

## **CIS 5311-120, CRN 80026, MANAGING INFORMATION SYSTEMS**

Texas A&M University-Central Texas

### **INSTRUCTOR AND CONTACT INFORMATION**

**Instructor:** Dr. Ferdi Eruysal

**Office:** FH 3230

**Phone:** 254-519-5440

**Preferred Classroom Communication Method:** Canvas inbox

**Email:** ferdi.eruysal@tamuct.edu

#### **Office Hours:**

Monday, Wednesday 15.00-17.30.

Other days and times by appointment. I am available to see drop by students', but this semester, I would prefer that students take appointment before they come to see me.

#### **Mode of instruction and course access:**

This course meets regularly face-to-face on Tuesdays, 18.00-21.00 at Founder's Hall 207. It also uses the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com>] which will be our primary resource for the class information. You will use the canvas 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 and other course related documents will be posted on canvas. Each student is responsible for the posted material, and should check canvas at least daily for updates. The course outline in this syllabus shows the basic schedule for the semester.

#### **Student-instructor interaction:**

Please send all course related correspondence through canvas. Please use TAMUCT email only when canvas is not available (or for non-course related correspondence). I check email several times a day during the week and at least once during the weekends. I will attempt to 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 / canvas messages or TAMUCT email, if there are any personal problems or challenges that are hindering your regular progress in the course.

#### **911 Cellular:**

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

911Cellular 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, text message, and social media. All students are automatically enrolled in 911 Cellular through their

myCT email account.

Connect at 911Cellular [<https://portal.publicsafetycloud.net/Texas-AM-Central/alert-management>] to change where you receive your alerts or to opt out. By staying enrolled in 911Cellular, university officials can quickly pass on safety-related information, regardless of your location.

## **COURSE INFORMATION**

**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.

### **Course Objective:**

Successful completion of this course should enable the student to

1. Demonstrate knowledge of the key terms, concepts and various technology architectures on which information systems are built.
2. Explain how businesses can leverage information technology for developing and maintaining competitive advantage.
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.
4. Evaluate the management and organizational issues, opportunities, and challenges raised by information technology
5. Analyze the critical ethical, social and political issues in information systems.
6. Discuss the trends in hardware and software that challenge IT infrastructure and management.
7. Demonstrate knowledge of database design and management
8. Examine the impact of telecommunications, Internet and wireless technologies in business networking, including digital markets.
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.
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.

11. Discuss how information technology is used strategically in businesses to support end-user applications, enterprise operations, eCommerce, and the activities of managers and management decision making.
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.
13. Assess the benefits of project management in developing information systems
14. Analyze real world scenarios and case studies of information technology enabled organizational productivity and change.

### **Required Reading and Textbook:**

**Required Text:** Management Information Systems: Managing the Digital Firm, 15th edition, Laudon & Laudon, Saddle River, NJ: Prentice Hall, (978-0134639840)

Textbook companion website: <http://www.pearsonhighered.com/laudon>

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.

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

### **COURSE REQUIREMENTS**

**Reading Assignments:** All assigned chapters will be used as basis for class and/or canvas discussions. Students are expected to study the assigned readings before each class session.

**Syllabus Quiz:** There will be one syllabus quiz worth 10 points in the first week.

**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 canvas, 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

**Case Study Presentations:** We will discuss case studies in a debate format. For each case study, 3 students will team up and make a 30-45 minute presentation outlining case study, followed by a brief period in which other students can ask questions bringing up other issues. Case studies will be assigned randomly to teams. You are expected to form your team by the end of first week. If you can't find a team partner, you will be randomly assigned to a team. Case Study presentations will count as 200 Points. You are not graded as a team. Depending on the way team members make presentation and handle questions, they might get different score. If one teammate can't make it to class session, the other team members are expected to make the presentation.

