

**Nova Southeastern University  
Graduate School of Computer and Information Sciences**

**Course Syllabus**

**MMIS 620 –Management Information Systems- 3 credits-Online format Fall  
2003, September 22 – December 12, 2003, online**

**Instructor:** Frank W. Nasuti, Ph.D., CPA, CFE

Adjunct Professor

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**Course Description:** This course covers major concepts and architecture of computer information systems including information concepts; information flow; types of information systems; the role of information in planning operations, control, and decision making; integrated information systems across a range of functional elements and computer information systems in organizations.

**Required Textbook:**

<b>Term:</b>	<b>Fall 2003</b>
<b>Title:</b>	MANAGEMENT INFORMATION SYSTEMS W/E-TUTOR & POWERWEB - Required
<b>Author:</b>	James A. O'Brien
<b>ISBN:</b>	0072823119
<b>Edition:</b>	Sixth Edition
<b>Publisher:</b>	McGraw-Hill

**Required Software:** All submissions should be in any Microsoft Office product format. Files in Adobe Acrobat Reader will also be accepted. If you do not have any of the above, send me an email to see if I can read your files.

**Exit Competencies:** Upon completion of this course, the student will comprehend the following:

- How to use and manage information to revitalize business processes, conduct electronic commerce, improve business decision-making, and gain competitive advantage.
- Fundamental behavioral, technical, business, and managerial concepts about the components and roles of information systems including basic information system concepts derived from general theory or competitive strategy concepts used to develop information systems for competitive advantage.

- The major uses of information systems for the operations, management, and competitive advantage of an inter-networked E-business enterprise, including electronic business, commerce, collaboration and Decision-making using the Internet, intranets, and extranets.
- How end users or information specialists develop and implement information systems to meet E-business opportunities using several application development approaches.
- The challenges of effectively and ethically managing E-business technologies, strategies, and security at the end user, enterprise, and global levels of a business including the managerial challenges of information technology.
- Major concepts, developments, and managerial issues in information technology - that is, hardware, software, network, data resource management, and many Internet-based technologies.

## **Learning Objectives**

### ***I. Foundation Concepts (Ch 1,2)***

- Explain why knowledge of information systems is important for business professionals and identify five areas of information systems knowledge they need.
- Give examples to illustrate how the business applications of information systems can support a firm's business processes, managerial decision making, and strategies for competitive advantage.
- Provide examples of the components of real world information systems. Illustrate that in an information system, people use hardware, software, data, and networks as resources to perform input, processing, output, storage, and control activities that transform data resources into information products.
- Provide examples of several major types of information systems from your experiences with business organizations in the real world.
- Identify several challenges that a business manager might face in managing the successful and ethical development and use of information technology in a business.
- Identify several basic competitive strategies and explain how they can use information technologies to confront the competitive forces faced by a business.
- Identify several strategic uses of information technologies for electronic business and commerce, and give examples of how they give competitive advantages to a business.
- Give examples of how business process reengineering frequently involves the strategic use of E-business technologies.
- Identify the business value of using E-business technologies for total quality management, to become an agile competitor, or to form a virtual company.

- Explain how knowledge management systems can help a business gain strategic advantages.
- Identify and evaluate several factors that could help a company sustain a strategic competitive advantage.

## ***II. Information Technologies (Ch 3,4)***

- Explain the importance of implementing data resource management processes and technologies in an organization.
- Outline the advantages of a database management approach to managing the data resources of a business.
- Explain how database management software helps business professionals and supports the operations and management of a business.
- Provide examples to illustrate each of the following concepts: a. Major types of databases, b. Data warehouses and data mining, c. Logical data elements, d. Fundamental database structures, e. Database access methods, f. Database development.
- Identify several major developments and trends in the industries, technologies, and business applications of telecommunications and Internet technologies.
- Provide examples of the business value of Internet, intranet, and extranet applications.
- Identify the basic components, functions, and types of telecommunications networks used in business.
- Explain the functions of major types of telecommunications network hardware, software, media, and services.

