Commerce 2KA3
Information Systems in Management
Winter 2020 Course Outline

Information Systems
DeGroote School of Business
McMaster University

COURSE OBJECTIVE

This course prepares Commerce students in the School of Business to leverage information systems effectively. The course focuses on the opportunities and pitfalls provided by information systems, how they are likely to affect the world, and what managers need to know to make effective use of them.

Dr. Ali Reza Montazemi	**Dr. Maryam Ghasemaghaei**
Course Instructor	**Course Instructor**
montazem@mcmaster.ca	ghasemm@mcmaster.ca
Office: DSB-422	Office: DSB-A203
Office Hours: by appointment	Office Hours: by appointment
Tel: (905) 525-9140 x27434	Tel: (905) 525-9140 x21721

Lecturer	Weeks
Dr. Montazemi (Sections: 1,2,3,4)	1, 2, 3, 4, 5, 6
Dr. Ghasemaghaei (Sections: 1,2,3,4)	7, 8, 9, 10, 11, 12

Class Meeting Times and Locations			
Section	**Days**	**Times**	**Location**
1	Tuesday	10:30-11:20	JHE-264
	Thursday	9:30-10:20	JHE-264
2	Tuesday, Wednesday	9:30-10:20	JHE-264
3	Tuesday	13:30-14:20	JHE-264
	Thursday	12:30-13:20	JHE-264
4	Tuesday, Thursday	11:30-12:30	JHE-264

All communication will be through course Avenue

INSTRUCTORS AND CONTACT INFORMATION

For questions about both assignments 1&2, please contact: Mr. Mehmet Akgul (akgulm@mcmaster.ca)

For all other inquires about the course, contact the Course Instructor.

Students corresponding via email **must** send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information, as well as confirms the identity of the student.

COURSE ELEMENTS

Credit Value:	3	Leadership:	Yes	IT skills:	Yes	Global view:	Yes
Avenue:	Yes	Ethics:	Yes	Numeracy:	No	Written skills:	Yes
Participation:	Yes	Innovation:	Yes	Group work:	No	Oral skills:	No
Evidence-based:	Yes	Experiential:	Yes	Final Exam:	Yes	Guest speaker(s):	No

COURSE DESCRIPTION

This course emphasizes the strategic role of information systems in modern business. Topics include: the technical foundations of information systems, the impact of information systems on business operations and decision-making, and the processes that are required for successful implementation of business information systems.

LEARNING OUTCOMES

Upon completion of this course, students will be able to complete the following key tasks:
➢ Assess a company's e-business requirements and strategies.
➢ Understand how information systems support business operations, managerial decision-making, and strategy.
➢ Understand the application of the Internet and related Web technologies to facilitate business, electronic commerce, and collaboration.
➢ Understand issues related to the management of information systems, such as privacy, security, and ethical concerns.
➢ Be knowledgeable about the management of data and information as key organizational resources.
➢ Understand how information systems are developed, including project management and systems design methodologies.
➢ Be knowledgeable about the technical aspects of information systems architecture, hardware, and software.

REQUIRED COURSE MATERIALS AND READINGS

From Titles bookstore: Laudon, K.C., Laudon, J.P. "Management Information Systems: Managing the Digital Firm, 16th Edition," Pearson, 2020
Options:
1. Hard Copy Bound Text with Access Card for MyMISLab and Etext: **$169.95**
2. Loose Leaf Version of the Text with Access Code Card to MyMISLab and Etext: **$115.00**
3. Stand Alone Access MyMISLab and Etext: **$99.95**

EVALUATION

Learning in this course results primarily from assigned readings, class lectures, assignments, and tests. All work is evaluated on an individual basis.

Components and Weights

The components of the course grade will be calculated as follows:

Component	Description	%
Midterm	Covers material from BOTH lectures and textbook chapters 1, 2, 3,4, 9, 10, 11, and 12 only. This is a closed book exam and will be comprised of multiple choice& true/false questions. The date of the midterm is **Saturday, February 29, 11:00-13:00**. Check Avenue closer to the date of the exam for your assigned room location based on alphabetic order of student's family name.	35%
Final Exam	Covers material from BOTH lectures and textbook chapters 5, 6, 7, 8, 13, 14, and 15 only. This is a closed book exam and will be comprised of multiple choice & true/false questions. The date and location of the final exam will be made known once the master final exam schedule is finalized.	35%
Weekly online tests	Weekly online tests that are accessible through your Pearson MyLab. You can log into the site with your access card number. Each week test is worth up to 1% of total grade.	10%
Hands-on Assignment 1	An "Enterprise Resource Planning (ERP)" Assignment. This is an individual assignment. More details will be made available in class and on AVENUE once the assignment is released. The assignment will be released on Avenue on Monday **January 28th**. The due date is **FEBRUARY 14th at 2:00 PM (14:00).**	10%
Hands-on Assignment 2	"Using Microsoft Access" Assignment. This is an individual assignment. More details will be made available in class and on AVENUE once the assignment is released. The assignment will be released on Avenue on **Monday March 11th.** The due date is **March 27th at 2:00 PM (14:00).**	10%
	Total:	100%

Grade Conversion

At the end of the course your overall percentage grade will be converted to your letter grade in accordance with the following conversion scheme.

