

**MIS 402: Information Management**  
**Fall 2008**  
**Mondays/Wednesdays 2:00 p.m.-3:15 p.m.**

**Instructor Information:**

Instructor: Sidne Ward, Ph.D., Associate Professor of MIS  
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Please preface the subject line of e-mail messages with "MIS 402:"

My Web Site:

<http://www.bloch.umkc.edu/faculty-staff/faculty-directory/ward/index.aspx>

Office Hours: By appointment or drop-in.

I'm in my office almost every day after class and will be happy to meet with you on a drop-in basis if my schedule permits. If you need to see me, it's best to schedule an appointment to ensure my availability.

**Course Information:**

Description:

MIS 402 introduces students to the usage of information technologies and systems in the enterprise. The impacts of these systems, business intelligence and decision support capabilities are explored as well.

Class Site: <http://blackboard.umkc.edu/>

You will need your UMKC Exchange username and password for access.

Prerequisite: MIS 203 and STAT 235 or equivalents.

Text: ***Business Driven Technology-3<sup>rd</sup> edition***. P. Baltzan, A. Phillips, and S. Haag, McGraw-Hill/Irwin, 2009. 13 digit ISBN: 978-0-07-337674-5. 10 digit ISBN: 0-07-337674-4. You may use the print edition of the text or an electronic version. The print version is available through the UMKC bookstore and online retailers. You may purchase electronic online and downloadable versions of the text at: <http://www.coursesmart.com/0077271149>

Course Objectives: By the end of the course you should:

- Understand how Information Systems initiatives such as business process reengineering, supply chain management, and customer relationship management can contribute to attaining competitive advantage by the enterprise.
- Become familiar with metrics for measuring Information Technology success.
- Be able to reason about ethical issues related to the use and deployment of Information Systems.
- Understand how Business Intelligence initiatives can contribute to the enterprise.

- Understand the value of Enterprise Resource Planning systems in integration across the enterprise.
- Understand the impacts of technologies such as the Internet, Web, and wireless technologies on enterprises.
- Understand how Information Systems applications are developed and acquired by enterprises.

### Grading:

4 Exams (Lowest Grade Dropped)	[100 Points Each]	300 Points
In-Class Group Exercises		50 Points
In-Class Group Participation		50 Points
Total		400 Points

Course Grades will be as follows:

100%-93%	400-372 Points	A
<93%-90%	371-360 Points	A-
<90%-87%	359-348 Points	B+
<87%-83%	347-332 Points	B
<83%-80%	331-320 Points	B-
<80%-77%	319-308 Points	C+

<77%-73%	307-292 Points	C
<73%-70%	291-280 Points	C-
<70%-67%	279-268 Points	D+
<67%-63%	267-252 Points	D
<63%-60%	251-240 Points	D-
<60%-0%	239-0 Points	F

### Exams:

75% of the course grade is based on the exams. There will be 4 exams. I understand everyone can have a bad day, therefore your lowest exam score will be dropped. The top 3 exam scores are each worth 25% of the course grade.

Exams will be closed-book. The exams may cover any material discussed in class (including lectures and additional materials), assigned in the text (including chapters, business plug-ins, unit introductions, end of chapter/unit cases, key terms, etc.), and covered by in-class exercises.

You will not be allowed to take an exam after the regularly scheduled time for that exam. With a documented excuse (e.g., your participation in university-sponsored activities), you **may** be able to take an exam the day before the scheduled time. Arrangements must be made at least one week in advance. If an exam is not taken due to absence for **any** reason, that exam score will be the one dropped. The 4th exam, a comprehensive final, is scheduled during finals week on Thursday, December 11th from 8:00 am – 10:00 am. If you've taken all 3 regular exams and are satisfied with those exam scores, you may skip the comprehensive final and drop that score.

**Groups:**

Discussing and analyzing new information with others is one successful method of learning. To that end, you will be asked to divide yourselves up into groups of 3 to 4 for some in-class activities. In total, 25% of the course grade will be devoted to group-related activities.

Time will be allotted in class on Wednesday, August 20th to choose group members. You should select your fellow group members carefully. You may wish to ask the following questions to determine group member compatibility and expectations:

- What skills do group members have? Knowledge level regarding IT? Good at speaking, writing, organizing? Others?
- Do group members plan to attend class regularly?
- Do group members expect to be regularly prepared for class (e.g., will they complete reading assignments before class)?