## ***III. Business Applications (Ch 5,6,7,8)***

- Give examples of how Internet and other information technologies support business processes within the business functions of accounting, finance, human resource management, marketing, and production and operations management.
- Identify the following cross-functional system concepts, and give examples of how they can provide significant business value to a company. a. Cross-functional enterprise systems b. Enterprise application integration c. Transaction processing systems d. Enterprise collaboration systems
- Identify and give examples to illustrate the following aspects of customer relationship management, enterprise resource management, and supply chain management systems: a. Business processes supported, b. Customer and business value provided, c. Potential challenges and trends
- Identify the major categories and trends of e-commerce applications.

- Identify the essential processes of an e-commerce system, and give examples of how they are implemented in e-commerce applications.
- Identify and give examples of several key factors and Web store requirements needed to succeed in e-commerce.
- Identify and explain the business value of several types of e-commerce marketplaces.
- Discuss the benefits and trade-offs of several e-commerce clicks and bricks alternatives.
- Identify the changes taking place in the form and use of decision support in business.
- Identify the role and reporting alternatives of management information systems.
- Describe how online analytical processing can meet key information needs of managers.
- Explain the decision support system concept and how it differs from traditional management information systems.
- Explain how the following information systems can support the information needs of executives, managers, and business professionals: a. Executive information systems, b. Enterprise information portals, c. Knowledge management systems
- Identify how neural networks, fuzzy logic, genetic algorithms, virtual reality, and intelligent agents can be used in business.
- Give examples of several ways expert systems can be used in business decision-making situations.

#### ***IV. Development Processes (Ch 9,10)***

- Discuss the role of planning in the business use of information technology, using the scenario approach and planning for competitive advantage as examples.
- Discuss the role of planning and business models in the development of business/IT strategies, architectures, and applications.
- Identify several change management solutions for end user resistance to the implementation of new IT-based business strategies and applications.
- Use the systems development process outlined in this chapter, and the model of IS components from Chapter 1 as problem-solving frameworks to help you propose information systems solutions to simple business problems.
- Describe and give examples to illustrate how you might use each of the steps of the information systems development cycle to develop and implement a business information system.
- Explain how prototyping improves the process of systems development for end users and IS specialists.

- Identify the activities involved in the implementation of new information systems.
- Describe several evaluation factors that should be considered in evaluating the acquisition of hardware, software, and IS services.

#### ***V. Management Challenges (Ch 11,12)***

- Identify several ethical issues in how the use of information technologies in business affects employment, individuality, working conditions, privacy, crime, health, and solutions to societal problems.
- Identify several types of security management strategies and defenses, and explain how they can be used to ensure the security of business applications of information technology.
- Propose several ways that business managers and professionals can help to lessen the harmful effects and increase the beneficial effects of the use of information technology.
- Identify several ways that information technology has affected the job of managers.
- Identify the seven major dimensions of a networked organization and explain how they can affect the success of a business.
- Identify each of the three components of information technology management and use examples to illustrate how they might be implemented in a business.
- Explain how failures in IT management can be reduced by the involvement of business managers in IS planning and management.
- Identify several cultural, political, and geoeconomic challenges that confront managers in the management of global information technologies.
- Explain the effect on global business/IT strategy of the trend toward a transnational business strategy by international business organizations.
- Identify several considerations that affect the choice of IT applications, IT platforms, data access policies, and systems development methods by a global business enterprise

#### **Instruction Methods and Tools:**

##### **Student Forums**

Student Forums will be used for communication from the Instructor to the class as a whole, between the Instructor and students, and among students themselves for discussion, questions, etc. Students must participate and will be graded for the quantity and quality of their participation. **Details of this will be posted by the instructor on the forum during the first week of class.**

##### **ESET**

Students will submit work using [ESET](#). The ESET system, which stands for Electronic Student, Electronic Teacher, is a cutting-edge system designed to allow you to submit assignment

documents to your professor in the form of word processor files, spreadsheets, images, or any requested file type directly from your web browser.

**CAUTION:** You are required to submit your assignments via ESET on or before the deadlines. All deadlines are based on Eastern Standard Time (i.e., NJ and FL time). If for some reason you cannot access ESET and it is close to the deadline, you **MUST** submit the assignment as an attachment to an email to me before the deadline. You also need to resubmit the assignment via ESET once it is working (even if after the deadline).

