

**Brigham Young University Hawaii**  
**Computer and Information Sciences Department**  
**IS 330: MANAGEMENT INFORMATION SYSTEMS**  
**3 Credit Hours**  
**Winter 2008**

**INSTRUCTOR:** Dr. James Lee, Ph.D.  
**URL:** <http://jdlee13.is.byuh.edu>  
Blackboard: <https://blackboard.byu.edu/webapps/portal/frameset.jsp>  
**OFFICE:** School of Computing (GCB) 128  
**PHONE:** 675-3289  
**EMAIL:** [jdlee13@byuh.edu](mailto:jdlee13@byuh.edu)  
**PREREQUISITE:** IS 110 or Business Core  
**CLASS TIME:** M/W/F 11:00-11:50a.m. (1), 1:00-1:50p.m. (2)  
**VENUE:** GCB 140  
**OFFICE HOURS:** M/W/F 9:00a.m.-10:00a.m., Tu/Th 2:00-3:00p.m.  
By appointment at other times

**COURSE MATERIALS**

**Text Book:** Management Information Systems by James A. O'Brien and George M. Marakas, Seventh Edition. McGraw-Hill, 2005. ISBN: 0-07-293588-X

In addition, handouts, power-point slides, and questions for discussion in the class will be posted on Blackboard. Please note that I will not provide printed copies of any of the materials that are posted electronically. I will bring printed copies of additional reading material that is not posted electronically.

**CATALOG DESCRIPTION:**

Manager's use of information technology to support decision makers at all levels. Integrates and uses management functions, computer databases, accounting principles, model building, and graphical representation. (Prerequisite: CIS 110 or Business Core.)

**COURSE OBJECTIVES:**

Information technology, including the Internet, has emerged as one of the critical infrastructures, if not the most critical infrastructure, of modern organizations. Within any organization where you work, you will be touched by information systems and related technologies in various different roles: end-user, developer, or manager. Your ability to understand and use the right technology tools to solve business problems is an important prerequisite for successful performance in your workplace. This course provides the knowledge you need to understand the role of information systems in modern organizations, with particular focus on E-commerce and E-business. Along with skills learned in your functional area, knowledge from this course will help you effectively use information technology for solving business problems. Thus, the major learning objectives of this course are:

1. To develop a strong understanding and appreciation of information systems and how they support business organizations and management decision-making
2. To understand how the Internet is enabling electronic commerce and electronic business, thereby changing the dynamics of modern organizations
3. To develop critical thinking and analytical skills in solving business problems that involve information technology

### **INFORMATION SYSTEMS ANALYST (ISA) EXAM**

The CIS department requires that all students in this class (IS 330) pass Part 1 of the ISA Exam at the end of the semester (usually within the last two weeks of the course). The test scores will be used in your final course grade calculations as explained below:

- If your ISA Part 1 score is 50% or higher, your IS 330 grade is not restricted.
- If your ISA Part 1 score is 40%-49.9%, your maximum IS 330 grade is B+.
- If your ISA Part 1 score is 0-39.9%, your IS 330 grade is F.

The ISA exam will be available throughout the semester. Students who have never taken the ISA Part 1 exam are encouraged to take a practice test early in the semester to gauge their performance. The purpose of the practice test is simply to make the student familiar with the test format and does not count for credit. Everyone will take the exam for credit at the end of the semester. Please see <http://isa.is.byuh.edu/> for more information about the ISA exam.

### **PRESENTATION ETIQUETTE**

Building and demonstrating professionalism is very important for IS students, especially for your future career development. Therefore, students are expected to dress properly (at least business casual) when they give presentations. Shorts, t-shirts, and sandals are not acceptable attire for class presentations.

Students are required to use Microsoft PowerPoint or another equivalent software application for all presentations. In general, each presentation should consist of three parts: (1) **Introduction** of the topic and the presenter(s); (2) **Main content**; and (3) **Conclusion**, including Questions and Answers. Guidelines on how to organize the content and make effective presentation slides will be provided by the instructor, if needed.

### **MID-TERM AND FINAL EXAMS**

There will be 3 mid-term examinations and a final exam in this course. Please mark the exam dates in your calendar. **Make-up exams will NOT be given under any circumstances.** Your lowest midterm exam will be dropped, thereby retaining the two exams with the higher scores for the final grading. Dropping one exam is intended to cover all situations including alarm clock malfunction, out-of-town games, unexpected additional workload, an exam scheduled for another class later in the day, etc.

The final exam for this course will be held in the classroom during finals week, according to the University's final exam schedule. The final exam will be comprehensive covering all the lectures and additional class material.

## **MINI PROJECTS**

Throughout the semester, you will work on four mini projects. The purpose of these projects is to provide you with the training for solving managerial problems by using application software. The instructor will provide the details of each mini project as the class progresses. All groups are required to complete the written solutions by the date and time specified later in this syllabus. For some of the mini projects, an oral presentation is also required.

