



Rotman Commerce UNIVERSITY OF TORONTO

Course Outline

RSM327H1F

Business Information Systems

Fall 2014

Course Meets: Wednesdays, 6:00pm-8:00pm, WO 30

Class day, time and location	Wednesday, 6:00pm-8:00pm, WO 30
Tutorial day, time and location (various/optional)	Wednesday, 8:00pm-9:00pm, WO 30 [various optional tutorials]
Instructor contact information	Amy Kwan amyk.kwan@utoronto.ca
Office hours	Wednesday, 8:00pm-9:00pm, WO 30
TA contact information	Chen Zhou chen.zhou@mail.utoronto.ca
Course Website	http://portal.utoronto.ca
Course Prerequisite:	N/A
Course Exclusions:	CSC340H1
Required text:	Kroenke, Gemino, Tingling <i>Experiencing MIS, Third Canadian Edition</i> , Pearson Education. Textbook/MyLab website: pearsonmylabandmastering.com (please see description below for registration instructions)

Course Scope and Mission

Information Systems (ISs) have been increasingly used by businesses to develop and implement strategies to compete locally and globally. ISs have helped with knowledge-based operations and products; flatter, more flexible and efficient organizations; as well as Information Technology (IT) enabled relationships with customers, suppliers and stakeholders. In the past century businesses have been one of the principle drivers of grand IT developments and have reaped the highest benefits from it.

In the information era, business and commerce graduates are increasingly required to not only apply, but also develop and manage ISs to streamline management and operations of their businesses, establish electronic commerce, and change the basis of competition in their business. To this effect, graduates need to understand the technology, its trends of developments, its potentials and threats, and be able to identify the needed technological change in their organization, the risks of change, the symptoms of failure to change, and the need to design and manage change.

This course provides an introduction to the ways with which ISs have transformed management and operations of our businesses and lives, and how new knowledge based economies and societies are emerging. The technical foundations of ISs, including computer hardware/software, Databases, communication systems and computer networks will be followed by the organizational framework of ISs; namely the ISs in support of developing and implementing business strategies, management decision and business operations. Based on these foundations, the development and management of ISs infrastructure will be analyzed; concluding the course with the ethical and security issues associated with ISs. No previous background in computing is assumed.

COURSE FORMAT AND EXPECTATIONS

Evaluation and Grades

Grades are a measure of the performance of a student in individual courses. Each student shall be judged on the basis of how well he or she has command of the course materials.

Work	Weight	Date
In-class participation	5%	n/a
MyMISLabs - MS Excel and Access	5%	Sept 27 - Nov 8
Case Assignment (individual)	10%	Oct 4
Group Project (phases 1 to 5)	40%	See below
RFS (group project details) released		Sept 24
Industry research (individual)	5%	Oct 1
Phase 1 – Scope / Project Plan		Oct 8
Phase 2 – Business Requirements		Oct 22
Phase 3 – Process Flow / RACI		Nov 5
Phase 4 – Information System Build		Nov 17
Phase 5 – Final Submission/Presentation		Nov 17 (Pitch Nov 19/26)
Final Examination	35%	Final exam period
Total	<u>100%</u>	

Class Participation

Class participation is important to your understanding of the material. Discussion is an essential part of learning, and it is also the most interesting way to conduct a class. In addition, class participation will enhance your presentation and communication skills, which will help you in recruiting and in your career.

Class participation grade is based on the active participation in the class by asking questions, answering questions, and participating in the discussions that relate to course material. Class participation grade is **not** based on attendance or preparation of course material or assistance to other students or questions asked via email or outside of class time (including break or tutorials).

Students are expected to attend classes and to contribute to class discussions on a *constructive and regular* basis. All students are expected to have completed the reading assignment and prepared the cases, problems and exercises assigned for classroom discussion. This way, we can devote the bulk of the class time to thinking about and responding to each other's analyses of the problems and cases, and only the necessary minimum to getting the facts out. Students are strongly encouraged to bring their name cards to every class. Please note that attendance does **not** constitute contribution; class contribution is based on verbal contributions.

MyMISLabs:

Working knowledge of Excel and Access is becoming increasingly important to employers. Students will have an opportunity to practically apply course materials through online labs and simulations. MyMISLabs will be evaluated on a basis of completeness. Details about the evaluation will be announced in class and posted on the course website.

