
Introduction to Information Systems IS 4410-001

Spring 2015

Department of Operations and Information Systems
The David Eccles School of Business
The University of Utah

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| Instructor | Dave Norwood, MBA |
| Class Times | Monday & Wednesday 9:10AM – 10:30AM |
| Classroom | SFEBB 170 |
| Contact | Email Preferred: DaveN@TrustedNetworkSolutions.com **Indicate you are in section 1 when you email me** Cell Phone: 801 706-4133 |
| Office Hours | Monday 10:30AM – 1:50PM in BUC 420 and by Appointment |
| TA | Conner Hafen |
| Contact | Email: ConnerHafen@Gmail.com |

Course Description

In order to succeed in business, companies must understand how to leverage technology. This course provides an overview of the role and use of information systems in supporting business processes and decision-making, gaining competitive advantage, and enabling electronic commerce and enterprise collaboration. Core concepts/disciplines covered include: collaboration systems, hardware/software, databases, systems development, business intelligence, networks and telecommunications, e-commerce/web 2.0, security, and process management. The subjects discussed in the course prepare students in business majors to integrate their management, accounting, finance, and marketing knowledge with information technology.

Course Objectives

1. Understand foundational concepts of information systems
2. Comprehend the roles of information systems in business functions and processes
3. Learn how to leverage information systems to gain competitive advantage in business
4. Master the basic processes in designing and developing information systems
5. Become aware of the challenges of information technologies, including security and ethical challenges
6. Gain hands-on experience utilizing business software.

Required Textbook (Hard Copy or eTextbook)

Kroenke (2014). Using MIS 7th Edition. PA: Prentice Hall. ISBN: 0-13-354643-8

Canvas

Course presentations, syllabus, assignments, recommended readings, quizzes, grades, etc. will be available online. In order to access Canvas, you need to have an active University Network ID (UNID). Students will submit their assignments (labs, reports, etc.) electronically using Canvas.

You need to visit Canvas every week. If you must miss a class, please don't email me, just check Canvas for what was covered/due.

The syllabus and schedule are subject to change. I will do my best to communicate any changes that may occur as early as possible; however, you are responsible to check Canvas on a regular basis to ensure your assignments get turned in on time.

Evaluation

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|---------------------------------|-----|
| Quizzes | 25% |
| Midterm | 20% |
| Assignments/Labs..... | 25% |
| Final Exam | 25% |
| Class/Group Participation | 5% |

Quizzes will be posted on Canvas each week and will be available for 24-hours. They will open at 6PM the date they are due and will close at 6PM the next day. Other than the first quiz, quizzes are due on Monday so will be available from 6PM on Monday until 6PM on Tuesday. Please set a weekly reminder so you don't forget to take a quiz. Quizzes will be short and will be based on the reading assignments (Book/Canvas). Quiz make-ups will not be allowed, but I will drop your lowest score. Questions will be multiple choice and true/false. They are open book but you must work alone and not share questions or answers with other students.

The **Midterm and Final Exam** will be held in class using Scantrons. You are expected to bring a #2 pencil and a picture ID (Driver's License, State ID, Student ID or Passport). You will not be allowed to take the exam without ID.

You can take a more difficult make-up midterm or final in the testing center if you contact me before, or the day of, the final. You must schedule the exam with the testing center and bring \$5 and photo ID. If you fail to take the midterm or final when available you will receive a zero, no other make-up exams.

University of Utah Testing Center

You must first contact me on or before the date of the exam you will miss (midterm or final). I will submit your name to the testing center and then you schedule the exam with the testing center. Bring photo ID and \$5.

201 South 1460 East RM. 498

Salt Lake City, UT 84112-9059

Phone: 801-581-8733

Email: testingcenter@sa.utah.edu

Web: www.sa.utah.edu/testing

Most **assignments and labs** should be done individually but you are allowed to collaborate with you fellow students if you hit a roadblock. "Collaboration" is *not* sharing answers. Some assignments and labs are group projects and will be clearly announced as such.

Late work loses 20% off the top. No late work will be accepted after lab is graded. Please do not add a message (“discussion”) to your submission unless you need some type of follow-up. While I appreciate a friendly “here it is” or “thank you”, I don’t want a request for assistance to get lost in all the messages.

Hands-On Labs

Whether you choose to major in information systems or not, technology will be an inevitable and important part of your career. The purpose of these exercises is to allow you to experience interactively, concepts that we will be discussing throughout the semester. For almost all of you, there will be moments when I will be asking you to complete tasks that are outside of your comfort zone. However, this is an important part of your learning process in the class. Work through the roadblocks you find, use Google, fellow students, friends and coworkers to find solutions. If all else fails, reach out to the TA.

When using computers and technology, technical difficulties often arise. Please accommodate for this likely possibility and plan to complete your work before the due date! If you wait until the last day and get stuck or experience problems with your computer, I will not accept these as viable excuses for any work you may miss as a result. Labs are due, uploaded to Canvas, at 6PM on the date listed on the syllabus.