## **QUIZZES**

To ensure that students stay current with the assigned readings, the instructor will give several short unannounced quizzes during the semester. Quizzes count for 10% of your grade. These quizzes will focus on the assigned readings and review questions. Quizzes are given at the beginning of class and collected no more than 10 minutes after they are distributed. Students who arrive later than 10 minutes into the class period **will not be allowed** to take the quiz. **There are no early quizzes or make-up quizzes under any circumstance.**

## **CASE STUDIES**

Each chapter of the textbook contains four one-page case studies. At the end of each case, there is a list of study questions that promote critical thinking. The instructor will assign the cases to individual groups. Each group will need to prepare both written and oral solutions to its assigned case. The written solutions need to be typed, with a minimum length of 2-pages single spacing or 4-pages double spacing. In addition, PowerPoint slides are required for the in-class presentation of the cases.

## **ATTENDANCE & PARTICIPATION**

Class attendance and quality participation are important to the success of this class. Only exceptional reasons for absence (e.g., illness, death) will be excused. If you must miss a class, please inform the professor **before the class period**. 5% of your grade for this class is based on attendance and participation. If you do miss a class, you are responsible for obtaining class notes, announcements, handouts, and assignments from your classmates or from website postings.

Active participation constitutes answering questions addressed to the class, asking questions, offering insight on discussions, volunteering answers on practice exercises, etc. Points will be deducted for lack of participation, or for arriving late. Also, computers are for classroom use only and **students will lose points for working on other projects during class time.**

## **GROUP WORK**

You will be **assigned** to a group and are responsible for organizing yourselves, dividing up the work, and deciding how relative contributions should be measured. It is your responsibility to **promptly** inform the instructor of any dysfunctional group dynamics and to solicit help.

All group members must:

- Participate in all group activities,
- Participate in class discussions,
- Strive to maintain positive working relationships with their group members,

- Complete all assignments,
- Assist classmates,
- Freely express their ideas, thoughts, comments, and constructive criticisms to their group members, the instructor, and the class.

It is the responsibility of the group to ensure that all members understand all concepts related to the completed projects and presentations. If any member has not demonstrated adequate mastery of these skills, it is the responsibility of the group to evaluate and compensate him or her appropriately. The instructor may ask questions about any completed project or presentation to any group member and any incomplete or unsatisfactory answers will affect the group grade. However, this will be limited to the course-work that is group-based.

The instructor will implement a group feedback mechanism for the group project to ensure that each member contributes equally. The percentage of the total points you earn on group assignments will be based on an evaluation by your other group members at the end of the semester. Depending on the evaluation, you may earn all of the total points, more than the total or less than the total points earned on group assignments.

The instructor will have the final say in resolving any grades relating to the group project.

### **DUE DATES & TIME FOR SUBMITTING WORK**

Students are expected to complete ALL homework/assignments by the specified deadline. If you have a valid reason for delayed submission and can submit your homework within 24 hours of the official deadline, you may request partial credit after presenting appropriate evidence to the instructor. Such work will be graded at 75% of the original homework grade. The instructor reserves the right to determine if the evidence/reason presented satisfies the request for partial credit. Any work not submitted within 24 hours of the official deadline will receive a 0 for that homework irrespective of the reason for the delay. This includes individual and group assignments. **No exceptions will be made.**

If you know you will miss class during the homework submission time, please arrange to turn in your work ahead of time.

### **QUALITY OF WORK**

The expectation is for **professional quality** work both in terms of **content and presentation**.

- Spelling, grammar, punctuation, clarity of expression, and presentation will count in every piece of work you do for this course. If you have trouble with spelling, grammar or punctuation, have someone proofread your package.
- Your grade will be based on what you say or write and how you present it. It becomes difficult to read for content if the mechanics are sloppy, and a superior job may not be recognized as such if presented in an error-laden package.
- Good ideas sloppily expressed will receive mediocre grades, as will flashy presentations that lack content.

- Students whose native language is not English must meet the same quality requirements as others and should be sure to get help well ahead of the due date if this is an issue.
- Please read carefully all assignments. You are responsible to turn in ALL required components listed on the assignment handouts.

All work submitted for evaluation must be neat and clearly marked indicating the question/case to which it relates. Your work should clearly state the title of the work, your name (or the names of all the group members, if it is group work), and the date of submission.

### **GRADE APPEALS**

If you believe that the grade you received on an assignment, exam or other graded course component was in error or unfair, you can appeal to the professor **in writing** *within 7 calendar days of the receipt of your grade*. The appeal should clearly state the reasons why you believe the grade to be unfair or the nature of the error. **Appeals submitted more than 7 days after the receipt of your grade will not be considered.**

### **SPECIAL NEEDS**

Brigham Young University-Hawai'i is committed to providing a working and learning atmosphere, which reasonably accommodates qualified person with disabilities. If you have any disability that may impair your ability to complete this course successfully, please contact the students with **Special Need Counselor** Leilani Auna at **293-3999 or 293-3518**.

Reasonable academic accommodations are reviewed for all students who have qualified documented disabilities. If you need assistance or if you feel you have been unlawfully discriminated against on the basis of disability, you may seek resolution through established grievance policy and procedures. You should contact the Human Resource Services at **780-8875**.

