

## **CIS 4350-140, 11072, Management Information Systems**

### **Spring 2021**

Texas A&M University-Central Texas

### **COURSE DATES, MODALITY, AND LOCATION**

Course Dates: January 19, 2021 – May 14, 2021

This is a 100% online course and uses the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com/>]. The course syllabus, schedule, supplemental readings, class announcements, presentations, learning modules, assignments, exams, and other course materials will be posted to Canvas.

### **INSTRUCTOR AND CONTACT INFORMATION**

**Instructor:** Joshua Wilson

**Phone:** (Mobile) 254-466-1160

**Email:** [joshua.wilson@tamuct.edu](mailto:joshua.wilson@tamuct.edu) (Prefer you use Canvas Inbox)

#### **Office Hours**

Virtual office hours are available by appointment.

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

I prefer you reach out to me with Canvas Inbox first. I have listed my phone number, but am really bad about actually answering and checking my texts/calls. At a minimum, I try to check Canvas messages once per day. Please reach out to me immediately with any questions or concerns and I will get back to you as soon as possible.

### **WARRIOR SHIELD**

#### **Emergency Warning System for Texas A&M University-Central Texas**

Warrior Shield 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 Warrior Shield through their myCT email account.

Connect to Warrior Shield by [911Cellular](https://portal.publicsafetycloud.net/Account/Login) [<https://portal.publicsafetycloud.net/Account/Login>] to change where you receive your alerts or to opt out. By staying enrolled in Warrior Shield, university officials can quickly pass on safety-related information, regardless of your location.

### **COVID-19 SAFETY MEASURES**

To promote public safety and protect students, faculty, and staff during the coronavirus pandemic, Texas A&M University-Central Texas has adopted policies and practices to minimize virus transmission. All members of the university community are expected to adhere to these measures to ensure their own safety and the safety of others. Students must observe the

following practices while participating in face-to-face courses, course-related activities (office hours, help sessions, transitioning to and between classes, study spaces, academic services, etc.) and co-curricular programs:

- Self-monitoring—Students should follow CDC recommendations for self-monitoring. Students who have a fever or exhibit symptoms of COVID-19 should participate in class remotely and should not participate in face-to-face instruction. Students required to quarantine must participate in courses and course-related activities remotely and must not attend face-to-face course activities. Students should notify their instructors of the quarantine requirement. Students under quarantine are expected to participate in courses and complete graded work unless they have symptoms that are too severe to participate in course activities.
- Face Coverings— Face coverings must be worn inside of buildings and within 50 feet of building entrances on the A&M-Central Texas Campus. This includes lobbies, restrooms, hallways, elevators, classrooms, laboratories, conference rooms, break rooms, non-private office spaces, and other shared spaces. Face coverings are also required in outdoor spaces where physical distancing is not maintained. The university will evaluate exceptions to this requirement on a case by case basis. Students can request an exception through the Office of Access and Inclusion in Student Affairs.
  - o If a student refuses to wear a face covering, the instructor should ask the student to leave and join the class remotely. If the student does not leave the class, the faculty member should report that student to the Office of Student Conduct. Additionally, the faculty member may choose to teach that day's class remotely for all students.
- Physical Distancing—Physical distancing must be maintained between students, instructors, and others in the course and course-related activities.
- Classroom Ingress/Egress—Students must follow marked pathways for entering and exiting classrooms and other teaching spaces. Leave classrooms promptly after course activities have concluded. Do not congregate in hallways and maintain 6-foot physical distancing when waiting to enter classrooms and other instructional spaces.
- The university will notify students in the event that the COVID-19 situation necessitates changes to the course schedule or modality.

## **COURSE INFORMATION**

### **Course Overview and description**

Investigate management issues related to business information systems, which are designed to meet the informational needs of the various business subsystems. Special emphasis on systems development, security, and privacy and the ethics associated with information systems.

## **Course Objective or Goal**

### **Student Learning Outcomes**

*Students will gain an understanding of the following:*

- The difference between data and information.
- The difference between data systems and information systems.
- Information infrastructure and components of information systems.
- The different types of IS and their role in gaining a competitive advantage.
- IS security threats and ethical issue.
- The value chain for IT organizations
- The pros and cons of outsourcing, offshoring, and downsizing
- Business process reengineering and innovations
- The functions of the primary components of a computer
- Green computing
- Different levels of computing resources (personal, workgroup, and enterprise computing).
- The evolution of data storage and various database platforms.
- Data management, ETL, NoSQL, Big Data, in-memory concepts.
- Network topologies and different network types.
- Web content and applications.
- The Internet of Things (IoT) and its applications.
- The basics of cloud computing and service models.
- The basics of internet (e/m) commerce models such as B2B, C2C etc.
- The challenges that organizations face in planning, building, and operating enterprise systems.
- The terms “business intelligence (BI)” and “analytics”.
- The characteristics of intelligent behavior and compare the performance of natural and artificial intelligence systems.
- The terms virtual reality and augmented reality.
- The components of a strategic plan.
- Goals-based strategic planning process.

