

Fall 2010

Governors State University

MIS 800 – SA – Online

Information Systems and Technology

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Use email as the primary form of communication. Please note: **I do not accept assignments through my office e-mail.**

GSU Mission: Governors State University is committed to offering an exceptional and accessible education that imbues students with the knowledge, skills and confidence to succeed in a global society. GSU is dedicated to creating an intellectually stimulating public square, serving as an economic catalyst for the region and being a model of diversity and responsible citizenship.

Office Hours: In-Person office hours are Wednesdays 1:00-3:00 PM, Thursdays from 4:00-7:00 PM, or by appointment. If you would like to meet me in the online chatroom you may, I will schedule times when I will meet in the online chatroom, or you may email me to set an appointment to meet in the online chatroom/ web conferencing area (i.e. Wimba). During office hours and even times outside the official office hours, you may see if I am online by clicking the 'Who's Online' link in the course site, and if I am online at that time you may send me a chat invitation. Please note, that if you send me a chat invitation through the course site, it may take a few minutes for me to see your alert if I am logged in but not currently at my computer. Please do not think I am ignoring you on purpose. Otherwise you may post a question on the Course Questions discussion thread. You may email questions of a personal nature that you would not like to post on the Course Questions discussion thread, but before you send me an email with a question, please make sure you have first taken a thorough look at the syllabus, assignment materials, and discussion board to determine if the answer to your question has already been provided. You may choose to call me and see if I am in my office. If I am not available please follow up the call with an email. Email is the preferred form of communication. In your emails, please note the course in which you are enrolled (i.e., MIS 800).

Credit Hours. 3

Prerequisites: MIS 610 or equivalent and MGMT 601 or equivalent. You must also have graduate standing. Since MIS 610 is the prerequisite, no instruction on specific use of Office products will be given for preparation of the cases. I will answer questions specific to the cases involved but will not give Excel instruction on knowledge which is a prerequisite for taking this course.

Description: Prepares MBA students to be effective exploiters of Information Technology (IT). Examines the manners of providing solutions to business problems and opportunities for solutions to business problems and opportunities for companies by increasing productivity, increasing the quality of goods and services, and enabling business process reengineering. Emphasizes innovative uses of IT and using IT to change and improve business processes.

Rationale: Provides CBPA graduate students with a broad overview of Info Tech and its applications within the business world. Offers a survey of the aspects and up-to-date uses of Information Technology in the world.

Intended Audience: This course is required for all MBA and MS in MIS students. It is an optional course for the MPA degree.

Textbooks:

- Laudon, Kenneth & Laudon, Jane. Essentials of Management Information Systems, 9th Edition, PrenHall; 2011 ISBN: 0-13-611099-1
- Crews & Murphy. CaseGrader: Microsoft Office Excel 2007 Casebook with Autograding Technology. 2007. ISBN: 978-1-4239-9823-5
(Do not buy this book Used, as you will need a new access code that comes with this book)

*Microsoft has a deal for students - MS Office Ultimate 2007 for \$59: theultimatesteal.com (Includes Excel 2007). You must use your GSU email address to register.

Technology and Resource Requirements:

You will need Internet access to GSU's elearning (i.e., Blackboard) system. You will also be using Microsoft Excel 2007 to complete the casegrader assignments. Please note that the course and textbook are designed specifically for Excel 2007. If you use another version of Excel, you will be graded on the expected results you would get if you used Excel 2007. Although Excel 2010 will contain all the features needed, the ribbons and icons may not be exactly the same. Also, Excel 2010 MAY NOT work with the CaseGrader program so you should plan to make alternative arrangements for completing these assignments on campus or on another computer with Excel 2007. Successful completion of this course and its assignments requires regular access to these tools. University labs (ACS labs) are provided for the students who have access to GSU's campus. Realistically, personal ownership is the most convenient (but most costly) of these options. If you are interested in obtaining special student priced software consider purchasing the following:

1. ~~www.theultimatesteal.com - Microsoft is offering higher education students a special purchase price of Microsoft Office Ultimate 2007 (\$59). This is the most affordable option, but you will have to download the software, which may take several hours depending on your Internet bandwidth. This is still available but may not be the best option for using Casegrader, because only Office 2010 is available.~~
2. The GSU Bookstore web site offers discounted prices on academic versions of software through eFollett. See the Bookstore web site for details.
3. Microsoft Office Home and Student Edition is available for sale at most software retailers and contains Word, Excel and PowerPoint.