### **PREVENTING SEXUAL HARASSMENT**

Title IX of the education amendments of 1972 prohibits sex discrimination against any participant in an educational program or activity that receives federal funds, including Federal loans and grants. Title IX also covers student-to-student sexual harassment. If you encounter unlawful sexual harassment or gender-based discrimination, please contact the Human Resource Service at **780-8875** (24 hours).

### **ACADEMIC INTEGRITY**

All BYUH students have the responsibility to be familiar with and to observe academic honesty as specified in **CES Honor Code**.

## GRADING

<b>Component</b>	<b>Points</b>	<b>Group/Individual</b>
<u>Examinations:</u>		
Mid-term Exams (3)	300	Individual
Final Exam	200	
Mini projects (4)	250	Group
Case presentations & papers	100	Group
Class participation	50	Individual
Quizzes	100	Individual
<b>Total</b>	<b>1000</b>	

Grades will be assigned based on the following cumulative scores:

A	94.00%	to	100%
A-	90.00%	to	93.99%
B+	87.00%	to	89.99%
B	82.00%	to	85.99%
B-	79.00%	to	81.99%
C+	76.00%	to	78.99%
C	72.00%	to	75.99%
C-	69.00%	to	71.99%
D+	66.00%	to	68.99%
D	62.00%	to	65.99%
D-	59.00%	to	61.99%
F	58.99% or less		

## COURSE SCHEDULE

This is a tentative schedule and is subject to change. Any changes to the schedule will be discussed in class.

Date		Topic	Assigned Reading	Homework/Task Due
January	9	Introduction and course overview		
	11	Foundations of Information Systems in Business	Chapter 1	
	14	Using electronic media to support the mission of the Church	Elder Ballard address	Handout Mini Project #1
	16	Competing with Information Technology	Chapter 2	
	18	ISA Part 1 Practice Exam 2:00 - 3:30 p.m. – GCB 147 4:00 - 5:30 p.m. – GCB 140		
	21	<b>Human Rights Day Holiday – No Class</b>		
	23	Competing with Information Technology	Chapter 2	
	25	<b>Mini Project #1 Presentations</b>		<b>Mini project #1 due by 10:00pm</b>
	28	Data Resource Management	Chapter 5	
	30	Data Resource Management	Chapter 5	
February	1	<b>Exam I in Testing Center – Fri or Sat</b>	<b>Chapters 1, 2</b>	
	4	Data Resource Management Lab 1	Access Database Tutorial	
	6	<b>Case Presentations I</b>	<b>Cases from chapters 1, 2</b>	<b>Case write-up due by start of class</b>
	8	Data Resource Management Lab 2	Access Tutorial	
	11	Telecom and Networking	Chapter 6	
	13	Telecom and Networking	Chapter 6	
	15	Functional Business Systems	Chapter 7	
	18	<b>President's Day Holiday – No Class</b>		
	20	<b>Case Presentations II</b>	<b>Cases from chapters 5, 6</b>	<b>Case write-up due by start of class</b>
	22	<b>Exam II in Testing Center – Fri or Sat</b>	<b>Chapters 5,6,7</b>	
	25	Enterprise Business Systems	Chapter 8	
	27	Enterprise Business Systems	Chapter 8	
	29	<b>Mini Project #2 Presentation</b>		<b>Mini project #2 due by 10:00pm</b>
March	3	Electronic Commerce	Chapter 9	
	5	Electronic Commerce	Chapter 9	
	7	Web Design Lab	Web Page Design Handout	
	10	<b>Case Presentations III</b>	<b>Cases from chapters 8, 9</b>	<b>Case write-up due by start of class</b>

Date		Topic	Assigned Reading	Homework/Task Due
March	12	Decision Support Systems	Chapter 10	
	14	Decision Support Systems	Chapter 10	
	17	Developing IT Strategies	Chapter 11	
	19	Developing IT Strategies	Chapter 11	
	21	<b>Mini Project #3 Presentations</b>		<b>Mini project #3 due by 10:00pm</b>
	24	Decision Support Systems Lab	Excel problem solving handout	
	26	<b>Kuhio Day Holiday – No Class</b>		
	28	Developing IT solutions	Chapter 12	
	27 28	<b>Exam III in Testing Center, Thu, Fri or Sat</b>	<b>Chapters 8, 9, 10</b>	
	31	Developing IT solutions	Chapter 12	
April	2	<b>Case Presentations IV</b>	<b>Cases from Chapters 10 &amp; 11</b>	<b>Case write-up due by start of class</b>
	4	Security and Ethical Challenges	Chapter 13	
	7	Security and Ethical Challenges	Chapter 13	
	9	Managing Global IT	Chapter 14	
	11	<b>Mini Project #4 Presentations</b>		<b>Mini project #4 due by 10:00pm</b>
	14	Managing Global IT	Chapter 14	
	16	Final Exam Review	Last day of class	
	21	<b>Final Exam Section 2 (1:00p.m. class) 3:00 p.m. – 6:00 p.m.</b>		
	23	<b>Final Exam Section 1 (11:00a.m. class) 11:00 a.m. – 2:00 p.m.</b>		