**Case Study Analysis:** 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 IS system affects the case study. Chapter case study has several questions that must also be addressed in the narrative. The narrative and analysis should be between 4 and 5 pages in length. A grading rubric for case study analysis is available in canvas and should be used as a guide. These assignments must be submitted via canvas on or before the date they are due. Assignments turned in after due dates are considered late. 20 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.

**Team Project:** There will be one term project where student teams will work as a team to create a case study involving a **real organization** with **information-technology related problem**. The case will follow problem-oriented method. In other words, you should identify the major problems that exist and to suggest solutions to these problems. In your case study report, you should identify the problems, suggest solutions to these major problems, recommend the best solution and explain how this solution should be implemented. For this project, you can choose a company where you work or familiar with or a Fortune 500 company. Students can self-select into teams of 2. This is worth 300 points. Projects turned in after due date are considered late. 10 points will be deducted for each hour the project is late. Special circumstances need to be discussed with the instructor ahead of time when possible.

**Grading Criteria Rubric and Conversion**

	Points		Percentage	Points	Grade
Syllabus Quiz	10		90.0-100%	900-1000	A
Midterm	200		80.0-89.9%	800-899	B
Final Exam	200		70.0-79.9%	700-799	C
Case Study Presentations	200		60.0-69.9%	600-699	D
Case Study Analysis	100		0-59.9%	0-599	F
Team Project	300				
Total	1010				

Posting of Grades:

- All student grades should be posted using the Canvas Grade book and students should monitor their grade status through this tool.
- Exam scores will be posted to the canvas immediately after student takes the test. Research paper score will be posted no later than one week after it is due.

Instructor policies related to absence, grading, etc

Makeup exams will be given only when extenuating circumstances are present. In particular, foreseeable conflicts with due dates (e.g., interviews, participation in sport activities, religious observances ...) must be brought to Prof. Eruysal's attention before the due date. You can have makeup ONLY when arrangements have been made PRIOR to the expiry date/time of exam.

Grading: Grades are not given; the student earns them. Rubrics are employed whenever possible to assure that the grading of an individual assignment is consistent. There are always disagreements about the grade given to a work product and a student's expectation; students are encouraged to make sound well-reasoned arguments as to why they should receive more points. Arguments that are not well-reasoned include:

1. I need a better grade because I am on probation.
2. I come from a good family.
3. I will be deported.
4. I will lose my scholarship.
5. I think it is an A paper

#### **Instructor's Personal Statement**

1. Instructor reserves the right to modify the syllabus during the course of the semester for the benefit of the students.
2. Instructor reserves the right to supplement the material presented in the text with addition material that may benefit the students by either providing additional information or a different point of view.
3. Instructor expects that the students will act in a curious and professional manner in all interactions with other students and the instructor.
4. Instructor reserves the right to modify grading rubrics. Changes to grading rubrics are only made to current and/or future assignments.
5. Any changes made will be announced in class and posted on BlackBoard.

#### **COURSE OUTLINE AND CALENDAR**

##### **Complete Course Calendar (Subject to Change)**

Week	Date	Reading	Tasks
1	Aug 28 – Sep 3	Chapter 1	Syllabus Quiz is due on 9.3.2017
2	Sep 4 – 10	Chapter 2	
3	Sep 11 – 17	Chapter 3	
4	Sep 18 – 24	Chapter 4	
5	Sep 25 – Oct 1	Chapter 5	
6	Oct 2 – 8	Chapter 6	
7	Oct 9 – 15	Chapter 7	First midterm is due on 10.15.2017
8	Oct 16 – 22	Chapter 8	
9	Oct 23 – 29	Chapter 9	
10	Oct 30 – Nov 5	Chapter 10	
11	Nov 6 – 12	Chapter 11	Case Study Analysis is due on 11.12.2017
12	Nov 13 – 19	Chapter 12	
13	Nov 20 – 26	Chapter 13	
14	Nov 27 – Dec 3	Chapter 14	
15	Dec 4 – 8	Chapter 15	Team Project and Final Exam are due on Dec 8 <sup>th</sup> .