Course material, quizzes, and assignments are accessed through GSU elearning (<http://www.govst.edu/elearning/>) and CaseGrader (login.course.com). Both can be accessed using a web browser (Firefox or Internet Explorer browsers are recommended). If you are not familiar with the GSU eLearning systems there is a tutorial available after you successfully log in. If you have a pop-up blocker active in your web browser be sure to disable it when using eLearning system..

It is also recommended that you utilize a primary and a backup storage device for your assignments. I suggest using a flash memory device as your primary storage device and your home computer hard drive for backing up. Assignments lost because of corrupt media will not be accepted late. Save your work often so you do not lose valuable work.

Expected Student Outcomes:

By the end of the course, the student should be able to:

- Evaluate the role of information systems in the competitive business environment and how they support the various functions of the business.
- Discuss the digital firm and the four state-of-the-art technologies that the true digital firm takes advantage of to gain competitive advantage.
- Demonstrate knowledge of how information systems transform businesses and management and how

they impact the organization as a whole.

- Explain how the Internet and Intranets have changed the business environment. Include the needed technologies to create an Intranet and the purposes of offering an Intranet or Extranet vs. simple use of the Internet.
- Demonstrate knowledge of e-business, its major functions and how it facilitates management and coordination of internal business processes and supply chain management.
- Contrast management challenges for managing information systems and technology, including e-business.
- Explain the various costs, especially hidden costs, of information technology as they pertain to a business moving to the level of digital firm, including the costs of e-business.
- Discuss enterprise systems and the challenges and benefits of having one.
- Describe the uses of information systems to enhance customer services.
- Analyze the ethical, social and political ramifications of information systems, especially as they pertain to personal privacy and intellectual property.

Manner of Instruction:

This course is offered completely on-line utilizing GSU's eLearning system. Lecture notes and PowerPoint slides are available for each chapter. Quizzes are taken on-line. Office hours will be available both in-person in on-line chat rooms and using Horizon Wimba. Discussions will occur on the discussion boards. Students are encouraged to post questions to the discussions boards. While the instructor will address the questions, other students are encouraged to also provide responses and insight. Please use common courtesy when posting to the discussion boards. All posts should be polite and respectful. Rude comments will cost you points.

Class Policies and General Educational Issues:

1. Make-up assessments or assignments will not be given unless arranged with instructor prior to the exam date. Each request will be evaluated on an individual basis.
2. All work submitted must be your own. All written references in essays and other papers must properly acknowledge the source using [APA style](#). Files copied and submitted from other students will not be accepted. Any copied or plagiarized work will automatically receive a zero score for the assignment and a failing grade for the course and is subject to the university policy on Plagiarism. The [GSU Writing Center](#) will review your papers before you submit if you give them enough time in advance of the due date.
3. Written assignments are to be free of spelling, punctuation, and grammar errors. Awkward phrases or unclear remarks will result in loss of points. Most software packages automatically check for these types of errors so the existence of such errors tends to indicate that the user does not know how to correctly use the package.
4. Failure to complete assignments will hinder your progress in the course. Unacceptable assignments will be returned without grading.
5. Students are expected to regularly participate in class discussions via the chat rooms and message boards. Participation in discussion will affect your semester grade.
6. The student shall complete all assignments by specified due dates. **Late assignment submissions will not be accepted.**
7. Students are expected to read each reading assignment.
8. Meeting minimal requirements gets you a minimal grade. For most assignments, the requirements listed represent the minimal requirements. Meeting these does not earn you a 100%, it earns you a 75%, an average grade. If you wish to make a better grade, you should do better than the minimum. Follow grading rubrics when provided.
9. Success in this course requires substantial computer time.
10. A grade of "incomplete" will not be given except under extenuating circumstances. You officially request an incomplete in writing prior to posting of grades in order to be eligible to be considered for an

incomplete.

