

Business K650: Information Systems in Business
Spring 2023 Course Outline - TENTATIVE
Blended Delivery

Information Systems Area
DeGroote School of Business
McMaster University

COURSE OBJECTIVE

This course will introduce students the critical concepts of information systems and how they support management and operations in the modern business environment. The roles and importance of information systems across various business functions will be examined. