# Course Syllabus of ISM3011 Fall 2012

**Professor Rob Totterdale, D.Sc.**

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<tr>
<th>General Information</th>
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<tr>
<td><strong>Course Number/CRN:</strong> ISM 3011/CRN 80209</td>
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<tr>
<td><strong>Course Title:</strong> Information Systems</td>
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<td><strong>Semester/Year:</strong> Fall/2012</td>
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<tr>
<td><strong>Offering College/Department:</strong> Lutgert College of Business (LCOB)/Information Systems and Operations Management (ISOM)</td>
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<tr>
<td><strong>Credit Hours:</strong> 3</td>
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<tr>
<td><strong>Meeting Times/Location:</strong> Room LH-2209 M- 11:00 am – 12:15 pm</td>
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<td><strong>Is this a DL Course?</strong> Hybrid (Class meetings and Internet activities).</td>
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<tr>
<td><strong>Method of Delivery</strong> Hybrid (Class meetings and Internet activities).</td>
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<tr>
<td><strong>Course URL</strong> <a href="http://elearning.fgcu.edu">http://elearning.fgcu.edu</a></td>
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<tr>
<td><strong>Prerequisites</strong> CGS 1100 with a minimum grade of C or COP 1500 with a minimum grade of C</td>
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<tr>
<th>Instructor Information</th>
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<tr>
<td><strong>Instructor</strong> Dr. Rob Totterdale  D.Sc., CSP, CITP Assistant Professor of Information Systems</td>
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<tr>
<td><strong>Office Location</strong> Lutgert Hall 3344</td>
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<tr>
<td><strong>Phone Number</strong> 239-590-7362</td>
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<tr>
<td><strong>E-Mail Address</strong> <a href="mailto:rtotterdale@fgcu.edu">rtotterdale@fgcu.edu</a></td>
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<tr>
<td><strong>Office Hours</strong> Mon &amp; Wed 2-4pm, Mon 4-5pm or by appointment</td>
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<tr>
<th>Course Information</th>
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<td><strong>Description</strong> Overview of information systems technology, including flow and control of information in an organization and use in decision making. Focuses on information systems' strategy case studies, current security issues, and technology platforms to prepare students to utilize IT for exploring opportunities and solving problems in a global business environment. (Junior standing required). ISM3011 is built on basic computer hardware and software knowledge taught in CGS1100 or COP1500. Business majors learn how business information systems are used to gather, integrate, share, and process information so that the organization operates more efficiently. This knowledge will be applied in ACG 3401, GEB4890, and other upper division business courses to evaluate business processes, solve business problems, and formulate business strategies.</td>
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<th>Student Learning Outcomes</th>
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| **After successfully completing this course, students will become able to:** 1. Communicate effectively. (Assessment Method: Exam, HW, Quiz, and Project)  
  - Be able to use correct IT terminologies properly.  
  - Be able to check spelling and grammar using a tool available in a word processor or editing tools they use when available.  
  - Be able to use a collaboration system to communicate with team members.  
  2. Recognize various information systems used for improving efficiency and effectiveness and decision-making. (Assessment Method: Exam, HW, Quiz, and Project)  
  - Recognize characteristics of various information systems.  
  - Recognize benefits from various information systems.  
  - Recognize cost and issues of various information systems.  
  3. Explain how organizations leverage IT resources to gain competitive advantage in the global |  |
Recognize or describe framework of competitive advantages and IS (Five forces, Value chain, systems thinking, generic strategies, etc.).
- List problems or issues that could be solved by application of IS in business.
- Make recommendation of adoption or ways to improve IS.
- Explain how the expected result is related to creation of competitive advantage.

4. Select the strategies for acquiring and evaluating IT capabilities. (Assessment Method: Exam)
- Assess the necessary characteristics of IT infrastructure.
- Recognize and describe available options to acquire IS (IT capabilities).
- Recognize and describe pros and cons of available options to acquire IS (IT capabilities).
- Make a recommendation.

