Management Information Systems – 10121 – CIS 5311 – 120
Spring 2019
Texas A&M University-Central Texas

COURSE DATES, MODALITY, AND LOCATION
Course meeting dates: Jan 14, 2019 – May 10, 2019
Class meeting building and room number: Founder's Hall 307

INSTRUCTOR AND CONTACT INFORMATION

Instructor:	**Rahul Dwivedi, Ph.D.**
Office:	**Founder's Hall 323N**
Phone:	**254-519-5784**
Email:	rahul.dwivedi@tamuct.edu (preferred) or Canvas inbox.

Mode of instruction and course access:

This a face-to-face course that makes extensive use of the TAMUCT Canvas Learning Management System (https://tamuct.instructure.com). 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 Canvas. Each student is responsible for the posted material and should check Canvas several times a week for updates.

Office Hours:

Mon Wed 1:00 PM – 2:00 PM
Tue Thurs 2:00 PM – 4:00 PM
At other times: By appointment through email

Student-instructor interaction:
I typically respond to Canvas email within 24 hours except on weekends. Email is the best mode of communication (avoid phone calls or voice messages).

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 911Cellular through their myCT email account.

In an effort to enhance personal safety on the Texas A&M University – Central Texas (TAMUCT) campus, the TAMUCT Police Department has introduced Warrior Shield by 911 Cellular. Warrior Shield [https://www.tamuct.edu/police/911cellular.html] can be downloaded and installed on your mobile device from Google Play or Apple Store.

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:

Study the management and use of information and technology as a resource to create competitive organizations, manage global operations, provide useful products and quality services. Examine intellectual property, privacy, organizational and societal impact, legal issues, ethics, security issues, decision making, strategic information systems, and organizational support systems.

Course Objectives and student learning outcomes:

Successful completion of this course should enable student to:

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

- Assess the benefits of project management in developing information systems.
- Analyze real world scenarios and case studies of information technology enabled organizational productivity and change.

Competency Goals Statements (certification or standards):
Section not used.

Required Reading and Textbook(s):

Required Text: Management Information Systems: Managing the Digital Firm, 15th edition, Loose leaf, 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.

Optional / Reference Text: American Psychological Association. (2009). Publication Manual of American Psychological Association (6th ed.). Washington, D.C Purdue Online Writing Lab for APA: https://owl.english.purdue.edu/owl/section/2/10/

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.

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

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.

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

Examinations: There will be three exams. Each is worth 15 points. The first exam covers chapters 1-5, the second exam covers chapters 6-10 and the final covers chapters 11-14. The first two exams will be taken during class and will be timed. The third exam will be online via Canvas but will still be timed with only single attempt allowed. The third exam will be available for two days. Multiple attempts will not be allowed for the exams. The exams will be of multiple-choice questions including true/false. **The exams will be closed book (except for the third exam)** and will be available via Canvas. For the exams, you will be required to know not only the material from the

text book chapters but material from the class lectures such as power point slides and any supplementary/additional material provided as well. You must be physically present in-class to take the first two exams (taking exams from home will not be permitted under any circumstances). If you cannot take the in-class exam, inform me via email to plan to take on-paper scantron based exams within 10 days of in-class exam(s), during my office hours.

Case Study Analysis: Each chapter of our text book consist of a case study at the end of the chapter. Students are required to submit an analysis of the case study for each chapter (14 case studies in total). Each case study analysis submission is worth 2 points. The case study analysis should not be simply 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 information systems affects the case study. 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 3 and 5 pages in length. These case study assignments must be submitted via Canvas on or before the date they are due. Case study analysis turned in after due dates are considered late. 1 point will be deducted for each day the assignment is late (hence no points on or after second day of deadline). Special circumstances need to be discussed with the instructor ahead of time when possible.

Semester long 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. Team project is worth 12 points. Students can self-select into teams of 2 to 3 members using the Canvas team tool. Students must choose their teammates before the end of the third week. In case of students not able to form groups, instructor will assign students to random groups during the fourth week. Projects turned in after due date are considered late. 4 points will be deducted for each day the project is late. Hence, submission on or after three days will not be graded (hence no credits after three days of deadline). Special circumstances need to be discussed with the instructor ahead of time when possible.

Semester long team project general guideline (more details to follow): Each team may 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.