**Grading:** Grades are not given; the student earns them. Rubrics are employed whenever possible to assure that the grading of an individual assignment is consistent. There are always disagreements about the grade given to a work product and a student's expectation; students are encouraged to make sound well-reasoned arguments as to why they should receive more points. Arguments that are not well-reasoned include:

- I need a better grade because I am on probation.
- I come from a good family.
- I will be deported.
- I will lose my scholarship.
- I think it is an A paper

**Instructor's Personal Statement**

- Instructor reserves the right to modify the syllabus during the course of the semester for the benefit of the students.
- Instructor reserves the right to supplement the material presented in the text with

addition material that may benefit the students by either providing additional information or a different point of view.

- Instructor expects that the students will act in a curious and professional manner in all interactions with other students and the instructor.
- Instructor reserves the right to modify grading rubrics. Changes to grading rubrics are only made to current and/or future assignments.
- Any changes made will be announced in class and posted on canvas.

## **TECHNOLOGY REQUIREMENTS AND SUPPORT**

### **Technology Requirements**

This course will use the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com>].

### **Technology Support.**

For log-in problems, students should contact Help Desk Central.

24 hours a day, 7 days a week:

Email: [helpdesk@tamu.edu](mailto:helpdesk@tamu.edu)

Phone: (254) 519-5466

[Web Chat](http://hdc.tamu.edu): [<http://hdc.tamu.edu>]

*Please let the support technician know you are an A&M-Central Texas student.*

For issues with **Canvas**, select “chat with Canvas support,” submit a support request to Canvas Tier 1, or call the Canvas support line: 1-844-757-0953, links to all are found inside of Canvas using the “Help” link.

For issues related to course content and requirements, contact your instructor.

---

## **UNIVERSITY RESOURCES, PROCEDURES, AND GUIDELINES**

### **Drop Policy.**

If you discover that you need to drop this class, you must complete a [Drop Request Form](https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf) [[https://www.tamuct.edu/registrar/docs/Drop\\_Request\\_Form.pdf](https://www.tamuct.edu/registrar/docs/Drop_Request_Form.pdf)].

Professors cannot drop students; this is always the responsibility of the student. The Registrar’s Office will provide a deadline on the University Calendar for which the form must be completed, signed and returned. Once you return the signed form to the Registrar’s Office, you must go into Warrior Web and confirm that you are no longer enrolled. If you still show as enrolled, FOLLOW-UP with the Registrar’s Office immediately. You are to attend class until the procedure is complete to avoid penalty for absence. Should you miss the drop deadline or fail to follow the procedure, you will receive an F in the course, which may affect your financial aid and/or VA educational benefits.

**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.

**Academic Accommodations.**

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 a barrier free education. The Department of Access and Inclusion is responsible for ensuring that students with a disability receive equal access to the University's programs, services and activities. If you believe you have a disability requiring reasonable accommodations please contact the Department of Access and Inclusion at (254) 501-5831. Any information you provide is private and confidential and will be treated as such.

For more information please visit our [Access & Inclusion](https://www.tamuct.edu/student-affairs/access-inclusion.html) webpage [https://www.tamuct.edu/student-affairs/access-inclusion.html].

Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and guidance from US Department of Education's Office of Civil Rights, the Dean of Student Affairs' Office can assist students who are pregnant and/or parenting in seeking accommodations related to pregnancy and/or parenting. For more information, please visit <https://www.tamuct.departments/index.php>. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these [requirements and guidelines online](http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf), please visit the website [http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf].

**Tutoring.**

Tutoring is available to all A&M-Central Texas students, both on-campus and online. On-campus subjects tutored include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Tutors are available at the Tutoring Center in Warrior Hall, Suite 111. If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, or any other question, contact Academic Support Programs at



254-519-5796, or by emailing Larry Davis at [lmDavis@tamuct.edu](mailto:lmDavis@tamuct.edu).