… please note that the Commerce grade conversion is …

LETTER GRADE	PERCENT	LETTER GRADE	PERCENT
A+	90 - 100	C+	67 - 69
A	85 - 89	C	63 - 66
A-	80 - 84	C-	60 - 62
B+	77 - 79	D+	57 - 59
B	73 - 76	D	53 - 56
B-	70 - 72	D-	50 - 52
		F	00 - 49

COMMUNICATION AND FEEDBACK

Students who are uncomfortable in directly approaching an instructor regarding a course concern may send a confidential email to the respective Area Chair (detlorb@mcmaster.ca) or the Associate Dean (adbusac@mcmaster.ca).

Students who wish to correspond with instructors or TAs directly via email must send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information as well as confirms the identity of the student. Emails regarding course issues should NOT be sent to the Area Administrative Assistants.

Instructors are required to provide evaluation feedback for at least 10% of the final grade to students prior to Week #8 in the term.

Instructors may conduct an informal course review with students by Week #4 to allow time for modifications in curriculum delivery.

Students who wish to have a course component re-evaluated must complete the following form:

http://www.mcmaster.ca/policy/Students-AcademicStudies/Form_A.pdf

In order for the component to be re-read:

- the component must be worth 10% or more of the final grade in the course
- students pay a fee of $50 in Gilmour Hall #209 (receipt is then brought to APO)
- the Area Chair will seek out an independent adjudicator to re-grade the component
- an adjustment to the grade for the component will be made if a grade change of three points or greater on the 12 point scale (equivalent to 10 marks out of 100) has been suggested by the adjudicator as assigned by the Area Chair
- if a grade change is made, the student fee will be refunded

Tests

There will be two written tests: (1) a midterm and (2) a final exam. The midterm and final exams cover concepts from BOTH lectures and the assigned readings. Both the midterm and final exams are closed-book.

Hands-on Assignment 1

This assignment has been devised to help you better understand the related concepts given in the lectures and/or textbook. Details of the assignment will be described in class. The assignment is expected to be completed individually. Work done in groups will be penalized by dividing the grade for this assignment by the number of members in the group. Work that is copied will be given a grade of zero and be scrutinized for Academic Dishonesty (see section below).

All answers to assignments must be uploaded to Avenue account, as per instruction provided on the assignments.

Hands-on assignment will be accepted after the due date but **a late penalty will apply where 20% will be deducted off the assignment for each day late**. It is each student's responsibility to submit the assignment in advance of the deadline. Note that work-in-progress for the hands-on assignment can be uploaded to AVENUE – the last version uploaded will be marked.

Hands-on Assignment 2

The purpose of this assignment is to learn how to create a DBMS by using Microsoft Access. In this assignment, you will create tables, and make queries for course registration from the perspective of the system administrator. The assignment is expected to be completed individually. Work done in groups will be penalized by dividing the grade for this assignment by the number of members in the group. Work that is copied will be given a grade of zero and be scrutinized for Academic Dishonesty (see section below).

All answers to assignments must be uploaded to Avenue account, as per instruction provided on the assignments.

Hands-on assignment will be accepted after the due date but **a late penalty will apply where 20% will be deducted off the assignment for each day late**. It is each student's responsibility to submit the assignment in advance of the deadline. Note that work-in-progress for the hands-on assignment can be uploaded to AVENUE – the last version uploaded will be marked.

ACADEMIC DISHONESTY

It is the student's responsibility to understand what constitutes academic dishonesty. Please refer to the University Senate Academic Integrity Policy at the following URL:

http://www.mcmaster.ca/policy/Students-AcademicStudies/AcademicIntegrity.pdf

This policy describes the responsibilities, procedures, and guidelines for students and faculty should a case of academic dishonesty arise. Academic dishonesty is defined as to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. Please

refer to the policy for a list of examples. The policy also provides faculty with procedures to follow in cases of academic dishonesty as well as general guidelines for penalties. For further information related to the policy, please refer to the Office of Academic Integrity at:

http://www.mcmaster.ca/academicintegrity

REQUESTING RELIEF FOR MISSED ACADEMIC WORK

Students may request relief from a regularly scheduled midterm, test, assignment or other course component in the following ways:

