Texas A&M University Central Texas  
CISK511.115  
Management Information Systems  
Online  

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Phone: (254) 519-5463  
TAMUCT Email: anitha.chennamaneni@tamuct.edu  
Preferred Email: Course Blackboard Site, Email tool.  
Alternate (if blackboard is down): anitha.chennamaneni@tamuct.edu  

Office Hours:  Mon - Thur  Online (Virtual) via Course Blackboard Site 7 pm – 9 pm  
Other days and times by appointment. I am available to see drop by's, but this summer, I would prefer that students take appointment before they come to see me.

Mode of instruction and course access: This course is a 100% online course and uses TAMUCT Blackboard Learn System (http://tamuct.blackboard.com). You will use the Blackboard username and password communicated to you separately to logon to this system. The course syllabus, schedule, supplemental readings, class announcements, power point slides, learning modules, homework assignments, exams and other course related documents will be posted on blackboard. Each student is responsible for the posted material, and should check the blackboard at least weekly for updates. The course outline in this syllabus shows the basic schedule for the semester. New weekly assignment instructions will be posted EACH MONDAY morning throughout the semester, and assignments, discussions and quizzes, will have an associated Sunday midnight deadline. Online learning requires students to be very self-disciplined, be sure you understand and are prepared to comply with all required class assignments and deadlines.

Student-instructor interaction: Please send all course related email correspondence to my Blackboard email. Please use TAMUCT email only when Blackboard is not available. I check email several times a day during the week and at least once during the weekends. I will respond within 24 hours and within 48 hours on Saturday through Sunday. Please do not hesitate to stop by my office during the scheduled office hours or contact me via phone / blackboard email or TAMUCT email, if there are any personal problems or challenges that are hindering your regular progress in the course.

UNILERT  

Emergency Warning System for Texas A&M University – Central Texas  

UNILERT is an emergency notification service that gives Texas A&M University-Central Texas the ability to communicate health and safety emergency information quickly via email and text message. By enrolling in UNILERT, university officials can quickly pass on safety-related information, regardless of your location. Please
enroll today at http://TAMUCT.org/UNILERT
COURSE INFORMATION

1.0 Course Overview and description:
Studies the management and use of information and technology as a resource to create competitive businesses, manage global operations, provide useful products and quality services to customers, whether public or private. Topics examine information systems management, intellectual property, privacy, organizational and societal impact, legal issues, ethics, security issues, decision making, strategic information systems, and organizational support systems.

2.0 Course Objectives:
2.1 Successful completion of this course should enable the student to

2.1.1 Demonstrate knowledge of the key terms, concepts and various technology architectures on which information systems are built.
2.1.2 Explain how businesses can leverage information technology for developing and maintaining competitive advantage.
2.1.3 Distinguish different types of information systems and evaluate the role played by these systems in serving the various levels of management groups in a business.
2.1.4 Evaluate the management and organizational issues, opportunities, and challenges raised by information technology
2.1.5 Analyze the critical ethical, social and political issues in information systems.
2.1.6 Discuss the trends in hardware and software that challenge IT infrastructure and management.
2.1.7 Demonstrate knowledge of database design and management
2.1.8 Examine the impact of telecommunications, Internet and wireless technologies in business networking, including digital markets.
2.1.9 Identify the threats to enterprise information security and describe the important techniques, tools and technologies that can be used for managing information resources and security successfully.
2.1.10 Demonstrate knowledge of emerging technologies and approaches such as Cloud Computing, Green IT, RFID, Open source software, Customer Relationship Management, Supply Chain Management, Enterprise Resource Planning Systems, Business Process Management, Knowledge Management, Business Intelligence etc. and their potential application in organizations.
2.1.11 Discuss how information technology is used strategically in businesses to support end-user applications, enterprise operations, e-Commerce, and the activities of managers and management decision making.
2.1.12 Explain the role of knowledge management and knowledge management programs in business.
2.1.13 Identify and evaluate the causes of information systems success and failure.
2.1.14 Assess the benefits of project management in developing information systems
2.1.15 Analyze real world scenarios and case studies of information technology enabled organizational productivity and change.