Once groups have been chosen, they will be set for the remainder of the semester. Nevertheless, occasionally group members find they are mismatched.

- If a group member wishes to join a different group, he or she may do so with the permission of everyone in both groups and notice (e-mail or written) of such to the professor.
- If a group wishes to "fire" a member, every other member of the group must agree. First, the entire group must schedule a meeting with the professor to attempt to reconcile differences. One week after that meeting, if every other member of the group still wishes to "fire" the group member, they may do so with notice (e-mail or written) of such to the professor and the former member. "Fired" group members may join another group, if they can find one, or complete the remaining in-class exercises alone.

**In-Class Group Participation:** An in-class group participation grade will be awarded based on evaluations by fellow group members as to your contribution towards the in-class group activities. If you must miss class on days activities are conducted in class, you may wish to share your excuse with fellow group members and to contribute extra effort to other group activities. Students who end the semester without a group due to being "fired" from their group (see procedure above) will receive ½ credit for the in-class group participation grade.

**In-Class Group Exercises:** An in-class group exercises grade will be awarded based on your participation in the in-class group exercises. If you are in class on a day that an in-class group exercise is performed and collaborate with your group, you will receive credit for that exercise. Every student will be able to miss one in-class exercise without penalty. (Unfortunately, there is no extra credit for completing all the in-class exercises.)

It is possible to earn up to 50 points during the semester via in-class group exercises. The 50 point total will be spread evenly over the number of in-class group exercises completed during the semester.

For example, if at the end of semester there have been a total of 11 in-class exercises:

- A student in class for (and contributing to) 9 of the in-class exercises would earn 45 points.
- A student in class for 10 of the exercises would earn 50 points.
- A student in class for all 11 exercises would earn 50 points.

**Responsibilities:**

You have responsibilities to yourselves, your fellow classmates, and the professor. I am a believer in personal responsibility.

- Be prepared for and participate in class discussions and assignments. Please ask questions when you don't understand the material and share comments with the class.
- If you master the material, but don't share your insights and experiences with others, you are not learning one of the most important lessons of the course.
- Contribute to all in-class group activities.
- Attendance and contributions are a professional obligation. Pay attention, contribute, ask questions, arrive on time, do not leave until class is over, turn your cell phone off, etc.
- You are responsible for all material presented in class whether or not you are present. This material includes the lectures, discussions, exercises, etc.
- You are also responsible for being aware of all due dates, exam dates, and other course scheduling information. This information will be regularly posted to the class site on Blackboard. You should check the web site often for all due dates and any changes or additions to the original syllabus.

**Academic Honesty:**

You are expected to exhibit high standards of academic honesty. Cheating, plagiarism, and taking credit for work you did not perform will not be tolerated.

- All exams are closed book, closed notes, and are to be taken without assistance. Persons observed cheating on an exam or assisting others both in or out of the classroom will receive a grade of zero for the exam.
- Similarly, plagiarism of exercises is unacceptable. Answers to all exercises should be presented in your own words. A grade of zero will be assigned on any such item where plagiarism has been detected. All work performed by others should be carefully attributed.
- Adding other students' names or allowing your own name to be added to an exercise to which you did not contribute is unacceptable. Students must not take credit for the work of others or assign credit to those who did not perform the work.

Students taking or assigning credit where undeserved will receive a grade of zero for the exercise. All in-class group exercises must be a collaborative effort of the group.

- University regulations require that I report the incident to the Bloch School Associate Dean's Office, which may in turn report the incident to the UMKC administration. Therefore, additional penalties may be applied. These penalties may include, but are not restricted to, probation, suspension, or expulsion.
- In the overall course of your college career, it is much better to earn a poor grade on an assignment or exam than to commit academic dishonesty.
- Student conduct policies are available at:  
<http://www.umkc.edu/umkc/catalog/html/append/policy/0020.html>

**ADA Policy:**

If you have any questions about a disability, or desire accommodation under the Americans with Disabilities Act, please contact the Office of Disabled Student Services - 816.235.1083. Their website is: <http://www.umkc.edu/disability/>

**Weather:**

The university announces class cancellations on their web site. If the university has not announced that classes are canceled during bad weather, check the class Blackboard site.

- If I feel it is necessary to cancel class, there will be a message stating so on Blackboard.
- If you're unable to attend class during bad weather when the class has not been canceled, please e-mail me before class.
- If class is canceled due to inclement weather, all activities scheduled for the canceled session will take place during the next class meeting including exams.