5. Recognize ethical issues, the sources of security threats and explain how organizations address these issues. (Assessment Method: Exam and Quiz)
- Recognize network and mobile technologies.
- Recognize issues associated with network and mobile technologies.
- Recognize or describe the sources of security threats.
- Recognize security regulations and standards business must comply with.
- Recognize or describe approaches and technologies that could be used by business to meet the security regulations and standards (Technologies and employee training, etc.).
- Recognize ethical implications regarding information technology.

Required Materials


**Required Software:**
- Internet access and Microsoft Internet Explorer or Mozilla Firefox web browser.
- Skype to communicate with your class peers and/or your final project team members. You may download for free at http://www.skype.com/
- PDF reader such as Adobe Acrobat Reader (http://get.adobe.com/reader/).
- Microsoft Office 2007 for Windows: Word (word processor), Excel (Spreadsheet) and Access (Database) for Windows in this class.
- You may **NOT** be able to complete some of the assignment with the Mac version and older versions of Microsoft Office for Windows.
- Microsoft Office 2007 Word (word processor), Excel (Spreadsheet) and Access (Database) for Windows are available in most computer labs and Library on FGCU main campus.
- **Microsoft Software Discounts for FGCU Students**
  - Through a Microsoft Campus agreement sponsored by Student Government, students can purchase the software listed below at the cost of the media only. This is for students only. Approximate cost is $10.
  - Students are able to purchase one copy of each software title. Each copy is good for two installs. If they needed to reload their PC more than two times, they must call Microsoft to get the keys opened back up. Students are bound to the same licensing agreements as if they purchased the software from Microsoft. The keys are tracked by Microsoft.
  - The programs that are included in the student option are:
    - MS Windows 7
    - MS Office Enterprise for Windows MS Office for Mac
  - These products are available at the bookstore only.
- Google Docs at http://documents.google.com. This requires the Internet access and creation of Google Docs account using your FGCU Eagle email address.
- iTunes at http://www.apple.com/itunes/download/ You may freely download this
software and then listen to the course’s podcast in your computer without having an iPod, iphone, or iPad.

**Course Topics**

- Various information systems commonly used by business including DSS, EIS, AI, OLAP, DW, database, data mining, SCM, CRM, ERP, Web2.0, Collaboration systems.
- Systems thinking, Porter’s 5-force model, generic strategies, value chain, IT impacts on business operations, impact of technology innovation on business operations, quality of data, e-business models, ethical, legal, security, global issues.
- IT infrastructure and enterprise architecture, IS development, buy on-premise applications, SaaS, and outsourcing, measuring IT success.
- Network and mobile technologies and associated issues, approaches and technologies to improve availability, flexibility and security of IT infrastructure.
- Information systems- an industry perspective.

**Grading Policy**

**Graded Learning Activities/Assignments in this course:**

- 25% Weekly quizzes
- 25% Assignments, class participation, discussion forums and quizzes
- 25% Final exam
- 25% Biz project
- Total: 100%

**Grading Policy:**

A: 90 points or above.
B: 80-89 points.
C: 70-79 points
D: 60-69 points.
F: Less than 60 points.

+/- grades may be given at the discretion of the instructor

**Turnitin.com:**

Students who take this class must prepare electronic copies of some or all assignments to submit them to Turnitin.com for the detection of plagiarism. The University expects that all students will be evaluated and graded on their own work. If you use language, data or ideas from other sources, published or unpublished, you must take care to acknowledge and properly cite those sources. Failure to do so constitutes plagiarism. Papers that are submitted to Turnitin.com become part of the Turnitin.com student paper database solely for the purpose of detecting plagiarism.

“Credit hour” statement (developed by LCOB):

For each credit hour of class, you should expect to spend one hour in class in class and an average of 2 hours preparing outside of class each week. Therefore, since this is a 3-cr class, you should plan to devote an average of nine hours a week to this class.