3.0 Required Reading and Textbook(s):


Note: A student of this institution is not under any obligation to purchase a textbook from a university-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

3.1 Supplementary Material: The course textbook will be supplemented with other materials including handouts, oral presentations, industry articles, videos, research paper readings, case studies, power point presentations etc.

3.2 On-Line References TBA

3.3 Students preferring to use their own computers are required to have products, data encodings, file names, system structure, and products equal to those provided in the computer lab and the server used in class.

3.4 Current publications - The campus library contains numerous books and periodicals relating to Computer Science. The student should take advantage of this resource by visiting the library.

COURSE REQUIREMENTS

4.0 Course Requirements:

4.1 Reading Assignments: All assigned chapters will be used as basis for class /blackboard discussions. Study the assigned readings before each class.

4.2 Class Participation / Blackboard Discussions: Students are required to participate in the blackboard discussions throughout the semester. There will be four discussions, each worth 50 points. The maximum total for black board discussions is 200 points. Students are expected to post thoughtful and comprehensive responses to the discussion questions as well as respond on a timely basis to a minimum of two classmates’ postings. Failure to do so will result in point loss. Post your initial response to the discussion topic prior to 11.59 pm Wednesday and respond to other student’s postings later in the week. Please do not be late in your postings as other students will be
waiting on your post to respond to later in the week. Discussion topics, due dates and the grading rubric specific to discussion evaluations are available in blackboard and should be used as a guide when participating in discussions. It is each student’s responsibility to accumulate notes from assigned readings, supporting videos, and other sources and reference them in the postings to support one’s own arguments, add an insight to classmate’s postings and/or challenge classmates’ postings. Sources when referenced must be cited in the postings. Follow-up posts need to be meaningful and should promote in depth discussions on a topic at higher level of thinking. A mere cursory response such as “I agree” or “I disagree” or a “good post” without any substantive content to backup would result in point loss. In all postings, students are expected to observe proper rules of netiquette in both oral and written communications and conduct in a professional manner. Late submissions are not allowed for discussion forums.

Discussion responses must be a minimum of 350 words in length, and must have at least 3 paragraphs

4.3 **Examinations** - There will be two exams, one midterm and one final exam. Each will be worth 200 points. Exams will have a short window of availability via Blackboard, must be completed in one session, and will be timed. Makeup exams will be given ONLY when arrangements have been made PRIOR to the class meeting.

4.4 **Case Study Analysis**: End of chapter case studies are assigned as chapters are covered. The case study analysis should not be a summary of your reading. It must identify key issues and problems, evaluate alternative course of actions and draw appropriate conclusions. You must also discuss how the MIS system affects the case study. Each chapter case study has several questions that must also be addressed in the narrative (NOT in Question and Answer format). The narrative and analysis should be between 4 and 5 pages in length. A grading rubric for case study analysis is available in blackboard and should be used as a guide. These assignments must be submitted via Blackboard on or before the date they are due. Assignments turned in after due dates are considered late. 5 points will be deducted for each day the assignment is late. Special circumstances need to be discussed with the instructor ahead of time when possible.

4.5 **Assignment Submissions**: All assignments must be done as Word documents and submitted through Blackboard. Zipped files must be submitted in WinZip format. The submission will be turned in via the ASSIGNMENT TOOL in Blackboard and will only be accepted through Blackboard.

4.6 **Semester Long Project**: There will be one term project where student teams will work as a team to analyze a company's business problems / strategies and propose a new strategic information systems solution. See
separate write-up in Blackboard for complete details. For this project, students can self-select into teams of 2 to 3 members using the Blackboard team tool. Students must choose their teammates before the end of the second week. Projects turned in after due date are considered \textit{late}. 5 points will be deducted for each day the project is late. Special circumstances need to be discussed with the instructor ahead of time when possible.

4.7 \textbf{Team Projects:} Each team will select a leader, and the team will have meetings outside class time either online or face to face. I expect each team member to fully participate on team projects. All team members will receive the same grade for the team projects. However, I reserve the right to make exceptions to that practice as circumstances such as performance imbalance or communication issues warrant. Poor individual contributions to the team project as noted by your team members will result in a poorer individual grade on the team project.