a)   **for absences from classes lasting up to three (3) days; or**
b)   **for absences from classes lasting more than three (3) days.**
c)   **for conflicts arising from Student Experience - Academic Office approved events**
a)   **For absences from classes lasting up to three (3) days**
Students must use the MSAF (McMaster Student Absence Form). This is an on-line, self-reporting tool, for which submission of medical or other types of supporting documentation is normally not required. Students may use this tool to submit a maximum of one (1) request for relief of missed academic work per term if the weighting of the component is worth less than **25%** of the course weight. Students must follow up with their course instructors regarding the nature of the relief within two days of submitting the form. Failure to do so may negate the opportunity for relief. It is the prerogative of the instructor of the course to determine the appropriate relief for missed term work in his/her course. Details are described below.

If the value of the component is worth **25%** or more, students must report to their Faculty Office (the Student Experience – Academic Office for Commerce students) to discuss their situation and will be required to provide appropriate supporting documentation. **Because you are weighting your own work, you will need to keep careful track of whether you will be able to use the standard MSAF or will have to petition for accommodation through the Academic Office. The final version of your Weight Allocation form will help you to make this determination.**

Please visit the following page for more information about MSAF:
http://academiccalendars.romcmaster.ca/content.php?catoid=13&navoid=2208#Requests_for_Relief_for_Missed_Academic_Term_Work

b)   For absences from classes lasting more than three (3) days
Students cannot use the MSAF. They MUST report to their Faculty Office (the Student Experience – Academic Office for Commerce students) to discuss their situation and will be required to provide appropriate supporting documentation.

Students who wish to submit more than one request for relief of missed academic work per term cannot use the MSAF. They must report to the Student Experience – Academic Office and discuss their situation with an academic advisor. They will be required to provide supporting documentation and possibly meet with the Manager.

c) For conflicts arising from Faculty Office approved events

Students unable to write a mid-term at the posted exam time due to the following reasons: religious; work-related (for part-time students only); representing university at an academic or varsity athletic event; conflicts between two overlapping scheduled mid-term exams; or other extenuating circumstances, have the option of applying for special exam arrangements. Please see the DeGroote Missed Course Work Policy for a list of conflicts that qualify for academic accommodation

http://ug.degroote.mcmaster.ca/forms-and-resources/missed-course-work-policy/

Such requests must be made to the Student Experience – Academic Office at least ten (10) working days before the scheduled exam along with acceptable documentation.

Non-Commerce students must submit their documentation to their own Faculty Office and then alert the Student Experience – Academic Office of their interest in an alternate sitting of the midterm.

Adjudication of all requests must be handled by the Student Experience – Academic Office. Instructors cannot allow students to unofficially write make-up exams/tests.

The MSAF cannot be used during any final examination period.

If a mid-term exam is missed without a valid reason, students will receive a grade of zero (0) for that component.

POLICY FOR APPROVED MISSED ACADEMIC WORK

Students who cannot write a test/assignment, and have advanced knowledge and permission as described above, will be given the opportunity to write an alternate version of the test/assignment and an alternate time.

Students who did not write a test, and subsequently provide an MSAF submission, or documentation for which they have been approved by the Student Experience – Academic Office, will have the weight of the missed work reallocated across other course components. The student must follow up with the instructor to understand this process and decision.

Students who submit an MSAF, or have been approved by the Student Experience – Academic Office, for an assignment deadline, will be given an extension of 3 days for the assignment. Please note, the student will ultimately be required to submit the assignment. **Note: This does not apply to in-class assignments.**

STUDENT ACCESSIBILITY SERVICES

Students who require academic accommodation for any aspect of course work must contact a Program Coordinator at Student Accessibility Services (SAS). Academic accommodations must be arranged for each term of study. Student Accessibility Services can be contacted by phone 905-525-9140 ext. 28652 or e-mail sas@mcmaster.ca . For further information, consult McMaster University's Policy for Academic Accommodation of Students with Disabilities.

POTENTIAL MODIFICATIONS TO THE COURSE

The instructor and university reserve the right to modify elements of the course during the term. The university may change the dates and deadlines for any or all courses in extreme circumstances. If either type of modification becomes necessary, reasonable notice and communication with the students will be given with explanation and the opportunity to comment on changes. It is the responsibility of the student to check their McMaster email and course websites weekly during the term and to note any changes.

