing the Information System solution

### ***Technical Requirements:***

Note: This class is delivered through the Internet and it is expected that you will devote a considerable amount of time will be spent using electronic mail, advanced presentation graphics, internet access and similar, computer-based technologies. It is advisable that you are totally familiar with basic computer use, including Windows operation before taking this class. You should also have ready access to a reasonably fast Internet connection from some location (home, work, school) and be prepared to check it often (at least daily).

***Instructor:*** Dr. Richard T. Christoph, Professor of Computer Information Systems

***Email:*** [rick.christoph@dsu.edu](mailto:rick.christoph@dsu.edu) and through WebCt

***Office Hours:*** Internet only through electronic venues

***Texts:*** Essentials of Business Driven Information Systems , Baltzan, P. & Phillips, A.; McGraw-Hill Irwin, 2009. ISBN 978-0-07-337672-1

*There will be a number of other readings that I will provide during the course.*

**Evaluation:** Your grade for this course will be based on your performance in four major areas which contribute to your grade as follows:

<u>ITEM</u>	<u>POINTS</u>
Online Quizzes	200
Online Discussions	100
Exams	400
Issue Paper & Cases	300
<b>TOTAL</b>	<b>1000</b>

Course grades will be determined by adding up points earned on the above assignments and comparing the total to the scale shown below:

<u>Total Points</u>	<u>Grade</u>
900 - 1000	A
800 - 899	B
700 - 799	C
600 - 699	D
0 - 599	F

**Current Paper:** One term paper will be assigned on a current topic of interest. A typical example might deal with a newly announced technology, application or some similar event as covered in the business press (the Wall Street Journal, Fortune, Business Week, etc.). You will be asked to research the situation and write an executive briefing of not over 5 double-spaced, typed pages. The briefing should include a short background, impact and your recommended actions. The briefing will be written from a specific point of view that will be included in the assignment. You are expected to be prepared to informally present your analysis to the class.

**Exams:** Exams covering material assigned in the texts, readings, and presented in class will be given during the semester. Each test will be worth 200 points. The format of the test will be vary and is dependent on resource availability. Specific detail will be determined after the class begins and announced prior to test situations.

**Cases:** One case will be assigned during the course from those available in the text. You will write a short response to the case scenario and answer specific questions that are posed. There will also be several discussion case analyses in which you will respond to text-based case questions through the D2L course management system.

### **Standards of Student Conduct:**

#### *Class preparation:*

- The course website is housed on D2L at <https://d2l.sdbor.edu/index.asp> . All assignments, supplemental material, and announcements will be posted there.
- Announcements, questions (and answers), asynchronous discussions, etc. can be found/posted on the course Discussions component on D2L
- Assignments will be due as announced on the D2L site.
- All students are expected to have read the assigned chapters and material prior to the due dates and to have checked the class D2L site and the discussions at least three times (separate days) each week.

#### *Exams/Grades:*

- Exams will cover both the information from the assigned readings and cases and the material posted on the class D2L site and on-line discussions.
- Exams will include analytical essay.

- All grades will be distributed via D2L.

***Assignment & Exams: IMPORTANT!***

- All homework assignments are due on the date specified. All assignments are to be turned in on or before the due date and time. If you try and cannot turn in an assignment electronically because the campus network is down (must be verified by DSU Computing Services), you will not be penalized.
- An assignment turned in up to 24-hours late will be reduced by 25% of the assignment's total value, 48-hours late will be reduced 50%, etc. Once answers to assignments are posted or distributed, you may no longer submit the assignment for credit.
- The due date and time for each assignment will be specified on assignment postings on D2L.
- No late assignment will be accepted after the assignment is graded and returned.
- No assignment will be accepted after the final exam.
- No "extra credit" work will be assigned.
- All assignments are to be turned through the assignment system on D2L.

*Make-up exams:*

- Make-up exams will only be given in case of serious need and only when the instructor is notified prior to the exam time.
- Written verification for the student's inability to take an exam will be required.
- The make-up exam will be different from those given to the class.

○ ***Special Note on Plagiarism:***

- **All assignments and tests are expected to be individually and independently completed. Should two or more students turn in substantially the same solution or program, in the judgment of the instructor, the assignment will be given a grade of zero.**
- **Tests or assignments received containing material copied from any external source (such as a white paper on the Internet), without appropriate citations shall receive a grade of zero.**
- **The Instructor WILL use services similar to "Turnitin.com" to check work submitted for plagiarism.**
- **A second such incident will result in an F grade for the course.**

*E-mail accounts:*

- We will use the built-in email system in D2L for all class communications. You will be expected to check this mailbox on a regular basis.
- All students are also required to have a DSU Pluto e-mail account for university level communications. If you are a distance student (DDN or Internet), Susan Eykamp will be sending you your user name and password.

*On Line Conduct:*

- We will be conducting this class through a variety of Internet delivery methods. As such, you will be asked to post your opinions on several class-oriented matters on discussion boards contained within the D2L class site. You are expected to treat the opinions of fellow students in a professional manner and respond appropriately. Your instructor will monitor these discussions for grading purposes and postings containing crude, vulgar, or demeaning material will be removed. Students posting such content will be privately warned after the first offense and lose 50% of the discussion credit. Subsequent offenses will result in the suspension of the student from all discussion board activity with a grade of zero being awarded for the remaining discussions.

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- Questions:*
- If you have questions of a personal nature, send me a private email through the D2L email system. If you have class-related or assignment-related questions, post them on the Discussions area of D2L. That way, everyone in the class can benefit from the answer. If someone posts a question and you know the answer, feel free to post it.

<b><i>Schedule:</i></b>	<b><i>Week:</i></b>	<b><i>Topic</i></b>
Week 1		Class Overview, Economic Growth and IT <i>Online quiz 1</i>
Week 2		Chapter 1 –IT in Business, Competitive Advantage <i>Online quiz 2</i>
Week 3		Strategic Decision Making <i>Online Case discussion</i>
Week 4		E – Business --- <b><i>Current Event case Assigned</i></b> <i>Online quiz 3</i>
Week 5		Ethics and IT Security <i>Online quiz 4</i>
Week 6		IT Architectures --- <b><i>Current events case due</i></b>
Week 7		<b>TEST 1</b>
Week 8		SPRING BREAK
Week 9		Database & Data Warehousing – <b><i>Text Case assigned</i></b> <i>Online quiz 5</i>
Week 10		Networks and Telecommunications – <i>Online quiz 6</i>
Week 11		Supply Chain Management – <b><i>Text Case due</i></b> <i>Online quiz 7</i>
Week 12		Customer Relationship Management – <i>Online quiz 8</i>
Week 13		Enterprise Resource Planning <i>Online quiz 9</i>
Week 14		Financial justification of Information Systems <i>Online quiz 10</i>
Week 15		Review and Selected Topics
Week 16		<b>FINAL EXAM</b>

Please note that this is a tentative schedule and is subject to change.