MyMISLab registration for RSM327 Fall 2014:

1. Go to pearsonmylabandmastering.com
2. Under Register, click **Student**.
3. Enter your instructor's course ID: **kwan63848**, and click **Continue**.
4. Sign in with an existing Pearson account or create an account:
 - **Please ensure you register using the name as displayed on your T-Card**
 - If you have used a Pearson website (for example, MyITLab, MyMathLab, or MyPsychLab), enter your Pearson username and password. Click **Sign in**.
 - If you do not have a Pearson account, click Create. Write down your new Pearson username and password to help you remember them.
5. Select an option to access your instructor's online course:
 - Use the access code that came with your textbook or that you purchased separately from the bookstore.
 - Buy access using a credit card or PayPal.
 - If available, get 14 days of temporary access. (Look for a link near the bottom of the page.)
6. Click **Go To Your Course** on the Confirmation page. Under MyLab & Mastering New Design on the left, click **RSM327 Fall 2014** to start your work.

Case Assignment:

Details for the assignments will be announced in class and posted on the course website at least two weeks prior to the submission deadline.

Group Project:

The group project will be done in assigned groups of 4 to 5 students. Details for the assignment will be announced in class and posted on the course website. The project will run throughout the semester with specified project deliverables at milestone dates which will be announced in class.

Final Examination:

The final examination will be held during the Faculty of Arts & Science Final Examination period. It will be two hours (120 minutes) in duration, and may cover all material from the entire course.

Aids Allowed

No study aids are allowed. You may use a non-programmable hand-held calculator.

To Use Turnitin.com:

Normally students will be required to submit their course essays to Turnitin.com for a review of textual similarity and detection of possible plagiarism. In doing so, students will allow their essays to be included as source documents in the Turnitin.com reference database, where they will be used solely for the purpose of detecting plagiarism. The terms that apply to the university's use of the Turnitin.com service are described on the Turnitin.com website.

For Written Projects and/or Assignments:

Please note that clear, concise, and correct writing will be considered in the evaluation of writing Assignment. That is, you may lose points for writing that impedes communication: poor organization, weak paragraph development, excessive wordiness, hard-to-follow sentence structure, spelling mistakes and grammatical errors. Students who require additional support and/or tutoring with respect to their writing skills are encouraged to visit the Academic Success Centre (www.asc.utoronto.ca) or one of the College Writing Centres (www.writing.utoronto.ca/writing-centres). These centres are teaching facilities – not editing services, where trained staff can assist students in developing their academic writing skills. There is no charge for the instruction and support.

For Group Work:

Learning to work together in teams is an important aspect of your education and preparation for your future careers. That said, project-based teamwork is often new to students and you are therefore reminded of the following expectations with respect to behaviour and contributions to your team project.

1. Read the document entitled, "*Working in Teams: Guidelines for Rotman Commerce Students*" which is available on the Rotman Commerce portal under the Academic Services tab.
2. When working in a team, Rotman Commerce students are expected to:
 - Treat other members with courtesy and respect;
 - Honour the ground rules established by the team;
 - Contribute substantially and proportionally to the final project;
 - Ensure enough familiarity with the entire contents of the group project/assignment so as to be able to sign off on it as original work;
 - Meet the project timeline as established by the team.

3. Resolving differences:

Conflicts can – and do – occur. Conflicts are part of the team’s process of learning how to work together effectively and can actually generate exciting debate and creative solutions – if managed appropriately.

Student teams are collectively expected to resolve disputes or misunderstandings as soon as they arise (and prior to submission of the final project). In cases where teams are unable to reach a mutually agreeable solution, the entire team must meet with the Rotman Commerce Team Coach** as soon as possible. The Coach will listen to the team and help develop options for improving the team process. All members of the project team must commit to, and, utilize their action plans.

** For an appointment with a Rotman Commerce Team Coach, please contact Nikoleta Vlamis at nikoleta@nikoletaandassociates.com or Elaine Zapotoczny at elaine@nikoletaandassociates.com. Nikoleta and Elaine are highly skilled at facilitating team dynamics and collaboration. Note that the Team Coach’s role is to provide guidance, support and advice on team matters – not to formally evaluate or assess teamwork for academic purposes.