### **Required Reading and Textbook(s)**

Principles of Information Systems, 13th Edition

Ralph M. Stair; George Reynolds

Cengage Learning

ISBN: 9781337746113

*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.*

Students are required to successfully complete a self-introduction, 7 quizzes, 3 exams, a research paper with multiple deliverables, a case study with multiple deliverables,

*Self-Introduction:* This assignment will be a discussion post where you will give a brief (about two short paragraphs) description of yourself and why you are taking this class.

*Quizzes:* Quizzes will each cover two chapters and be 20 multiple choice or true/false questions each. They will be open books/notes and taken over the internet. You will have 2 attempts at each quiz and your highest grade will be used.

*Exams:* Exams will each cover one section of the book. Exam 1 will cover chapters 1-6. Exam 2 will cover chapters 7-10. Exam 3 will cover chapters 11-14. Each exam will be taken in class.

#### *Case Study:*

The case study assignment will have multiple deliverables. The deliverables will be used in your final submission as well. The deliverables include: Topic Selection, Background, Global Operations Executive Summary, and Cybersecurity Executive Summary.

Based on your research and course material, write a case study report paper describing the company, some of the possible benefits that the company might have gained by operating globally, the technology used to support a global position (such as cybersecurity) and the IT strategy used to gain market share and retention. Provide recommendations of the type(s) of technology the company could benefit from, and methods by which that technology could support decision making. Describe any challenges that the company has faced or is currently facing as a result of operating in a global society. The last section of the report should make suggestions on improving the company's standing in various areas that you determined need improvement based on the textbook and your research. This section should include the rationale of your recommendation.

The entire report should be in APA formatting (Use Times New Roman font). The "body" of the document (excluding title page, references, tables and figures) should be a minimum of 8-10 double spaced pages long. Note that your Background and two Executive Summaries are part of this case study. They should answer several parts of the requirements and set you up to continue the case study. These assignments should all be put together into one document and DO count towards your page count.

- include a title page
- include background information about the company
- include an executive summary on the global operations of the company
- include an executive summary on the cybersecurity of the company
- include details about the following:
  - IT strategy used to gain market share and retention
  - Recommendations on the types of technology the company could benefit from (think of different Information Systems that may be helpful)
  - Suggestions on improving the company's standing. Focus on IS/IT-based suggestions, but anything that would be beneficial can be listed if evidence is provided.
- include a bibliography
  - A minimum of 3 peer-reviewed sources
  - At minimum of 6 sources total

- be 8-10 double-spaced pages of actual written content
  - Your font throughout the whole paper should be 12 pt. Times New Roman. (This is what I will change it to when I check your page count)
  - This page count DOES include your Background and the two Executive Summaries.
  - Any blank space between pages (such as between your executive summaries), extra blank lines, tables, charts, figures, title pages, and reference pages do NOT count towards the page count.
- Use parenthetical notation to cite your sources in your paper (follow APA guidelines)
- Remember, professional quality means formatting AND punctuation/grammar

**Grading Criteria Rubric and Conversion**

<b>Required Activity</b>	<b>Quantity</b>	<b>Points</b>	<b>Total</b>
<b>Attendance/Participation (11%)</b>	-	-	-
Attendance	1	20	20
Participation Discussions	9	10	90
<b>Quizzes (14%)</b>	7	20	140
<b>Exams (45%)</b>	3	150	450
<b>Case Study (30%)</b>	-	-	-
Case Study Company Selection	1	20	20
Case Study Background	1	30	30
Case Study Global Challenges	1	50	50
Case Study Cybersecurity	1	50	50
Case Study Final Submission	1	150	150
<b>Total</b>			<b>1000</b>

**Posting of Grades**

Grades will be posted to the Canvas gradebook as assignments are graded. This will typically be done once all students have submitted the assignment.

**Grading Policies**

*Late Work:* Late work will not be accepted unless approved by your instructor BEFORE the due date of the assignment.

*Attendance:* This is an online course, so attendance will be managed online. In order to be counted present, you must log into Canvas and go into this course at least once per week between Monday and Friday. Attendance for the Week will be taken every Saturday to see if you have logged in for the week.

## COURSE OUTLINE AND CALENDAR

### Complete Course Calendar

Wk	Date	Readings	Tasks Due This Week
1	01/24	Read the Syllabus Go Over Expectations Chapter 1 – An Intro to Information Systems	Introduction
2	01/31	Chapter 2 – Information Systems	Quiz 1 (Ch. 1 & 2) Discussion 1
3	02/07	Chapter 3 – Hardware and Mobile Devices	Case Study Company Selection
4	02/14	Chapter 4 – Software and Mobile Applications	Quiz 2 (Ch. 3 & 4) Discussion 2
5	02/21	Chapter 5 – Database Systems and Big Data	Case Study Company Background
6	02/28	Chapter 6 – Networks and Cloud Computing	Quiz 3 (Ch. 5 & 6) Discussion 3
7	03/07	Chapter 7 – Electronic and Mobile Commerce	Exam 1
8	03/14	Chapter 8 – Enterprise Systems	Quiz 4 (Ch. 7 & 8) Discussion 4
9	03/28	Chapter 9 – Business Intelligence and Analytics	Case Study Global Challenges Executive Summary
10	04/04	Chapter 10 – Knowledge Management and Specialized Information Systems	Quiz 5 (Ch. 9 & 10) Discussion 5
11	04/11	Chapter 11 -Strategic Planning and Project Management	Exam 2
12	04/18	Chapter 12 – System Acquisition and Development	Quiz 6 (Ch. 11 & 12) Discussion 6
13	04/25	Chapter 13 – Cybercrime and Information System Security	Case Study Cybersecurity Executive Summary
14	05/02	Chapter 14 – Ethical, Legal, and Social Issues of Information Systems	Quiz 7 (Ch. 13 & 14) Discussion 7
15	05/09		Case Study Due Discussion 8
16	05/12 (Wed)		Exam 3