Syllabus Statement for Persons with Disabilities

GSU is committed to providing all students equal access to all university programs and facilities. Students who have a documented physical, psychological or learning disability and need academic accommodations, must register with Access Services for Students with Disabilities (ASSD). Please contact the Coordinator of ASSD in Room B1201 in person; by email, assd@govst.edu; or by calling 708.235.3968. If you already registered, please contact your instructor privately regarding your academic accommodations.

Grade Components:

| Evaluation Method | Points | Approximate % of Total Grade |
|---------------------|---|------------------------------|
| Quizzes: | (10 @ 10 points each) 100 | 17% |
| Projects | (2 @ 100 points each) 200 | 33+% |
| Excel Assignments | (7 @ 20 points each) 140 | 23+% |
| Executive Summaries | (4 @ 20 points each) 80 | 13+% |
| Discussion Postings | (4 @ 20 pt max per discussion topic) 80 | 13+% |
| | Total - 600 | 100% |

NOTE: *You must very be familiar with MS Excel to succeed in this course. (This was covered in MIS 610, the prerequisite for this course. If you took 610, this should be no problem. If you had 610 waived, you are responsible for illustrating the knowledge that you were supposed to have obtained in the waived course.)*

Grading Scale:

90% and up - A
 80 up to 90% - B
 70 up to 80% - C
 60 up to 70% - D
 Below 60 - F

Excel CaseGrader Assignments: There will be 12 Excel case assignments at 10 points each. Use of formulas and functions will be required in order to accomplish the assignments correctly. (Incorrect use of functions or formulas will result in loss of points.) You may complete the Excel Assignments at any time before each of the due dates. You will submit your excel assignments at login.course.com. You will immediately know how many items you missed. You will be given 5 attempts to submit each case. I will accept your highest score, but it must be at least 90% correct, or you will earn zero points for that case. For example, if your highest grade on an Excel case is 70%, you will earn zero points for that submission. Read the feedback provided to correct your subsequent submissions.

You will complete **Excel Cases 3,5,6,7,9,10,11**. You may complete the other cases if you would like additional practice with Excel, but you will not receive a grade for cases 1, 2, 4, 8, or 12.

The Excel competency is a very important decision support tool for business. **Also note that each case has its own starting files that you will download from the casegrader site. Each student's Excel file is encrypted with your own student ID tied to your specific casegrader account, so I will know if you have copied someone else's Excel file, even their empty start file. You will fail the class if caught cheating in this way. Make sure you download your own copy of the starting file from your own account.** Read directions for

using Excel Casegrader carefully.

Executive Summaries for Excel Cases:

You will write **4 executive summaries** for four Excel Cases of your choice. An executive summary is used to aid decision making for business managers. Submitting a spreadsheet to a manager is not adequate. The spreadsheet/report should include an executive summary that provides a concise overview, description of the analysis, recommendation to manager. Each executive summary should be **1/2 to 1 page** in length and written in a memo format. Some examples of well written and poorly written executive summaries are found: <http://unilearning.uow.edu.au/report/4bi1.html>

The Scenario: You may have noticed that the Excel Casegrader Cases use characters from the NBC tv show 'The Office.' Therefore you may write the executive summaries as a memo to Michael Scott, Branch Manager. If you have watched the show, you know that Michael does not really understand business very well, so spreadsheets and reports would be difficult for him unless they were accompanied by a non-technical, easy to understand executive summary. (*You may have noticed the company name in the textbook is different than that in the show- New Leaf Paper*).

Discussion Questions

There will be 4 discussion topics during the course related to the unit's reading. View the [Online Discussion Grading Rubric](#) for detailed criteria how your response will be graded.

Projects:

There will be 2 projects
(Details To Be Announced Soon)

Reading Quizzes:

Rather than exams, you will have 10 reading quizzes, one for each chapter of the textbook, except Chapters 4 & 6. The quiz is given through WebCT. You may take each quiz as many times as you'd like to improve your score until the given due date for that quiz. The quiz will help you be better prepared for the online discussion. You may also work ahead on future reading quizzes.

Course Calendar

[Click Here for the Course Calendar](#)