**Students Certification to Authorship of Work:** By submission of work via ESET, students automatically certify that the work submitted was the personal work of the student or of the team (for team projects only). All references must be cited.

**Assignments & Examinations:** All assignments and examinations can be accessed through the Assignments/Exams link at the class web page.

**Assignments & Examinations:**

Points	Assignment/Exam	Chapters	Due Date
5	Assignment 1 – Foundation Concepts	1,2	10/5
5	Assignment 2 – Information Technologies	3,4	10/19
10	Assignment 3 – Business Applications	5,6,7,8	11/2
30	Mid-term examination	1-6	11/9
5	Assignment 4 – Development Process	9,10	11/16
5	Assignment 5 – Management Challenges	11,12	11/30
30	Final examination or Paper	7-12	12/7
	Note: Chapters 13 & 14 are optional and may be read by students who feel they need instruction on Hardware and Software issues		
10	Forum participation		Throughout semester

Timely submissions- Assignments submitted after the due date deadline will be subject to a late penalty, as described below. **Due date is on or before 11:59PM Florida Time.** The late penalty will be applied to any submission beginning on the first day following the due date deadline (that is 12:00AM-midnight). A five-minute grade period will be allowed; that means any assignment with a submission time of 12:06 or later is late and will be penalized as stated below. **DO NOT WAIT UNTIL THE LAST MINUTE UNLESS YOU ARE WILLING TO ACCEPT THE CONSEQUENCES.**

### **Late Submission Policy:**

**No extensions for assignment submission will be granted.** All late submissions of assignments, regardless of the reason, will be penalized as noted below.

**Late submission of any assignment will be penalized by 2% of the total course grade for each week of delay (or fraction thereof) up to a maximum penalty of 4% for each assignment. No assignment will not be accepted if submitted in excess of two weeks past the scheduled due date. What this means is that you will receive a zero grade for the assignment plus a penalty of 4% from your final grade.**

The midterm and final examinations are due as scheduled and will not be accepted after the cutoff date.

***WARNING: No EXAMS will be accepted after 11:59 PM (Florida time) of the date due. NO EXCEPTIONS—five minutes late means you had five minutes more than a student who turned in the exam on time. To be fair to students who do turn in the exam on time, no exams will be accepted after the due date and time; that means a ZERO grade. ESET will be set not to accept any exams after the deadline.***

***DO NOT WAIT UNTIL THE LAST MINUTE TO TURN THE EXAM IN, UNLESS YOU ARE WILLING TO ACCEPT THE CONSEQUENCES.***

**Grading Criteria:** Students grades will be based upon their ability to perform at the Masters level in meeting course requirements. These requirements include participation in discussions in student/class forums, product content, product organization, scholarship (in text citations and references list), writing style, and timely submission. Course products found deficient in these areas are subject to grade point reduction.

A (4.0)	A- (3.7)	B+ (3.3)	B (3.0)	B- (2.7)	C+ (2.3)	C (2.0)	C- (1.7)	F (0)
100 – 94%	93-90%	89-87%	86 – 83%	82-80%	79-77%	76 – 73%	72-70%	69 – 0%

Note that this grading scale does not contain a grade of "D". This reflects compliance with the SCIS grading scale that appears in the SCIS graduate catalog.

**Class/Course Rules:** The Instructor has made every effort to prepare this syllabus in final form. Nevertheless, his reserves the right to make changes as may be required to the online version of

the course syllabus. The online syllabus defines the requirements for this course. Students will be notified of changes by electronic mail.

### **SCIS Policy:**

1. **Standards of Academic Integrity** (For complete policy, see Code of Student Conduct and Academic Responsibility, p. 45. Also see the sections on student misconduct, p. 10, and the NSU Student Handbook.)