PLACES TO GET HELP WITH YOUR WORK

- For help with course content, your instructors are the best source for help. Feel free to ask these professors for explanation of any topic covered in the course. Be sure to read the assigned materials before contacting the course instructor. The best way to interact with your instructors is face-to-face, but they also welcome e-mail and voice mail. For help with both hands-on assignments 1&2, please contact: Mr. Mehmet Akgul (akgulm@mcmaster.ca)

Instructions for MyLab MIS Student Registration

It's time to access MyLab MIS for Laudon & Laudon-Management Information Systems: Managing the Digital Firm 16/e

You will need:

- Access to your instructor's avenue course
- An email address (preferably your McMaster University one)
- Your MyLab MIS student access code (purchased from the bookstore or directly from Pearson at the MyLab Site after registration)

How to Register

- Login to your avenue course
- Select the Pearson widget
- Login to your existing Pearson account or create a new Pearson account
- Choose your preferred purchase option:

  1. Enter your **access code** when requested by the system
  2. Purchase **online** with a credit card
  3. Select 'get **temporary access** without payment for 14 days'

Please note: You do not need a course ID to register for this course.
You must register directly through your avenue course page and not through Pearson.

How to upgrade from Temporary Access to Permanent Access

When upgrading from temporary access to permanent access **you DO NOT need to create a new account**. Just follow the steps below:

1. On your MyLab MIS homepage, select **My Courses** on the left hand side toolbar.
2. Highlighted in yellow you should see the option to **Upgrade Access** on your MyLab MIS course, click on it.
3. You will be asked to **Choose Your Access Option**, enter your access code from the bookstore or purchase permanent access online

For more information or for instructions on how to obtain permanent access if your temporary access has expired, visit https://support.pearson.com/getsupport/

Technical Support of MyLab MIS

Your quickest path to resolve any technical issues is to contact technical support (https://support.pearson.com/getsupport/s/contactsupport). They have access to your user account and will be able to quickly troubleshoot the issues.

When you contact them l**et them know your course is integrated into D2L** and include the following information:

1. Your username

2. Operating system (e.g., Windows 8 or MacOS Catelina)

3. Browser (preferred browser is Chrome)

4. Exactly what you are trying to open.

5. Error message (if any) that appears when you try to open it.

If your issue is not resolved in 24 hours you can contact Laura Banks at laura.banks@pearson.com, and provide your incident #

COURSE SCHEDULE

Commerce 2KA3
Information Systems in Management
Winter 2019 Course Schedule

Week	Date	Instructor	Topic covered	Study	Event
1	Jan. 6-10	Montazemi	Information Systems in Global Business Today	Ch. 1	Weekly Quiz 1:Deadline Jan 12 11:00pm
2	Jan. 13-17	Montazemi	Global E-Business and Collaboration Information Systems, Organizations, and Strategy	Ch. 2 & Ch.3	Weekly Quiz 2:Deadline Jan 19 11:00pm
3	Jan. 20-24	Montazemi	Information Systems, Organizations, and Strategy Ethical and Social Issues in IT	Ch. 3 & Ch. 4	Weekly Quiz 3:Deadline Jan 26 11:00pm
4	Jan. 27-31	Montazemi	Achieving Operational Excellence E-commerce	Ch. 9 & Ch. 10	Weekly Quiz 4:Deadline Feb 2 11:00pm
5	Feb. 3-7	Montazemi	How to complete the hands-on Assignment		**SAP Hands-on Assignment released Monday Feb. 3rd**
6	Feb. 10-14	Montazemi	Managing Knowledge and Enhancing Decision Making	Ch. 11 & Ch. 12	1. Weekly Quiz 5: Deadline Feb 16 11:00pm 2. Deadline for uploading SAP Hands-on Assignment is **Friday Feb. 14th at 2:00 PM.**
	Feb. 17-23 NO CLASSES – MIDTERM RECESS				
7	Feb. 24-28	Ghasemaghaei	IT Infrastructure and Emerging Technologies	Ch. 5	1. Weekly Quiz 6: Deadline March 1, 11:00pm 2. **Midterm exam Feb. 29, 11:00-13:00**
8	Mar. 2-6	Ghasemaghaei	Database and Information Management Telecommunications, the Internet, and Wireless Technology	Ch. 6 & Ch. 7	Weekly Quiz 7: Deadline March 8, 11:00pm
9	Mar. 9-13	Ghasemaghaei	How to complete the hands-on Assignment		**Microsoft Access Hands-on Assignment released Monday March 9th**
10	Mar. 16-20	Ghasemaghaei	Securing Information Systems	Ch. 8	Weekly Quiz 8: Deadline March 22, 11:00pm
11	Mar. 23-27	Ghasemaghaei	Building Information Systems	Ch. 13	1. Weekly Quiz 9: Deadline March 29, 11:00pm 2. Deadline for uploading Microsoft Access Hands-on Assignment is **Friday March 27th at 2:00 PM** (14:00).

12	Mar. 30-Apr. 3	Ghasemaghaei	Managing Projects Managing Global Systems	Ch. 14 & Ch. 15	Weekly Quiz 10: Deadline April 5, 11:00pm Chapter Review for the final exam