**Additional Policies:**

The division, the Bloch School, and UMKC have additional policies that may apply to the conduct of the course.

**Modification of the Course Syllabus:**

All course requirements, course grading standards, exam dates, etc. for this course are subject to change at the discretion of the professor. Changes to the printed syllabus (distributed the first class period) will be announced during a regularly scheduled class period as well as posted to the class site on Blackboard. You are responsible for keeping up with any such modifications.

## Tentative Schedule

The following schedule is extremely ambitious and it is possible we will not cover all the material. If not, exams will still be on the scheduled dates. The regular exams will cover all material actually covered since the previous exam. The comprehensive final will cover all material covered during the course.

Note: Both the Chapters 1-19 and the Business Plug-Ins (B2, B4, B7, B10, B13, and B14) are in the text. The Business Plug-Ins are in the back of the text.

<b>CLASS SESSION</b>	<b>MATERIAL</b>	<b>ACTIVITIES</b>
August 18, Monday	Course Introduction	class meeting
August 20, Wednesday	Introduction to Unit 1: Achieving Business Success Chapter 1: Business Driven Technology	class meeting, Group Selection
August 25, Monday	B2: Business Process	class meeting
August 27, Wednesday	B4: Enterprise Architecture	class meeting
September 1, Monday		Labor Day Holiday – no class
September 3, Wednesday	Chapter 2: Identifying Competitive Advantage	class meeting
September 8, Monday	Chapter 3: Strategic Initiatives for Implementing Competitive Advantages	class meeting
September 10, Wednesday	Chapter 4: Measuring the Success of Strategic Initiatives	class meeting
September 15, Monday	Chapter 5: Organizational Structures that Support Strategic Initiatives	class meeting
September 17, Wednesday	B7: Ethics	class meeting
September 22, Monday	Chapters 1-5, Business Plug-Ins B2, B4, B7	Exam
September 24, Wednesday	Introduction to Unit 2: Exploring Business Intelligence Chapter 6: Valuing Organizational Information	class meeting
September 29, Monday	Chapter 7: Storing Organizational Information - Databases	class meeting
October 1, Wednesday	Chapter 8: Accessing Organizational Information – Data Warehouse	class meeting

<b>CLASS SESSION</b>	<b>MATERIAL</b>	<b>ACTIVITIES</b>
October 6, Monday	Introduction to Unit 3: Streamlining Business Operations Chapter 9: Enabling the Organization – Decision Making	class meeting
October 8, Wednesday	Chapter 10: Extending the Organization – Supply Chain Management	class meeting
October 13, Monday	Chapter 11: Building a Customer-Centric Organization –Customer Relationship Management	class meeting
October 15, Wednesday	Chapter 12: Integrating the Organization from End to End – Enterprise Resource Planning	class meeting
October 20, Monday	B10: Enterprise Resource Planning	class meeting
October 22, Wednesday	Chapters 6-12, Business Plug-In B10	Exam
October 27, Monday	Introduction to Unit 3: Building Innovation Chapter 13: Creating Innovative Organizations	class meeting
October 29, Wednesday	Chapter 14: E-Business	class meeting
November 3, Monday	Chapter 15: Creative Collaborative Partnerships	class meeting
November 5, Wednesday	Chapter 16: Integrating Wireless Technology in Business	class meeting
November 10, Monday	Introduction to Unit 4: Transforming Organizations Chapter 17: Building Software to Support an Agile Organization	class meeting
November 12, Wednesday	B14: Systems Development	class meeting
November 17, Monday	Chapter 18: Outsourcing in the 21 <sup>st</sup> Century	class meeting
November 19, Wednesday	B13: Strategic Outsourcing	class meeting
November 24, Monday		Fall Break – no class
November 26, Wednesday		Fall Break – no class

<b>CLASS SESSION</b>	<b>MATERIAL</b>	<b>ACTIVITIES</b>
December 1, Monday	Chapter 19: Developing a 21 <sup>st</sup> Century Organization Course Wrap-Up	class meeting
December 3, Wednesday	Chapters 13-19, Business Plug-Ins B13-B14	Exam
December 11, Thursday 8:00 am – 10:00 am	Chapters 1-19, Business Plug-Ins B2, B4, B7, B10, B13, B14	Comprehensive Final Exam

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