Most labs can be completed on most any PC or Mac. However, some labs do require Microsoft Windows and tools. In those cases, you have three options.

1. Use your own Windows PC if available.
2. Use one of the lab PC’s found throughout SFEBB (first come, first serve)
3. Come to BUC 420 on Mondays between 10:30AM and 1:50PM and use one of the 49 lab PC’s. I may have to leave for a few minutes to grab lunch, otherwise, I will be manning the lab this entire time.

Storage

A media device, preferably a USB flash-drive, is recommended for saving assignments and files. You will not have the ability to save files to computers on lab computers (and have them be retained). Backup and protect your hard work.

Computer

Some of the lab assignments that you will be working through this semester may require that you have access to or bring a Windows laptop computer to class. I will talk more about this on the first day of class. If you do not own a laptop, I will encourage you to form a group with another class member who does have a computer.

Late or Missed Labs, Assignments, Quizzes and Exams

Late/missed assignments, reports, exams, and quizzes will not be accepted. Please do not ask for exceptions. Do not expect a response if you email me for an exception request. Sorry to be so blunt but I have been inundated with exception request in the past. I have done my very best to make it easy for you to be successful even if you have to miss some class time. However, as in the workplace, you are responsible for meeting the requirements of the job.

Please stay on top of the syllabus, Canvas announcements and my weekly presentation uploads (first few and last few slides).

Student Absences

Excused Absences – Students absent from class to participate in officially sanctioned University activities (e.g., band, debate, student government, intercollegiate athletics) or religious obligation, or with instructor's approval, shall be permitted to make up both assignments and examinations. The involved students must deliver documentation to their instructors, preferably before the absence but in no event later than one week after the absence.

The University expects regular attendance at all class meetings. Instructors must communicate any particular attendance requirements of the course to students in writing on or before the first class meeting. Students are responsible for acquainting themselves with and satisfying the entire range of academic objectives and requirements as defined by the instructor.

Academic Dishonesty (Cheating)

All assignments are to be completed on an individual basis unless I tell you otherwise. Do not assume that it is okay to work with someone else on an assignment, unless I have given explicit permission for you to do so. Sharing answers on an assignment without instructor permission could result in an academic integrity violation and possible disciplinary consequences. Some assignments will require application of the concepts covered in class/reading assignments by utilizing relevant software, while others may just require a written response. There is a clear difference between asking a fellow student for advice (acceptable) and just copying answers/work (unacceptable). Please contact me in advance of a due date if you have any questions. There is a zero tolerance policy for cheating behavior. Cheating includes, but is not limited to, using another student's work as well as supplying another student with work that is not their own. All parties involved in academic dishonesty will be penalized for cheating.

Statement of Professional and Ethical Conduct

Because of the importance of professional and ethical behavior in business, and its emphasis in our program, professional or academic misconduct is not tolerated in the David Eccles School of Business. Students are expected to adhere to the standards of behavior outlined in the University of Utah Code of Student Rights and Responsibilities (Policy 6-400). Students engaging in behavioral misconduct could be subject to suspension or dismissal from the University. Students involved in any form of academic misconduct, including but not limited to cheating on tests, plagiarism and collusion may, at the instructor's discretion, receive a failing grade in the course, examination, or academic assignment. In addition to or instead of this sanction, the instructor may refer the case to the Student Behavior Committee for hearing. If the instructor chooses not to do so, the Associate Dean for Academic Affairs, after appropriate investigation, may do so along with a recommendation to dismiss the student from the Business School. If, after hearing the evidence, the Committee determines that the student in question is guilty of the misconduct charged, the Committee may impose sanctions in addition to those taken by the professor. If the academic dishonesty is not proven, the instructor must rescind any sanctions imposed and will be required to evaluate the student's performance with the assumption that there has been no misconduct. The School will treat the student likewise. If a student suspects another student of academic misconduct, he/she should refer the incident to the instructor, the appropriate

department, the Associate Dean for Academic Affairs, or the Student Behavior Committee, administered by the Associate Dean of Students, 270 Union.

Statement of Grading Policy

Grading provides feedback to students on how well they have mastered the content and learning objectives of a particular course to allow students to capitalize on strengths and work to improve weaknesses through future courses of action. The DESB grading policy is intended to ensure grades offer reliable feedback regarding student performance, and to ensure fairness and consistency across the School. The faculty member is responsible for arriving at a grade for each student that the faculty member believes appropriately reflects the student's mastery of the course material and learning objectives. The faculty member will then consider the class' overall performance in terms of School guidelines. These guidelines are provided to ensure that grading, on average for the School as a whole, is sustained at a reasonable level over time. The guidelines are as follows:

| COURSE LEVEL | GUIDELINE |
|--------------|-----------|
| 1000-2000 | 2.4-2.8 |
| 3000-3990 | 2.6-3.0 |
| 4000-5990 | 2.8-3.2 |
| 6000-6990 | 3.1-3.5 |

If students have a concern about their grade in a particular course, they should consider whether it reflects an accurate evaluation of their mastery of the course material and learning objectives, in terms of the above descriptors. If they need clarification of the instructor's evaluation, they should meet with the instructor to obtain additional information and feedback. If after doing so, they believe their grade was arrived at in an inappropriate manner, they may pursue an appeal through the School's appeals process as described in Section 5.15 of the University of Utah Code of Student Rights and Responsibilities (Policy 6-400).