Chat live with a tutor 24/7 for almost any subject on your computer! Tutor.com is an online tutoring platform that enables A&M-Central Texas students to log-in and receive FREE online tutoring and writing support. This tool provides tutoring in over forty subject areas. Access Tutor.com through Canvas.

### **The University Writing Center.**

Located in 416 Warrior Hall, the University Writing Center (UWC) at Texas A&M University-Central Texas is a free workspace open to all TAMUCT students from 10am-5pm Monday-Thursday with satellite hours in the University Library on Mondays from 6:00-9:00pm. Students may arrange a one-on-one session with a trained and experienced writing tutor by visiting the UWC during normal operating hours (both half-hour and hour sessions are available) or by making an appointment via [WOnline](https://tamuct.mywconline.com/) [<https://tamuct.mywconline.com/>]. In addition, you can email Dr. Bruce Bowles Jr. at [bruce.bowles@tamuct.edu](mailto:bruce.bowles@tamuct.edu) to schedule an online tutoring session. Tutors are prepared to help writers of all levels and abilities at any stage of the writing process. While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. By providing a practice audience for students' ideas and writing, our tutors highlight the ways in which they read and interpret students' texts, offering guidance and support throughout the various stages of the writing process. In addition, students may work independently in the UWC by checking out a laptop that runs the Microsoft Office suite and connects to WIFI, or by consulting our resources on writing, including all of the relevant style guides. Whether you need help brainstorming ideas, organizing an essay, proofreading, understanding proper citation practices, or just want a quiet place to work, the University Writing Center is here to help!

If you have any questions about the University Writing Center, please do not hesitate to contact Dr. Bruce Bowles Jr. at [bruce.bowles@tamuct.edu](mailto:bruce.bowles@tamuct.edu).

### **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 A&M-Central Texas 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 A&M-Central Texas 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 [Library website](https://tamuct.libguides.com/) [https://tamuct.libguides.com/].

---

#### **OPTIONAL POLICY STATEMENTS:**

##### **A Note about Sexual Violence at A&M-Central Texas**

Sexual violence is a serious safety, social justice, and public health issue. The university offers support for anyone struggling with these issues. University faculty are mandated reporters, so if someone discloses that they were sexually assaulted (or a victim of Domestic/Dating Violence or Stalking) while a student at A&M-Central Texas, faculty members are required to inform the Title IX Office. If you want to discuss any of these issues confidentially, you can do so through Counseling Services (254-501-5956) located on the second floor of Warrior Hall.

Sexual violence can occur on our campus because predators often feel emboldened, and victims often feel silenced or shamed. It is incumbent on ALL of us to find ways to actively create environments that tell predators we don't agree with their behaviors and tell survivors we will support them. Your actions matter. Don't be a bystander; be an agent of change. For additional information on campus policy and resources visit the [Title IX webpage](https://www.tamuct.edu/departments/compliance/titleix.php) [https://www.tamuct.edu/departments/compliance/titleix.php].

##### **INSTRUCTOR POLICIES.**

Makeup exams will be given only when extenuating circumstances are present. In particular, foreseeable conflicts with due dates (e.g., interviews, participation in sport activities, religious observances ...) must be brought to Prof. Eruysal's attention before the due date. You can have makeup ONLY when arrangements have been made PRIOR to the expiry date/time of exam.

##### **Copyright Notice.**

Students should assume that all course material is copyrighted by the respective author(s). Reproduction of course material is prohibited without consent by the author and/or course instructor. Violation of copyright is against the law and Texas A&M University-Central Texas' Code of Academic Honesty. All alleged violations will be reported to the Office of Student Conduct.

Copyright. 2017 by Ferdi Eruysal at Texas A&M University-Central Texas, College of Business; 1001 Leadership Place, Killeen, TX 76549; 254-519-5440; Fax 254-501-5825; ferdi.eruysal@tamuct.edu