**Course Evaluation/Attendance Policy**

- Active and consistent participation in on-line forum discussions and other on-line activities is required and monitored. Class participation and attendance is expected.
- Students are required to participate in the discussion forums and interact with their peers.
- The grading criteria for the discussion forums include both quantity and quality of the contributions—emphasizing the relevance of the particular contribution to the topic and the objectives on hand. “Higher density” of thought is assigned higher value. For instance, very
insightful and or experiential (your own experience) comments may earn a 9.5 or even a 10. But by quoting the textbook, or stating the obvious, will earn maybe an 8.0, since it is correct.

- **Important**: Before posting your comments on Angel forums, please check your spelling and grammar using your word processor's editing tools. Since spelling and grammatical errors will affect your grade on the assignments, it's important to stress the use of a spelling and grammatical checker on both formal and informal assignments. The use of computer tools and personally proofreading your documents should be practiced until it is a habit.

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**Policy regarding missed exams and assignment completion deadlines**

- No make up for missed exams for any reasons except for the authorized and excused absence specified in the university catalog. A student who seeks an authorized or excused absence must submit documentations (such as a physician’s note) to the instructor. See the university catalog for more information.
- No late assignments will be accepted for any reasons except for the authorized and excused absence specified in the university catalog. A student who seeks an authorized or excused absence must submit documentations (such as a physician’s note) to the instructor. See the university catalog for more information.
- "Dropped by the university for not paying the full tuition" is NOT a reason for the authorized and excused absence specified in the university catalog.
- An emergency situation such as unavailability of or inaccessibility to ANGEL (due to network problems) will be considered by the instructor case by case.

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**Policies regarding in-class use of cell phones, PDAs, laptops, and other personal electronic devices**

- Cell phones are not to be used in the classroom.
- Except while taking exams or quizzes, you may use the textbook as well as personal electronic devices in this class, as long as it does not interfere with your attention to the tasks and lessons at hand. And if it does not interfere with the attention and performance of other students and the instructor.

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**Statement on e-mail usage in Eagle mail and/or ANGEL email**

We will use the course mail in Angel as the primary communication method. Students are expected to check the course mail in Angel at least once a day. Eagle mail may also be used.

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**Last Day to withdrawal**

November 2 is the last day to withdrawal without academic penalty.

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**Disclaimer**

Assignments, schedules & due dates, instructions, and other course information presented in angel are integral components of the course material and are hereby incorporated as part of this syllabus.

The instructor reserves the right to change, modify, alter, or transform any part of this syllabus, provided only that notice thereof is given to or at any party or parties that are thereby affected, subject to the rules and regulations of Florida Gulf Coast University.

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**University Statements**

**Academic Behavior Standards and Academic Dishonesty**

All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the FGCU Student Guidebook under the Student Code of Conduct and Policies and Procedures sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at http://studentservices.fgcu.edu/judicialaffairs/new.html.

Sanctions for academic dishonesty may include receiving a “F” in this course – FGCU may impose additional penalties. Any incidents of academic dishonesty may be referred to the FGCU Office of Judicial Affairs. Please look up the definition of plagiarism – it includes copying something off the Internet & submitting it as your own work. Some examples of what is NOT OK to do:

1. Working with another student & turning in the same work (e.g. spreadsheet, database, etc).
2. Emailing or posting your work to let someone else “just see how you did it”.
3. Copying someone’s assignment or copying something from a book or the Internet.
4. Giving or receiving help from someone (in person, on line or on the phone) during an online test.
5. Telling someone else what is on a test.

Examples of what is OK:
- Discussing how to approach an assignment with another student.
- Showing someone where they might have made a mistake on an assignment.
- Asking the professor for help.

