

**CIS 5311-115, 10387, Management Information Systems  
Spring 2023  
Texas A&M University-Central Texas**

**COURSE DATES, MODALITY, AND LOCATION**

**Course Dates:** Jan 17, 2023 – Mar 10, 2023

This is a 100% online course, and uses the A&M-Central Texas Canvas Learning Management System [<https://tamuct.instructure.com/>].

**INSTRUCTOR AND CONTACT INFORMATION**

**Instructor:** Dr. Hashai Papneja

**Office:** Founder's Hall 323P

**Email:** [hpapneja@tamuct.edu](mailto:hpapneja@tamuct.edu) (preferred), or through Canvas Inbox.

**Office Hours**

Tuesdays: 10AM – 12PM in-person (FH-323P) and 2 – 4PM online (Zoom)

Wednesdays: 3 – 5PM online (Zoom)

Thursdays: 10AM – 12PM in-person (FH-323P)

Join Zoom Meeting

<https://us04web.zoom.us/j/79954306574?pwd=EU3vZS9Fxi2H3gJUQb7vyb5ZanQY8V.1>

Meeting ID: 799 5430 6574, Passcode: 7wCYaP

I am also available to students on an appointment basis. Please email me *from your Warrior email account* to schedule an appointment. Meetings would take place on Zoom.

**Student-Instructor Interaction**

I usually respond to all student emails within 24 - 48 hours, if not sooner.

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

**SAFEZONE.** SafeZone provides a public safety application that gives you the ability to call for help with the push of a button. It also provides Texas A&M University-Central Texas the ability to communicate emergency information quickly via push notifications, email, and text messages. All students automatically receive email and text messages via their myCT accounts. Downloading SafeZone allows access to push notifications and enables you to connect directly for help through the app.

You can download SafeZone from the app store and use your myCT credentials to log in. If you would like more information, you can visit the [SafeZone](http://www.safezoneapp.com) website [[www.safezoneapp.com](http://www.safezoneapp.com)].

To register SafeZone on your phone, please follow these 3 easy steps:

1. Download the SafeZone App from your phone store using the link below:
  - [iPhone/iPad](https://apps.apple.com/app/safezone/id533054756): [https://apps.apple.com/app/safezone/id533054756]
  - [Android Phone / Tablet](https://play.google.com/store/apps/details?id=com.criticalarc.safezoneapp)  
[https://play.google.com/store/apps/details?id=com.criticalarc.safezoneapp]
2. Launch the app and enter your myCT email address (e.g. {name}@tamuct.edu)
3. Complete your profile and accept the terms of service

**For updates on COVID information**, please monitor the University [website](https://www.tamuct.edu/covid19/)  
[https://www.tamuct.edu/covid19/]

## **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 Objective or Goal**

#### **Student Learning Outcomes**

After a successful completion of the course, a student should be able 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 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 strategic use of information technology 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.

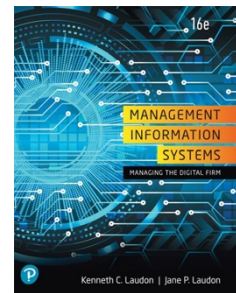
### Required Reading and Textbook(s)

**Title:** Management Information Systems: Managing the Digital Firm

**Authors:** Kenneth C. Laudon, Jane P. Laudon

**ISBN:** 9780135191927 (16<sup>th</sup> ed. looseleaf) or 9780135191798 (16<sup>th</sup> ed. paperback) or 9780136971542 (17<sup>th</sup> ed.)

**Edition:** 16<sup>th</sup> or 17<sup>th</sup> USA edition. Please refrain from purchasing the Global edition of the textbook as materials and case studies might be different from the USA edition.



**Note:** An electronic version of the book may be available. There is no obligation to purchase the textbook from a university-affiliated bookstore. The same textbook may also be available from an independent retailer, including online retailers.

**Supplemental Material:** The course textbook may be supplemented with other materials including research articles, case studies, industry articles, videos including TED talks, PowerPoint presentations, etc. Students must know how to search for and download research articles from the Web (e.g., from Google scholar <https://scholar.google.com/>) and from the University library (<https://tamuct.libguides.com/index>).

## COURSE REQUIREMENTS

### Chapter Readings and Slides

The textbook has 15 chapters, and we will be going through each one. Chapter readings for each week are listed in the Course Calendar below. Additionally, chapter slides are posted on Canvas to go through. Students are expected to read and understand the chapters before working through the quizzes and assignments.

### Quizzes

There are 7 quizzes for this course, based on Chapters 1 thru 14. The quizzes will be conducted online through Canvas. Each quiz covers two chapters, and is worth 10 points. The quizzes are due on the last day of the week as noted in the Course Calendar below (typically at 11:59PM Central Time). The quizzes are timed, open book, open notes. Only one attempt is allowed. The

quizzes consist of multiple-choice, true/false questions. A quiz must be finished in a single sitting (i.e., cannot be saved and completed later).