POLICY AND PROCEDURE

Missed Tests and Assignments (including midterm examinations)

Students who miss a test or assignment for reasons entirely beyond their control (e.g. illness) may submit a request for special consideration. Provided that notification and documentation are provided in a timely manner, and that the request is subsequently approved, no academic penalty will be applied.

In such cases, students must notify Rotman Commerce on the date of the missed test (or due date in the case of course work) and submit supporting documentation (e.g. [Verification of Student Illness or Injury form](#)) to the Rotman Commerce Program Office within **48 hours** of the originally scheduled test or due date. Students who do not provide Rotman Commerce or the instructor with appropriate or sufficient supporting documentation will be given a grade of 0 (zero) for the missed test or course deliverable.

Note that the physician’s report must establish that the patient was examined and diagnosed at the time of illness, not after the fact. Rotman Commerce will not accept a statement that merely confirms a report of illness made by the student and documented by the physician.

Students who follow the above procedures may have their individual assignment(s) reallocated to the final exam. Group assignment(s) will need to be discussed with the course instructor on a case by case basis. The assignment’s weight may be added to the final examination’s weight in the total grade. If you fail to provide the required documentation, you will be assigned a mark of zero. There will be no make-up assignments.

Late Assignments

All assignments are due at the beginning of class on the date specified in the course outline, unless otherwise announced in class and posted on Portal. Late submissions will normally be penalized by 30% if the assignment is not received on the specified date, and at the specified time. A further penalty of 10% will be applied to each subsequent day.

Students who, for reasons beyond their control, are unable to submit an assignment by its deadline must obtain approval from the instructor for an extension. Supporting documentation will be required as per the policy on missed tests and assignments.

Accessibility Needs

The University of Toronto is committed to accessibility. If you require accommodations for a disability, or have any accessibility concerns about the course, the classroom or course materials, please contact Accessibility Services as soon as possible: disability.services@utoronto.ca or <http://www.accessibility.utoronto.ca>

Academic Integrity

Academic Integrity is a fundamental value essential to the pursuit of learning and scholarships at the University of Toronto. Participating honestly, respectfully, responsibly, and fairly in this academic community ensures that the UofT degree that you earn will continue to be valued and respected as a true signifier of a student's individual work and academic achievement. As a result, the University treats cases of academic misconduct very seriously.

The University of Toronto's Code of Behaviour on Academic Matters

<http://www.governingcouncil.utoronto.ca/policies/behaveac.htm> outlines the behaviours that constitute academic misconduct, the process for addressing academic offences, and the penalties that may be imposed. You are expected to be familiar with the contents of this document. Potential offences include, but are not limited to:

In papers and assignments:

- Using someone else's ideas or words without appropriate acknowledgement.
- Submitting your own work in more than one course without the permission of the instructor.
- Making up sources or facts.
- Obtaining or providing unauthorized assistance on any assignment (this includes collaborating with others on assignments that are supposed to be completed individually).

On test and exams:

- Using or possessing any unauthorized aid, including a cell phone.
- Looking at someone else's answers
- Misrepresenting your identity.
- Submitting an altered test for re-grading.

Misrepresentation:

- Falsifying institutional documents or grades.
- Falsifying or altering any documentation required by the University, including (but not limited to), medical notes.

All suspected cases of academic dishonesty will be investigated by the following procedures outlined in the *Code of Behaviour on Academic Matters*. If you have any question about what is or is not permitted in the course, please do not hesitate to contact the course instructor. If you have any questions about appropriate research and citation methods, you are expected to seek out additional information from the instructor or other UofT resources such as College Writing Centres or the Academic Success Centre.

Email

At times, the course instructor may decide to communicate important course information by email. As such, all UofT students are required to have a valid UTmail+ email address. You are responsible for ensuring that your UTmail+ email address is set up AND properly entered on the ROSI system. For more information please visit <http://help.ic.utoronto.ca/category/3/utmail.html>

Forwarding your utoronto.ca email to a Hotmail, Gmail, Yahoo or other type of email account is not advisable. In some cases, messages from utoronto.ca addresses sent to Hotmail, Gmail or Yahoo accounts are filtered as junk mail, which means that important messages from your course instructor may end up in your spam or junk mail folder.