Semester long individual research paper (more details to follow): Each student is required to write a major paper on a topic from this course that is of interest to you. Tentative list of topics will be provided during the second week. You may choose a topic from the tentative list of topics provided or may choose one of your own. Topics must be approved by the professor by the end of

third week. This paper must be 12 to 15 pages in length (type written and double-spaced, 12-point font with 1-inch margins) excluding bibliography, table of contents, graphics, tabular or illustrative material. References should include current sources and must conform to APA style (you may want to use Microsoft Word plugin for a freely available citation and bibliography generation software such as Mendeley https://www.mendeley.com/?interaction_required=true or Zotero https://www.zotero.org/). The paper is expected to meet graduate-level standards and be suitable for publication in a professional journal. You should research at least 20 external references such as academic journal /conference papers, trade journals, short videos and relevant websites for your paper. At least 12 of these references must be from peer reviewed journals or conferences only. Use of Wikipedia or the class text as a reference will cause a serious loss of points. References must include the published journal / conference name and information, NOT a URL where paper was found. Research paper is worth 15 points. A grading rubric for research paper is available in canvas and should be used as a guide when completing the paper. Late submissions are not allowed for individual research paper.

Extra Credit opportunity:

Participation/Attendance: There will be attendance on random days throughout the semester. This will be worth 5 bonus points (or 5 %) of the entire course grade.

Late policy: Case study assignments, semester long team project and individual research paper are due by midnight on the date assigned in Canvas. Refer above for point deductions due to late submissions.

Grading Criteria Rubric and Conversion

Item	Quantity	Points	Total / Percent
Exam	3	15	45
Case studies analysis	14	2	28
Semester long team project	1	12	12
Semester long individual research paper	1	15	15
*Participation/Attendance	Throughout the semester	5	5
Total			100

* Extra credit opportunity

Exams, quizzes, assignments and individual term project will receive a numeric score (0-100) each. These scores will be converted to points and totaled to ultimately be converted to letter grade of A, B, C, D, or F as shown in the example below:

	Percent earned by student	Max points	Points to be added to the final grade
Exam 1	80%	15	12
Exam 2	85%	15	12.75
Exam 3	90%	15	13.5
Case studies analysis	100%	28	28
Semester long team project	78%	12	9.36
Semester long individual research paper	68%	15	10.2
*Participation/Attendance	60%	5	3
TOTAL		100	88.81

*Bonus points

89.5 – 100 = A
79.5 – 89.49999 = B
69.5 – 79.49999 = C
59.5 – 69.49999 = D
Below 59.5 = F

Grades will not be curved (in the above example, the student with 88.81 will receive a B NOT an A).

Posting of Grades: All student grades will be posted on the Canvas Grade Book and students should monitor their grading status through this tool. Grades will be posted within 10 days after the due date.

COURSE OUTLINE AND CALENDAR

Complete Course Calendar

Week	Dates	Reading Chapters	Due	Notes
1	January 15	Syllabi and Chapter 1: Information Systems in Global Business Today		
2	January 22	Chapter 2: Global E-business and Collaboration	Case study: Ch. 1	
4	January 29	Chapter 3: Information Systems, Organizations and Strategy	Case study: Ch. 2	January 30: Deadline to drop 16-week class with no record

5	February 5	Chapter 4: Ethical and Social Issues in Information Systems	Case study: Ch. 3	
7	February 12	Chapter 5: IT infrastructures and Emerging Technologies	Case study: Ch. 4	
8	February 19	Exam – 1	Chapters – 1 to 5	In-class closed book Exam – 1 via Canvas
9	February 26	Chapter 6: Foundations of Business Intelligence: Databases and Information Management	Case study: Ch. 5	
10	March 5	Chapter 7: Telecommunications, the Internet, and Wireless Technology	Case study: Ch. 6	
11	March 19	Chapter 8: Securing Information Systems	Case study: Ch. 7	No class during Spring break (March 11 – 15)
12	March 26	Chapter 9: Achieving Operational Excellence and Customer Intimacy-Enterprise Applications	Case study: Ch. 8	
13	April 2	Chapter 10: E-commerce-Digital Markets, Digital Goods	Case study: Ch. 9	April 5: Deadline to drop 16-week class with a quit (Q) or withdraw (W)
14	April 9	Exam – 2	Chapters 6 – 10	In-class closed book Exam – 2 via Canvas
15	April 16	Chapter 11: Managing	Case study: Ch. 10	

		Knowledge		
16	April 23	Chapter 12: Enhancing Decision Making	Case study: Ch. 11	
17	April 30	Chapter 13: Building Information Systems	Case study: Ch. 12	
18	May 7	Chapter 14: Managing Projects	Case study: Ch. 13; Semester long term project.	
19	May 8 to May 10	Exam – 3 available between 12 noon of May 8 and 11:59 PM of May 10.	Case study: Ch. 14 (due May 10); Exam – 3 on Chapters 11 – 14; Individual research paper due on May 10.	Take home single attempt exam – 3 (due via Canvas May 10 11:59 PM)

Important University Dates:
Refer to University official academic calendar at https://www.tamuct.edu/registrar/academic-calendar-18-19.html

TECHNOLOGY REQUIREMENTS AND SUPPORT

Technology Requirements
This course will use the A&M-Central Texas Instructure Canvas learning management system.
Logon to A&M-Central Texas Canvas [https://tamuct.instructure.com/] or access Canvas through the TAMUCT Online link in myCT [https://tamuct.onecampus.com/]. You will log in through our Microsoft portal.

Username: Your MyCT email address. Password: Your MyCT password

Canvas Support
Use the Canvas Help link, located at the bottom of the left-hand menu, for issues with Canvas. You can select "Chat with Canvas Support," submit a support request through "Report a Problem," or call the Canvas support line: 1-844-757-0953.
For issues related to course content and requirements, contact your instructor.

Other Technology Support
For log-in problems, 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]
Please let the support technician know you are an A&M-Central Texas student.

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].

Professors cannot drop students; this is always the responsibility of the student. The Registrar's Office will provide a deadline on the Academic 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.

For more [information regarding the Student Conduct process](https://tamuct.campuslabs.com/engage/organization/tamuct-student-conduct-panel),
[https://tamuct.campuslabs.com/engage/organization/tamuct-student-conduct-panel].
If you know of potential honor violations by other students, you may [submit a report](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0),
[https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0].

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 Office 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 Office of Access and Inclusion at (254) 519-5797. Any information you provide is private and confidential and will be treated as such.

For more information please visit our [Access & Inclusion](#) web page

[https://www.tamuct.edu/student-affairs/access-inclusion.html].

Important information for Pregnant and/or Parenting Students.
Texas A&M University-Central Texas supports students who are pregnant and/or parenting. In accordance with requirements of Title IX and related 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. Students should seek out assistance as early in the pregnancy as possible. For more information, please visit the Student Affairs web page [https://www.tamuct.edu/student-affairs/index.html]. Students may also contact the institution's Title IX Coordinator. If you would like to read more about these requirements and guidelines online, please visit the website [http://www2.ed.gov/about/offices/list/ocr/docs/pregnancy.pdf].

Title IX of the Education Amendments Act of 1972 prohibits discrimination on the basis of sex and gender–including pregnancy, parenting, and all related conditions. A&M-Central Texas is able to provide flexible and individualized reasonable accommodation to pregnant and parenting students. All pregnant and parenting students should contact the Associate Dean in the Division of Student Affairs at (254) 501-5909 to seek out assistance. Students may also contact the University's Title IX Coordinator.

Tutoring.
Tutoring is available to all A&M-Central Texas students, both on-campus and online. Subjects tutored on campus 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 have any other question, contact Academic Support Programs at (254) 519-5796, or by emailing Dr. DeEadra Albert-Green at deeadra.albertgreen@tamuct.edu.

Chat live with a tutor 24/7 for almost any subject from 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 40 subject areas. Access Tutor.com through Canvas.

University Writing Center.
Located in Warrior Hall 416, the University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free workspace open to all TAMUCT students from 10:00 a.m.-5:00 p.m. Monday thru Thursday with satellite hours in the University Library Monday thru Thursday from 6:00-9:00 p.m. This semester, the UWC is also offering online only hours from 12:00-3:00 p.m. on Saturdays.

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 UWC is here to help!

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 WCOnline. In addition, you can email Dr. Bruce Bowles Jr. at bruce.bowles@tamuct.edu if you have any questions about the UWC and/or need any assistance with scheduling.

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 85,000 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 24 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 [http://tamuct.libguides.com/index].

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 TAMUCT, 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 Student Counseling (254-501-5955) located on the second floor of Warrior Hall (207L).

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.

Policies related to absence, grading, etc.

- You are responsible for all class material presented during an absence.
- Analysis of case studies must be submitted through Canvas and due on the mid night (11:59 PM) of specified due date/time. No email submissions will be accepted under any circumstances.
- Late penalties will be applied to items submitted after due dates. 1 point will be deducted per day for late submission for case study assignments and 4 points per day for team project. Late submissions are not allowed under any circumstances for individual research paper.
- If you cannot take in-class exam for the first two exams, you must inform me at least one week beforehand and must plan to take the exam on scantron during my office hours within 10 days of exam due dates.
- The third exam will be available for approximately two days on Canvas and multiple attempts are not allowed for this exam.

My personal statement

- You will receive feedback in the form of graded assignments within 10 days after the due date.
- I want you to read the feedback that I provide to you (your personal grading notes and Canvas emails).
- I am almost always available via email and typically respond within 24 hours except on weekends.
- I prefer email over phone conversations.
- I reserve the right to modify the course syllabus during the semester for the benefit of the students.
- I reserve the right to supplement materials presented in the text with additional course material that may help the students to understand the topic better.
- I reserve the right to modify grading policy rubrics. Any change to grading rubrics will be applied to current and possible future assignments.

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.