### **Discussions**

There are 2 discussions for this course. The discussions are based on case studies from the textbook, or provided by the instructor. In addition to your original discussion post, each student must respond to at least one other student's post. The response should be thoughtful and meaningful. Due dates are as noted in the Course Calendar below, and will also be posted on Canvas. Each discussion is worth 10 points, with 8 points for your original post and 2 points for your responses to other students' posts.

### **Individual Research Paper**

Each student is required to write a paper on a topic covered in the course, or a contemporary MIS topic that interests them. The paper is due at the end of the term. A list of tentative topics has been provided on Canvas. You may choose a topic from the list, or come up with your own topic. *Please email me your choice of the topic by the date noted in the Course Calendar below.*

The paper must be 12-15 pages long (no more than 20 pages long) excluding references, tables, figures, appendices, etc. It should be formatted as double-spaced with 1" inch margins on all sides and use a 12-point Times New Roman font. References must conform to APA style 6 or 7 (you may refer to [https://owl.purdue.edu/owl/research\\_and\\_citation/apa\\_style/apa\\_formatting\\_and\\_style\\_guide/general\\_format.html](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html) for details). You may use Microsoft Word's "Insert Citation" option under "References", or you may download and use a citation software such as Mendeley, EndNote, Zotero, or RefWorks.

Your paper is expected to meet graduate-level standards. It should have at least 8 external references taken from academic / trade journals or conference papers. Please refrain from using Wikipedia as a reference.

The individual research paper is worth 15 points. Late submissions are not allowed. The deadline to submit the completed paper to Canvas is March 10<sup>th</sup>, 2023 by 11:59PM Central Time.

### **Case Study Write-Up**

For this part of the course, you are required to create a case study involving an organization with an IT-related problem. You may select any organization that you are familiar with, or any Fortune 500 company. You are to identify at least one (can be multiple) major IT-related problem(s) at that organization, explain the problem(s) thoroughly (first part of your write-up), and then suggest thorough and deep solutions to the problem(s) (second part of your write-up). In other words, 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. *Please email me your choice of the company and the problem(s) you plan to address by the date noted in the Course Calendar below.*

The case study write-up must be 15-20 pages long (no more than 30 pages) excluding references, tables, figures, appendices, etc. It should be formatted as double-spaced with 1” inch margins on all sides and use a 12-point Times New Roman font. References must conform to APA style 6 or 7. You may use Microsoft Word’s “Insert Citation” option under “References”, or you may download and use a citation software such as Mendeley, EndNote, Zotero, or RefWorks.

The case study write-up is worth 15 points. Late submissions are not allowed. The deadline to submit the completed write-up to Canvas is March 10<sup>th</sup>, 2023 by 11:59PM Central Time.

### Grading Criteria Rubric and Conversion

The following grading criteria will be used to determine your final grade in the course:

| Required Activity         | Quantity | Points (each) | Total      |
|---------------------------|----------|---------------|------------|
| Quizzes                   | 7        | 10            | 70         |
| Discussions               | 2        | 10            | 20         |
| Individual Research Paper | 1        | 15            | 15         |
| Case Study Write-Up       | 1        | 15            | 15         |
| <b>Total</b>              |          |               | <b>120</b> |

| Point Range | Letter Grade |
|-------------|--------------|
| 108 – 120   | A            |
| 96 – 107    | B            |
| 84 – 95     | C            |
| 72 – 83     | D            |
| 0 – 71      | F            |

### Posting of Grades

Grades will be posted to the Canvas Gradebook within about a week after the due date.

### Grading Policies

All assignments must be submitted before the posted deadline (typically at 11:59PM Central Time on the end date for that week as noted in the Course Calendar below). Late assignments will generally not be accepted, unless you have a genuine reason (e.g., sickness). In such cases, please email me, and depending on the situation, I may make an exception for you to make up the work. It is always advisable to start working on the assignments as soon as you get them.

### Plagiarism Policy

Students are strongly advised not to copy and paste material from websites, study guides (such as Chegg, Course Hero, etc.), research articles, industry articles, blog posts, or any other online resources. Students must rephrase and properly cite any of the material used in their submissions. All submissions will be checked using an automated plagiarism check software

built into Canvas. Assignments with more than 40% plagiarized material will receive a grade of zero. Rephrasing and citing sources properly or quoting with proper citations are key here.