5.0 \textbf{Grading Criteria Rubric and Conversion}

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
<th>Percent</th>
<th>My Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>200 points</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Exam 2</td>
<td>200 points</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Case Studies</td>
<td>200 points</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Team Project</td>
<td>200 points</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Class Participation / Blackboard Discussions</td>
<td>200 points</td>
<td>20%</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td>1000 points</td>
<td>100%</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Points Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>89.5-100%</td>
<td>895-1000 points</td>
<td>A</td>
</tr>
<tr>
<td>79.5-89.4%</td>
<td>795-894 points</td>
<td>B</td>
</tr>
<tr>
<td>69.5-79.4%</td>
<td>695-794 points</td>
<td>C</td>
</tr>
<tr>
<td>59.5-69.4%</td>
<td>595-694 points</td>
<td>D</td>
</tr>
<tr>
<td>0-59.4%</td>
<td>0-594 points</td>
<td>F</td>
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</table>

6.0 \textbf{Posting of Grades:}
All student grades will be posted on the Blackboard Grade book and students should monitor their grading status through this tool. Grades for weekly assignments, discussions, quizzes and exams will be posted within 7 days following the due date.

\textbf{TECHNOLOGY REQUIREMENTS AND SUPPORT}

7.1 \textbf{Technology Requirements}
This course will use the new TAMU-CT Blackboard Learn learning management system for class communications, content distribution, and assessments.
Logon to https://tamuct.blackboard.com to access the course.

Username: Your MyCT username (xx123 or everything before the "@" in your MyCT e-mail address)
Initial password: Your MyCT password

For this course, you will need reliable and frequent access to a computer and to the Internet. You will also need a headset with a microphone or speakers and a microphone to be able to listen to online resources and conduct other activities in the course. If you do not have frequent and reliable access to a computer with Internet connection, please consider dropping this course or contact me at anitha.chennamaneni@tamuct.edu to discuss your situation.

Blackboard supports the most common operating systems:
PC: Windows 7, Windows XP, Windows Vista, Windows 2000,
Mac: Mac OS 10.6 “Snow Leopard®”, Mac OS 10.5 “Leopard®”, Mac OS 10.4 “Tiger®”

Check browser and computer compatibility by following the “Browser Check” link on the TAMUCT Blackboard logon page. (http://tamuct.blackboard.com) This is a CRITICAL step as these settings are important for when you take an exam or submit an assignment.

Upon logging on to Blackboard Learn, you will see a link to Blackboard Student Orientation under My Courses tab. Click on that link and study the materials in this orientation course. The new Blackboard is a brand-new interface and you will have to come up to speed with it really quickly. This orientation course will help you get there. There is also a link to Blackboard Help from inside the course on the left-hand menu bar. The first week of the course includes activities and assignments that will help you get up to speed with navigation, sending and receiving messages and discussion posts, and submitting an assignment. Your ability to function within the Blackboard system will facilitate your success in this course.

Technology issues are not an excuse for missing a course requirement – make sure your computer is configured correctly and address issues well in advance of deadlines.

7.2 Technology Support

For issues related to course content and requirements, contact your instructor.
For technological or computer issues, students should contact Help Desk Central. 24 hours a day, 7 days a week:

Email: helpdesk@tamu.edu
Phone: (254) 519-5466
Web Chat: [http://hdc.tamu.edu](http://hdc.tamu.edu)

*When calling for support please let your support technician know you are a TAMUCT student.*

COURSE OUTLINE AND CALENDAR

8.0. Complete Course Outline

The instructor reserves the right to make changes to this syllabus. Any changes that effect grades or grading will be made in writing.