## Important University Dates

For important dates please check <https://www.tamuct.edu/registrar/academic-calendar.html>

## TECHNOLOGY REQUIREMENTS AND SUPPORT

### Technology Requirements

This course will use the A&M-Central Texas Instructure Canvas learning management system. **We strongly recommend the latest versions of Chrome or Firefox browsers. Canvas no longer supports any version of Internet Explorer.**

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.

### Online Proctored Testing

A&M-Central Texas uses Proctorio for online identity verification and proctored testing. This service is provided at no direct cost to students. If the course requires identity verification or proctored testing, the technology requirements are: Any computer meeting the minimum computing requirements, plus web camera, speaker, and microphone (or headset). Proctorio also requires the Chrome web browser with their custom plug in.

### 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](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.*

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## UNIVERSITY RESOURCES, PROCEDURES, AND GUIDELINES

### Drop Policy

If you discover that you need to drop this class, you must complete the [Drop Request](#) Dynamic Form through Warrior Web.

[<https://dynamicforms.ngwebsolutions.com/casAuthentication.ashx?InstID=eaed95b9-f2be-45f3-a37d-46928168bc10&targetUrl=https%3A%2F%2Fdynamicforms.ngwebsolutions.com%2FSubmit%2FForm%2FStart%2F53b8369e-0502-4f36-be43-f02a4202f612>].

Faculty 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. Once you submit the completed 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, working with others in an unauthorized manner, 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 referred 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://www.tamuct.edu/student-affairs/student-conduct.html),  
[<https://www.tamuct.edu/student-affairs/student-conduct.html>].

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](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, WH-212; or call (254) 501-5836. Any information you provide is private and confidential and will be treated as such.



For more information please visit our [Access & Inclusion](#) Canvas page (log-in required) [https://tamuct.instructure.com/courses/717]

### **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 [Student Affairs](#) [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, on a remote online basis. Visit the Academic Support Community in Canvas to view schedules and contact information. Subjects tutored on campus include Accounting, Advanced Math, Biology, Finance, Statistics, Mathematics, and Study Skills. Student success coaching is available online upon request.

If you have a question regarding tutor schedules, need to schedule a tutoring session, are interested in becoming a tutor, success coaching, or have any other question, contact Academic Support Programs at (254) 501-5836, visit the Office of Student Success at 212F Warrior Hall, or by emailing [studentsuccess@tamuct.edu](mailto:studentsuccess@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 online tutoring support at no additional cost. This tool provides tutoring in over 40 subject areas except writing support. Access Tutor.com through Canvas.

### **University Writing Center**

The University Writing Center (UWC) at Texas A&M University–Central Texas (TAMUCT) is a free service open to all TAMUCT students. For the Spring 2021 semester, all services will be online as a result of the COVID-19 pandemic. The hours of operation are from 10:00 a.m.-5:00 p.m.

Monday thru Thursday with satellite hours Monday thru Thursday from 6:00-9:00 p.m. The UWC is also offering 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. 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. While tutors will not write, edit, or grade papers, they will assist students in developing more effective composing practices. 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-to-one session with a trained and experienced writing tutor by making an appointment via [WCOOnline](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) 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) [http://tamuct.libguides.com/index].

**For Spring 2021, all reference service will be conducted virtually. Please go to our [Library website](http://tamuct.libguides.com/index) [http://tamuct.libguides.com/index] to access our virtual reference help and our current hours.**

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## **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/compliance/titleix.html) [<https://www.tamuct.edu/compliance/titleix.html>].

### **Behavioral Intervention**

Texas A&M University-Central Texas cares about the safety, health, and well-being of its students, faculty, staff, and community. If you are aware of individuals for whom you have a concern, please make a referral to the Behavioral Intervention Team. Referring your concern shows you care. You can complete the [referral](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2) online [[https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout\\_id=2](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=2)].

Anonymous referrals are accepted. Please see the [Behavioral Intervention Team](https://www.tamuct.edu/student-affairs/bat.html) website for more information [<https://www.tamuct.edu/student-affairs/bat.html>]. If a person's behavior poses an imminent threat to you or another, contact 911 or A&M-Central Texas University Police at 254-501-5800.

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### **Instructor Policies**

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 additional 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 possibly future assignments.
5. Instructor will not accept assignments after the last day of classes.

## **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.

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