Blackboard and the Course Page

The online course page for this course is accessed through Blackboard. To access the course page, go to the UofT Portal login at <https://portal.utoronto.ca/> and log in using your UTORid and password. Once you have logged in, look for the My Courses module where you'll find the link to all your course websites. If you don't see the course listed here but you are properly registered for the course in ROSI, wait 48 hours. If the course does not appear, go to the Information Commons Help Desk in Robarts Library, 1st floor, for help, or explore the Portal Information and Help at www.portalinfo.utoronto.ca/students and review the Frequently Asked Questions.

Recording Lectures

Lectures and course materials prepared by the instructor are considered by the University to be an instructor's intellectual property covered by the Canadian Copyright Act. Students wishing to record a lecture or other course material in any way are required to ask the instructor's explicit permission, and may not do so unless permission is granted (note: students who have been previously granted permission to record lectures as an accommodation for a disability are, of course, excepted). This includes tape recording, filming, photographing PowerPoint slides, Blackboard materials, etc.

If permission is granted by the instructor (or via Accessibility Services), it is intended for the individual student's own study purposes and does not include permission to "publish" them in anyway. It is absolutely forbidden for a student to publish an instructor's notes to a website or sell them in any other form without formal permission.

SUS101: Saving Paper in Courses

"Each year at U of T, an estimated 10 million sheets of paper are used in the printing of lecture slides, tests, assignments, and other course materials in 1st and 2nd year courses alone" (Sustainability Office, University of Toronto). In order to reduce this number, we are taking part in a program called "SUS101: Saving Paper in Courses".

Please do your part in helping to conserve paper in this (and all other) courses. Consider the following ideas:

- Avoid printing electronic documents – get used to working with them from digital format (you will need to do this in your professional careers);
- Make your own notes in electronic documents (e.g. MS Word, MS Excel, Google Docs, etc);
- If you are printing, make sure you select double-sided printing (available at all libraries);
- Take leadership and share your concerns and ideas with all of us so we can improve our practices.

Course Outline*

Week of	Topic(s)	Readings	Notes	Optional Tutorial
Sep. 08	Information Systems and You	Chapter 1	- MyMISLab set-up demo	
Sep. 15	Business Process, Management, and Decision Making	Chapter 2		- <i>MS Excel demo (optional tutorial 8-9pm)</i>
Sep. 22	Productivity, Innovation, and Strategy	Chapter 3	- Sept 24: Project Overview - Sept 27: MyMISLabs (1 of 4)	
Sep. 29	Hardware and Software Database and Content Management	Chapter 4 Chapter 5	- Oct 1: Industry Research - Oct 4: Case Assignment	- <i>Gantt Chart demo and Requirements Q&A for group project (optional tutorial 8-9pm)</i>
Oct. 06	Networks and Collaboration	Chapter 6	- Oct 8: Project Phase 1 - Oct 11: MyMISLabs (2 of 4)	- <i>MS Access demo (optional tutorial 8-9pm)</i>
Oct. 13	Competitive Advantage and Business Processes	Chapter 7		- <i>MS Visio demo (optional tutorial 8-9pm)</i>
Oct. 20	Decision Making and Business Intelligence	Chapter 8	- Oct 22: Project Phase 2 - Oct 25: MyMISLabs (3 of 4)	- <i>Drop in Q&A about project (optional tutorial 8-9pm)</i>
Oct. 27	e-Commerce, Social Networking, and Web 2.0 Acquiring Information Systems through Projects	Chapter 9 Chapter 10		
Nov. 03	Acquiring Information Systems through Projects (ctd)	Chapter 10 ctd	- Nov 5: Project Phase 3 - Nov 8: MyMIS Lab (4 of 4)	
Nov. 10	Structure, Governance and Ethics Managing Information Security and Privacy	Chapter 11 Chapter 12		- <i>Drop in Q&A about project (optional tutorial 8-9pm)</i>
Nov. 17	Business Proposal presentations	N/A	- Nov 17: Project Phase 4&5 - Nov 19: Presentations 1 of 2	
Nov. 24	Business Proposal presentations	N/A	- Nov 26: Presentations 2 of 2	

*Subject to revision. Case assignment and group project will be announced in class and posted on the course site.