<table>
<thead>
<tr>
<th>Week / Dates</th>
<th>Topic</th>
<th>Instructional Activities</th>
<th>Assignments Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Course Welcome, Introduction, and Expectations Chapter 1 - Information Systems in Global Business Today Chapter 2 - Global E-Business and Collaboration</td>
<td>Purchase and receive text Read Syllabus in-depth Read Chapters 1, 2 &amp; assigned readings Take notes on chapter readings &amp; PPT slides</td>
<td>Complete Blackboard Student Orientation Post to Introductory Meet &amp; Greet Discussion forum Participate in Blackboard Discussion Post1</td>
</tr>
<tr>
<td>2</td>
<td>Chapter 3 – Information Systems, Organizations and Strategy Chapter 4 – Ethical and Social Issues in Information Systems</td>
<td>Read Chapters 3, 4 &amp; assigned readings Take notes on chapter readings &amp; PPT slides</td>
<td>Case Study Analysis 1 due</td>
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<tr>
<td>Week</td>
<td>Dates</td>
<td>Chapters/Topics</td>
<td>Readings</td>
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<td>3</td>
<td>6/15 – 6/21</td>
<td><strong>Chapter 5</strong> – IT Infrastructure and Emerging Technologies, <strong>Chapter 6</strong> – Foundations of Business Intelligence: Databases and Information Management</td>
<td>Read Chapters 5, 6 &amp; assigned readings, Take notes on chapter readings &amp; PPT slides</td>
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<tr>
<td>4</td>
<td>6/22 – 6/28</td>
<td><strong>Chapter 7</strong> – Telecommunications, The Internet and Wireless Technology, <strong>Chapter 8</strong> – Securing Information Systems</td>
<td>Read Chapters 7, 8 &amp; assigned readings, Take notes on chapter readings &amp; PPT slides</td>
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<tr>
<td>5</td>
<td>6/29 – 7/5</td>
<td><strong>Chapter 9</strong> – Achieving Operational Excellence and Customer Intimacy: Enterprise Applications, <strong>Chapter 10</strong> – E-Commerce: Digital Markets, Digital Goods</td>
<td>Read Chapters 9, 10 &amp; assigned readings, Take notes on chapter readings &amp; PPT slides</td>
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<tr>
<td>6</td>
<td>7/6 – 7/12</td>
<td><strong>Chapter 11</strong> – Managing Knowledge, <strong>Chapter 12</strong> – Enhancing Decision Making</td>
<td>Read Chapters 11, 12 &amp; assigned readings, Take notes on chapter readings &amp; PPT slides</td>
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<tr>
<td>7</td>
<td>7/13 – 7/19</td>
<td><strong>Chapter 13</strong> – Building Information Systems, <strong>Chapter 14</strong> – Managing Projects</td>
<td>Read Chapters 13, 14 &amp; assigned readings, Take notes on chapter readings</td>
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<td></td>
<td>Final Exam</td>
<td>&amp; PPT slides</td>
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<tr>
<td>8</td>
<td>Final Exam</td>
<td>Final Exam covers chapters 9-14, available online Jul 20, 8 a.m. – Jul 22, 11:59 p.m.; once started must be completed in same session</td>
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<tr>
<td>7/20 – 7/26</td>
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COURSE AND UNIVERSITY PROCEDURES AND POLICIES

Drop Policy. If you discover that you need to drop this class, you must go to the Records Office and ask for the necessary paperwork. Professors cannot drop students; this is always the responsibility of the student. The record’s office will provide a deadline for which the form must be returned, completed and signed. Once you return the signed form to the records office and wait 24 hours, you must go into Warrior Web and confirm that you are no longer enrolled. Should you still be enrolled, FOLLOW-UP with the records office immediately? You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the deadline or fail to follow the procedure, you will receive an F in the course.

Academic Integrity. Texas A&M University -Central Texas values the integrity of the academic enterprise and strives for the highest standards of academic conduct. A&M-Central Texas expects its students, faculty, and staff to support the adherence to high standards of personal and scholarly conduct to preserve the honor and integrity of the creative community. Academic integrity is defined as a commitment to honesty, trust, fairness, respect, and responsibility. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade for the course. Academic misconduct is any act that improperly affects a true and honest evaluation of a student’s academic performance and includes, but is not limited to, cheating on an examination or other academic work, plagiarism and improper citation of sources, using another student’s work, collusion, and the abuse of resource materials. All academic misconduct concerns will be reported to the university’s Office of Student Conduct. Ignorance of the university’s standards and expectations is never an excuse to act with a lack of integrity. When in doubt on collaboration, citation, or any issue, please contact your instructor before taking a course of action.