Drop/Withdrawal Policy

Once the student is officially enrolled and committed to attend class, he/she must officially drop his/her classes by the deadline (see University of Utah's Official Academic Calendar). If the class is not officially dropped, the student will be charged full tuition and may receive failing grades. Although some departments dismiss students from classes for non-attendance, students are responsible for officially dropping any classes for which they are registered but not attending. Beginning the eleventh calendar day and continuing through the midpoint students may withdraw from a class or the university without instructor/department permission. A "W" grade is recorded on the transcript and appropriate tuition and fees are assessed. After the midpoint of the term, students may petition the deadline for withdrawal if they have a nonacademic emergency. The Petition for Consideration of Exception to the Withdrawal Policy form may be obtained from the appropriate dean's office. Submit the petition and supporting documentation to the dean's office by the last day of class for the course.

Americans with Disabilities Act

The University of Utah seeks to provide equal access to its programs, services and activities for people with disabilities. If you will need accommodations in the class, reasonable prior notice needs to be given to the Center for Disability Services, 162 Olpin Union Building, 581-5020

(V/TDD). CDS will work with you and the instructor to make arrangements for accommodations. All information in this course can be made available in alternative format with prior notification to the Center for Disability Services.

Class Schedule (Subject to Change)

| Week (Date) | Day | Topic | Assignment | Quiz/Lab Dates |
|-------------|-----|---|------------------------------|----------------|
| 1 (1/12) | Mon | Course Introduction | | |
| | Wed | C1-The Importance of MIS | Read Chapter 1 Before Class | Quiz 1 |
| 2 (1/19) | Mon | Martin Luther King Jr. Day holiday | | |
| | Wed | Labs 1 & 2 | | |
| 3 (1/26) | Mon | C2-Collaboration Information Systems | Read Chapter 2 Before Class | Quiz 2 |
| | Wed | Careers in Information Systems | | Lab 1 |
| 4 (2/2) | Mon | C3-Strategy and Information Systems | Read Chapter 3 Before Class | Quiz 3 |
| | Wed | Lab 3 & Troubleshooting/Roadblocks | | Lab 2 |
| 5 (2/9) | Mon | C4-Hardware, Software and Mobile Systems | Read Chapter 4 Before Class | Quiz 4 |
| | Wed | OSI Model and Networking Devices | | |
| 6 (2/16) | Mon | Presidents' Day holiday | | |
| | Wed | Lab 4 & Structured vs. Unstructured Data | | Lab 3 |
| 7 (2/23) | Mon | C5-Database Processing | Read Chapter 5 Before Class | Quiz 5 |
| | Wed | Lab 5 & Start C6-The Cloud | | Lab 4 |
| 8 (3/2) | Mon | C6-The Cloud and Midterm Review | Read Chapter 6 Before Class | Quiz 6 |
| | Wed | Midterm Covering Everything Through 3/2/15 | Midterm Exam | |
| 9 (3/9) | Mon | C7-Processes, Organizations and Information Systems | Read Chapter 7 Before Class | Quiz 7 |
| | Wed | Lab 6 & Virtualization | | Lab 5 |
| 10 (3/16) | Mon | Spring break | | |
| | Wed | Spring break | | |
| 11 (3/23) | Mon | C8-Social Media Information Systems | Read Chapter 8 Before Class | Quiz 8 |
| | Wed | Lab 7 & Web 2.0 | | Lab 6 |
| 12 (3/30) | Mon | C9-Business Intelligence Systems | Read Chapter 9 Before Class | Quiz 9 |
| | Wed | Lab 8 & Big Data | | Lab 7 |
| 13 (4/6) | Mon | C10-Development Processes | Read Chapter 10 Before Class | Quiz 10 |
| | Wed | Lab 9 & Decentralization of IT | | Lab 8 |
| 14 (4/13) | Mon | C11-Information Systems Management | Read Chapter 11 Before Class | Quiz 11 |
| | Wed | Lab 10 & World War III | | Lab 9 |
| 15 (4/20) | Mon | C12-Information Security Management | Read Chapter 12 Before Class | Quiz 12 |
| | Wed | Final Exam Review | | Lab 10 |
| 16 (4/27) | Mon | Study Day (No Class) | | |
| | Wed | Comprehensive Final Exam in Classroom | | |