Rotman Commerce
UNIVERSITY OF TORONTO

Course Outline

RSM327H1S
Business Information Systems
Winter 2018

Class time, location and instructor	L0101	Wednesday	4pm-6pm	OI 4422	Amy Kwan
Workshop time, location and TA	Optional	Wednesday	6pm-7pm	OI 4422	Various

Instructor contact information	Email: amyk.kwan@utoronto.ca *(please remember to include "RSM327" at the beginning of the email subject line)* Office: RT511 Office Hours: after class and by appointment To schedule an appointment, please send an e-mail in advance to let me know what you would like to discuss.
TA contact information	For Course Admin/Excel Assign email: Amy.Du@mail.utoronto.ca For Group Project Questions email: Vidhya.Arulnathan@mail.utoronto.ca *(please remember to include "RSM327" at the beginning of the email subject line)* **Note:** the TAs should be your first point of contact for course content or administrative matters.

Course Websites	Course Site: http://portal.utoronto.ca MyITLab Site: https://www.pearsonmylabandmastering.com
Prerequisite:	N/A
Exclusions:	CSC340H1
Required Text/Lab:	Kroenke, Gemino, Tingling *Experiencing MIS,* Fourth Canadian Edition with MyITLab, Pearson Education, 2015. See information posted on the course website for purchasing options. 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.

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.

Evaluation	Weight	Date(s)
Class/Course Participation	10%	Ongoing
MyITLabs - MS Excel and MS Access	5%	Jan 19 - Mar 9
MS Excel Assignments (2 parts)	8%	Jan 27 & Feb 10
Midterm Test (4-6pm)*	10%	Feb 14
Group Project – RFS released		Jan 24 (in-class)
Phase 1 – Scope Statement	5%	Feb 3
Phase 2 – Business Requirements	5%	Mar 3
Special Topic Blog	5%	Mar 17
Phase 3 – Process Flow and IS Design	10%	Mar 24
Phase 4 – Group Presentation/Pitch	7%	Mar 27 (in-class pitches Mar 28 & Apr 4)
Final Examination	35%	Final Examination period
Total	**100%**	

*The midterm will be held at the Rotman Finance Computer Lab **RT290**, 105 St. George St.

REQUIREMENTS AND CRITERIA

Class Participation
The primary goal of the individual participation portion of the grade is to reward you for your preparation and individual contributions to the learning environment. It includes, but is not limited to, asking and answering questions, in-class participation work, in-class quizzes, etc. Class participation is **not** based on attendance or preparation of course material. Students are strongly encouraged to bring their name cards to every class.

Class discussion is an essential part of learning, and it is also the most interesting way to conduct a class. Class participation will enhance your presentation and communication skills, which will help you in recruiting and in your career. Students are expected to prepare in advance for classes, attend classes and to contribute to discussions on a *constructive and regular* basis.

Professionalism is a component of class contribution. As such late arrivals, unexplained absences and disruptive behaviour (including internet surfing, texting, use of Facebook etc.) will be penalized via your class contribution assessment.

MyITLabs:
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. MyITLabs will be evaluated on a basis of completeness. Details about the evaluation will be announced in class and posted on the course website.

MyITLab registration for RSM327 Winter 2018:

1. Go to pearsonmylabandmastering.com
2. Under Register, click **Student**.
3. Enter your instructor's course ID: **kwan97418** 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 the textbook or that you purchased separately from the UofT bookstore.
   - If you wish to purchase the eText+MyITLab online, you may do so using a credit card or PayPal, however, important note: if you wish to purchase the MyITLab access-only (no eText) you must purchase this from the UofT bookstore – this option is only available at the bookstore.
6. Click **Go To Your Course** on the Confirmation page. Under MyLab & Mastering New Design on the left, click **RSM327 Winter 2018** to start your work.

Excel 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.

Midterm Test:
The term test will be a computer-based test using Excel and will be held at the Rotman Finance Computer Lab **RT290** on Wed Feb 14 from 4-6pm. The test is one hour in duration and will include and apply material covered in class, labs and assignments from Class 1 to 5.

Group Project:
The group project will be done in assigned groups of 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 and included in the group project hand-out. Full details of the group projects will be posted on the course site.

Peer evaluations will be undertaken to ensure that all members of each group are contributing equally; that is, the contribution of each member of the group will be assessed by all members of the group at the end of the term and appropriate rescaling of each individual's grade for group work will be made. Your peer evaluation can be conducted transparently amongst your group members. A soft copy of the peer evaluation rubric will be posted on the course site.

Final Examination:
The final examination will be held during the formal examination period. The date and time of the final examination will be announced by the Faculty of Arts and Science. It will be two hours in duration and may consist of multiple choice questions, short answer questions, problems, and/or a case. It will cover all materials from the entire course.