Disability Accommodations Services
Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university’s guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please contact the Office of Adaptive Services. The Office of Adaptive Services is located in Howard Hall 137. The phone number is 239-590-7956 or TTY 239-590-7930

Student Observance of Religious Holidays
All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

How To Log Into the Course in ANGEL
- Activate your FGCU EagleMail Account (if you have not done this yet). Your FGCU EagleMail account MUST be activated to log in to ANGEL. If you are a first time student, you will need your PIN and Eagle ID, both of which are assigned at registration.
  - If you don’t know your PIN, you will need to go to the Registrar’s office to retrieve it.
  - To activate your account, visit http://admin.fgcu.edu/IS/applications/studentaccts/activate.asp.
- Log in to ANGEL at http://elearning.fgcu.edu. You need to use FGCU EagleMail account and password to log in.
  - Expand Fall 2012 if it is not.
  - Click ISM3011 Information Systems CRN 80209.
<table>
<thead>
<tr>
<th>Weeks/Dates</th>
<th>Topics (Chapter Readings + Angel Content for Week)</th>
<th>Weekly Quizzes (Due Fridays 11:59)</th>
<th>Assignments (Discussion forums or quizzes) (Due Fridays 11:59)</th>
<th>Project</th>
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<tbody>
<tr>
<td>Wk1 (Aug 20-24)</td>
<td>Ch 1 MIS</td>
<td>Chapter 1 Quiz</td>
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<tr>
<td>Wk2 (Aug 27-Sept 1)</td>
<td>Ch 2 Decisions and Processes</td>
<td>Chapter 2 Quiz</td>
<td>Assignment 1</td>
<td></td>
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<tr>
<td>Wk3 (Sep 3- 7) (no class on Sept 3)</td>
<td>No class</td>
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<td>Assignment 2</td>
<td>Industry Benefits</td>
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<tr>
<td>Wk4 (Sep 10-14)</td>
<td>Ch 3 E-business</td>
<td>Chapter 3 Quiz</td>
<td>Assignment 3</td>
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<tr>
<td>Wk5 (Sep 17-24)</td>
<td>Ch 4 Ethics and Security</td>
<td>Chapter 4 Quiz</td>
<td>Assignment 4</td>
<td>Team formed. Due Sept 16.</td>
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<tr>
<td>Wk6 (Sep 24-28)</td>
<td>Ch 5 Infrastructures</td>
<td>Chapter 5 Quiz</td>
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<tr>
<td>Wk7 (Oct 1-5)</td>
<td>Ch 6 Data and Business Intelligence</td>
<td>Chapter 6 Quiz</td>
<td>Assignment 5</td>
<td>Start discussion</td>
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<tr>
<td>Wk8 (Oct 8-12)</td>
<td>Ch 7 Networks and Mobile Business</td>
<td>Chapter 7 Quiz</td>
<td></td>
<td>Part 1 Draft Due Oct 12</td>
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<tr>
<td>Wk9 (Oct15-19)</td>
<td>Ch 8 Enterprise Applications</td>
<td>Chapter 8 Quiz</td>
<td>Assignment 6</td>
<td>Part 1 Suggestions Due Oct 19</td>
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<td>Wk10 (Oct 22-26)</td>
<td>Enterprise Systems- SAP</td>
<td>ERP Quiz -10</td>
<td>Assignment 7</td>
<td>Part 1 Revisions Due Oct 26</td>
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<tr>
<td>Wk11 (Oct 29-Nov 2)</td>
<td>Review Project Part 1</td>
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<td>Assignment 8</td>
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<tr>
<td>Wk12 (Nov 5-9)</td>
<td>Ch 9 Systems Development /Project Mgmt</td>
<td>Chapter 9 Quiz</td>
<td></td>
<td>Part 2 Draft Due Nov 9</td>
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<tr>
<td>Wk13 (Nov 12-16) No Class on Nov 12</td>
<td>No class</td>
<td></td>
<td>Assignment 9</td>
<td>Part 2 Comments Due Nov 16</td>
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<tr>
<td>Wk14 (Nov 19-21)</td>
<td>Project</td>
<td>Quiz 11</td>
<td>Assignment 10</td>
<td>Part 2 Revisions Due Nov 21</td>
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<tr>
<td>Wk15 (Nov 26-Nov30)</td>
<td>Project/Review</td>
<td></td>
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<td>Final Due Nov 30</td>
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<td>Wk16 (Dec 3)</td>
<td>Practice Test/Review</td>
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<td>Lessons Learned (Dec 3)</td>
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<tr>
<td>Final Dec 10</td>
<td>10:30 to 1:15 pm</td>
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