## COURSE OUTLINE AND CALENDAR

### Complete Course Calendar

Below is a tentative course outline and calendar:

| Week | Dates             | Learning Materials                        | Deliverables                                               | Due Date * |
|------|-------------------|-------------------------------------------|------------------------------------------------------------|------------|
| 1    | Jan 18 – 22, 2023 | Syllabus and Introductions, Chapters 1, 2 | Meet & Greet Discussion                                    | Jan 22     |
| 2    | Jan 23 – 29       | Chapters 3, 4                             | Quiz 1, Research Paper Topic Selection due                 | Jan 29     |
| 3    | Jan 30 – Feb 5    | Chapters 5, 6                             | Quiz 2, Case Study Company and Problem Identification due  | Feb 5      |
| 4    | Feb 6 – 12        | Chapters 7, 8                             | Quiz 3, Discussion 1 due                                   | Feb 12     |
| 5    | Feb 13 – 19       | Chapters 9, 10                            | Quiz 4, Preliminary Research Paper Write-up due            | Feb 19     |
| 6    | Feb 20 – 26       | Chapters 11, 12                           | Quiz 5, Discussion 2 due                                   | Feb 26     |
| 7    | Feb 27 – Mar 5    | Chapters 13, 14                           | Quiz 6, Preliminary Case Study Write-up due                | Mar 5      |
| 8    | Mar 6 – 10        | Chapters 15                               | Quiz 7, Individual Research Paper, Case Study Write-up due | Mar 10     |

\* Unless otherwise noted, all deliverables are due to Canvas by 11:59PM Central Time.

### Important University Dates

Please see the link below for the A&M-Central Texas Academic Calendars, which track important deadlines and dates for the school year and semesters:

<https://www.tamuct.edu/registrar/academic-calendar.html>

## TECHNOLOGY REQUIREMENTS AND SUPPORT

This course will use Microsoft Office 365 software. As a University student, you can download the software at no cost. Please access this University link for download instructions:

<https://tamuct.onecampus.com/task/all/office365-software>

### 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.*

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

### **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 Warrior Center for Student Success, Equity 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>]

### **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. Any deviation by students from this expectation may result in a failing grade for the assignment and potentially a failing grade

for the course. All academic misconduct concerns will be referred to the Office of Student Conduct. 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 referral](https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout_id=0),  
[https://cm.maxient.com/reportingform.php?TAMUCentralTexas&layout\_id=0].

### **Drop Policy**

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

[https://federation.ngwebsolutions.com/sp/startSSO.ping?PartnerIdpid=https://eis-prod.ec.tamuct.edu:443/samlso&SpSessionAuthnAdapterId=tamuctDF&TargetResource=https%3a%2f%2fdynamicforms.ngwebsolutions.com%2fSubmit%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.

### **Important information for Pregnant and/or Parenting Students**

Texas A&M University-Central Texas supports students who are pregnant, experiencing pregnancy-related conditions, 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/pregnant-and-parenting-students.html) [https://www.tamuct.edu/student-affairs/pregnant-and-parenting-students.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 virtually and in-person. Student success coaching is available online upon request.

If you have a question, are interested in becoming a tutor, or in need of success coaching contact the Warrior Center for Student Success, Equity and Inclusion at (254) 501-5836, visit the Warrior Center at 212 Warrior Hall, or by emailing [WarriorCenter@tamuct.edu](mailto:WarriorCenter@tamuct.edu).

To schedule tutoring sessions and view tutor availability, please visit [Tutor Matching Services](https://tutormatchingservice.com/TAMUCT) [https://tutormatchingservice.com/TAMUCT] or visit the Tutoring Center in 111 Warrior Hall.

Chat live with a remote 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 Library & Archives**

The University Library & Archives provides many services in support of research across campus and at a distance. We offer over 350 electronic databases containing approximately 631,525 eBooks and 75,149 journals, in addition to the 97,443 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 virtually through WebEx, Microsoft Teams or in-person at the library. [Schedule an appointment here](https://tamuct.libcal.com/appointments) [https://tamuct.libcal.com/appointments]. 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/index) [https://tamuct.libguides.com/index]

## **University Writing Center**

University Writing Center: Located in Warrior Hall 416, the University Writing Center (UWC) at Texas A&M University–Central Texas (A&M–Central Texas) is a free service open to all A&M–Central Texas students. The hours of operation are from 10:00 a.m.-5:00 p.m. Monday thru

Thursday in Warrior Hall 416 (with online tutoring available every hour as well) with satellite hours available online only Monday thru Thursday from 6:00-9:00 p.m. and Saturday 12-3 p.m.

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-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, need any assistance with scheduling, or would like to schedule a recurring appointment with your favorite tutor.

## **OTHER 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 Wellness and 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].

Anonymous referrals are accepted. Please see the [Behavioral Intervention Team](#) website for

more information [<https://www.tamuct.edu/bit>]. If a person's behavior poses an imminent threat to you or another, contact 911 or A&M-Central Texas University Police at 254-501-5805.

### **Syllabus and Course Materials**

The instructor reserves the right to modify the course syllabus during the semester for the benefit of the students. The instructor reserves the right to supplement materials presented in the text with additional course material that may help the students better understand the topic(s).

### **Syllabus, Grading Policies, and Rubrics**

The instructor reserves the right to modify the syllabus, grading policies, and rubrics for current and future assignments for the benefit of the students.

### **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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