Each student is responsible for maintaining academic integrity and intellectual honesty in his or her academic work. It is the policy of the school that each student must:

- Submit his or her own work, not that of another person
- Not falsify data or records (including admissions materials)
- Not engage in cheating (e.g., giving or receiving help during examinations, acquiring and/or transmitting test questions prior to an examination)
- Not receive or give aid on assigned work that requires independent effort
- Properly credit the words or ideas of others according to accepted standards for professional publications.\*
- Not use term paper writing services or consult such services for the purpose of obtaining assistance in the preparation of materials to be submitted in courses or for theses or dissertations
- Not commit plagiarism (*Webster's* defines plagiarism as “stealing or passing off ideas or words of another as one’s own” and “the use of a created production without crediting the source.”)\*

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\*When using the exact words of another, quotation marks must be used for short quotations (fewer than 40 words), and block quotation style must be used for longer quotations. In either case, a proper citation must also be provided. When paraphrasing (summarizing, rewriting, or rearranging) the words or ideas of another, a proper citation must be provided. *The Publication Manual of the American Psychological Association, Fifth Edition*, contains standards and examples on quotation methods (pages 117 and 292) and on citation methods (pp. 207–214).

Extreme caution must be exercised by students involved in collaborative work to avoid violation of this policy.

See Catalog for *Policy on Acceptable Use of Computing Resources*, and *Policy on the Use of Material in Web Pages*.

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2. **Writing Skills**

Each student must demonstrate proficiency in the use of the English language in all work submitted for this course. Grammatical errors, spelling errors, and writing that does not express ideas clearly will affect your grade. The professor will not provide remedial help concerning writing problems that you might have. Students who are unable to write correctly and clearly are urged to contact their program office for sources of remedial help.



### 3. **Communication by Email**

Students must use their NSU email accounts when sending email to faculty and staff and must clearly identify their names and other appropriate information, e.g., course or program. When communicating with students via email, faculty and staff members will send mail only to NSU email accounts using NSU-recognized usernames. Students who forward their NSU-generated email to other email accounts do so at their own risk. SCIS uses various course management tools that use private internal email systems. Students enrolled in courses using these tools should check both the private internal email system and NSU's regular email system. NSU offers students Web-based email access. Students are encouraged to check their NSU email account daily.

### 4. **The Temporary Grade of Incomplete (I)**

The temporary grade of Incomplete (I) will be granted only in cases of extreme hardship. Students do not have a right to an incomplete, which may be granted only when there is evidence of just cause. A student desiring an incomplete must submit a written appeal to the course professor at least two weeks prior to the end of the term. In the appeal, the student must: (1) provide a rationale; (2) demonstrate that he/she has been making a sincere effort to complete the assignments during the term; and (3) explain how all the possibilities to complete the assignments on time have been exhausted. Should the course professor agree, an *incomplete contract* will be prepared by the student and signed by both student and professor. The *incomplete contract* must contain a description of the work to be completed and a timetable. The completion period should be the shortest possible. In no case may the completion date extend beyond 30 days from the last day of the term for master's courses or beyond 60 days from the last day of the term for doctoral courses. The *incomplete contract* will accompany the submission of the professor's final grade roster to the program office. The program office will monitor each *incomplete contract*. If a change-of-grade form is not submitted by the scheduled completion date, the grade will be changed automatically from I to F. No student may graduate with an I on his or her record. The grade of I does not apply to master's thesis or doctoral dissertation registrations.

### 5. **Grade Policy Regarding Withdrawals**

Course withdrawal requests must be submitted to the student's program office in writing (via postal mail or email) by the student. Requests for withdrawal must be received by the program office at least three weeks prior to the last day of the term. Program offices will publish specific withdrawal deadline dates for each term (see Academic Calendar on page ii of the catalog). Withdrawals sent by email must be sent from the student's assigned NSU email account. Requests for withdrawal received after 11:59 p.m. est on the withdrawal deadline date will not be accepted. Failure to attend classes or participate in course activities will not automatically drop or withdraw a student from the class or the university. Students who have not withdrawn by the withdrawal deadline will receive letter grades that reflect their performance in the course(s). When a withdrawal request is approved, the transcript will show a grade of W (*Withdrawn*) for the course. Students with a history of withdrawals risk dismissal. Depending on the date of withdrawal, the

student may be eligible for a partial refund. For a complete list of withdrawal deadline dates, please see the academic calendars located at:

[http://www.scis.nova.edu/NSS/pdf\\_documents/AcadCal.pdf](http://www.scis.nova.edu/NSS/pdf_documents/AcadCal.pdf)