Disability Support and Access Services. At Texas A&M University – Central Texas, we value an inclusive learning environment where every student has an equal chance to succeed and has the right to an education that is barrier-free. The Office of Disability Support and Access is responsible for ensuring that students with a disability enjoy equal access to the University's programs, services and activities. Some aspects of this course or the way the course is taught may present barriers to learning due to a disability. If you feel this is the case, please contact Disability Support and Access at (254) 501-5831 in Warrior Hall, Ste. 212. For more information, please visit their website at www.tamuct/disabilitysupport. Any information you provide is private and confidential and will be treated as such.

Tutoring. Tutoring is available to all TAMUCT students, both on-campus and online. Subjects tutored include Accounting, Finance, Statistics, Mathematics, and Writing, and APA formatting. Tutors are available at the Tutoring Center in Warrior Hall, Room 111. Visit www.ct.tamus.edu/AcademicSupport and click "Tutoring Support" for tutor schedules and contact information. If you have questions, need to schedule a tutoring
session, or if you are interested in becoming a tutor, contact Academic Support Programs at 254-501-5830/5836 or by emailing Cecilia.morales@ct.tamus.edu

Chat live with a tutor 24/7 for almost any subject on your computer! Tutor.com is an online tutoring platform that enables TAMUCT students to log-in and receive FREE online tutoring and writing support. This tool provides tutoring in Mathematics, Writing, Career Writing, Chemistry, Physics, Biology, Spanish, Calculus, and Statistics. To access Tutor.com, log into your Blackboard account and click "Online Tutoring."

University Library. The University Library provides many services in support of research across campus and at a distance. We offer over 200 electronic databases containing approximately 250,000 eBooks and 82,000 journals, in addition to the 72,000 items in our print collection, which can be mailed to students who live more than 50 miles from campus. Research guides for each subject taught at TAMUCT are available through our website to help students navigate these resources. On-campus, the library offers technology including cameras, laptops, microphones, webcams, and digital sound recorders.

Research assistance from a librarian is also available twenty-four hours a day through our online chat service, and at the reference desk when the library is open. Research sessions can be scheduled for more comprehensive assistance, and may take place on Skype or in-person at the library. Assistance may cover many topics, including how to find articles in peer-reviewed journals, how to cite resources, and how to piece together research for written assignments.

Our 27,000-square-foot facility on the TAMUCT main campus includes student lounges, private study rooms, group work spaces, computer labs, family areas suitable for all ages, and many other features. Services such as interlibrary loan, TexShare, binding, and laminating are available. The library frequently offers workshops, tours, readings, and other events. For more information, please visit our homepage: http://www.tamuct.edu/departments/library/index.php

Instructor policies. The instructor reserves the right to make changes to this syllabus during the course of the semester for the benefit of the students. Any changes that effect grades or grading will be made in writing.

Instructor reserves the right to supplement the material presented in the text with additional material including handouts, oral presentations, industry articles, videos, research paper readings, case studies, power point presentations etc. for the benefit of the students

All work is submitted through Blackboard and due on the specified due date/time. Work turned in after due date is considered late. 5 points will be deducted for each day the
assignment is late. Special circumstances need to be discussed with me ahead of time when possible. Missed assignments, projects, and examinations will receive a grade of zero.

Any work not submitted in the proper format is rejected and receives no credit.

Incidents of violations of academic integrity, such as plagiarism or turning in the work of others as your own work, will result in a cap on the maximum number of points that can be earned in this class. The cap will be 600 points resulting in a best case grade of “D” for the class.

At all times in the class, please observe proper rules of netiquette in your oral and written communication and conduct yourself in a professional manner.

**The Operation of the Online Course and Being an Online Student.** Online learning requires students to be very self-disciplined and demands regular and consistent participation in the class. Please read the document posted on Blackboard on what makes a successful online student. Be sure you understand and are prepared to comply with all required class assignments and deadlines. If you are not able to comply, for any reason, you must contact me immediately.