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

COURSE FORMAT AND EXPECTATIONS

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 Assignments:
Please note that clear, concise, and correct writing will be considered in the evaluation of Case 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 (http://www.studentlife.utoronto.ca/asc) 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:
The group project requires students to work in teams of 5.
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; to work well in teams, it helps to follow a set of core expectations to best succeed at your team projects.

1. Read the document entitled, "Working in Teams: Guidelines for Rotman Commerce Students" which is available on the RC 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 conflicts:
Conflicts are part of the team's process of learning how to work together. When handled well, it can generate creativity and bring-multiple perspectives to the solution.

Student teams are expected to work through their misunderstandings as soon as they arise (and prior to submission of the final project). When teams are unable to arrive at a solution that works for all members, the 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 Nouman Ashraf at nouman.ashraf@rotman.utoronto.ca Nouman is highly skilled at facilitating team dynamics and collaboration. Note that the Team Coach's s role is to provide guidance, support and advice on team matters – not to formally evaluate or assess teamwork for academic purposes.

Electronic Course Materials
This course will be using the following electronic course materials: MyITLab

These materials will cost a total of up to $65.00 CAD. The use of these materials complies with all University of Toronto policies which govern fees for course materials.

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.

Documentation submitted in support of petitions for missing tests and assignments must be original; no faxed or scanned copies will be accepted

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 later report of illness made by the student to a physician.

Students who follow the above procedures may have his or her individual marks reallocated to the final exam. Group assignment(s) will need to be discussed with the course instructor on a case by case basis. If you fail to provide the required documentation, you will be assigned a mark of zero. There will be no make-up tests or assignments.

Late Assignments
No late assignments will be accepted. All assignments are due on the date specified in the course outline or instructions provided, unless otherwise announced in class and posted on Blackboard. If appropriate documentation is provided, the value of the missed assignment will be added to the final test.

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: accessibility.services@utoronto.ca or http://www.studentlife.utoronto.ca/as.

Academic Integrity
Academic Integrity is a fundamental value essential to the pursuit of learning and scholarships at the University of Toronto. Participating honestly, respectively, 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 additional Portal Information for Students at http://portalinfo.utoronto.ca/content/information-students.

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.

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). 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.

RSM327 WINTER 2018 – WEEKLY CLASS SCHEDULE*

Week	Class on:	Topic(s)	Readings	Optional Workshops	Deliverables
1	Jan. 10	Information Systems and You	Ch.1	MyITLab set-up help	
2	Jan. 17	Business Process and Decision Making	Ch.2	MS Excel demo	**Fri Jan 19**: MyITLab #1 (MS Excel)
3	Jan. 24	Productivity, Innovation, and Strategy Introduction & *Overview of Group Project*	Ch.3		**Fri Jan 26**: MyITLab #2 (MS Excel) **Sat Jan 27**: MS Excel Assign Part 1 of 2
4	Jan. 31	*Hardware and Software (self-study)*; Database and Content Management	*Ch.4(ss)* Ch.5	MS Access demo (Intro to Application)	**Fri Feb 2:** MyITLab #3 (MS Access) **Sat Feb 3**: Group Project Phase 1
5	Feb. 7	Acquiring Information Systems through Projects	Ch.10		**Sat Feb 10:** MS Excel Assign Part 2 of 2
6	Feb. 14	**Midterm Test: 4-6pm, Wednesday February 14** **Location:** Rotman Finance Computer Lab **RT290**, 105 St. George St.			
7	No Class	No Classes February 19 - 23 (Family Day & Reading Week)			
8	Feb. 28	Acquiring Information Systems through Projects (ctd.); Process Flow Charts; *Networks and Collaboration (self-study)*	Ch.10 *Ch. 6(ss)*	Bus Req Q&A Debrief Assign & Midterm	**Fri Mar 2:** MyITLab #4 (MS Access) **Sat Mar 3:** Group Project Phase 2
9	Mar. 7	Competitive Advantage and Business Processes *Special Topics Guest Speaker*	Ch.7	Process Flow workshop	**Fri Mar 9:** MyITLab #5 (MS Access)
10	Mar. 14	Decision Making and Business Intelligence; *e-Commerce, Social Networking, and Web 2.0 (self-study)*	Ch.8 *Ch.9(ss)*		**Sat Mar 17:** Special Topic Blog
11	Mar. 21	Structure, Governance and Ethics; Managing Information Security and Privacy	Ch.11, 12	Drop in Q&A about project	**Sat Mar 23:** Group Project Phase 3 **Tues Mar 27:** Group Project Phase 4
12	Mar. 28	Group Project Presentations	N/A		
13	Apr. 4	Group Project Presentations	N/A		

*Schedule is subject to revision. Group project will be announced in class and posted on the course site. Last day to drop course without academy penalty is Wednesday March 14, 2018.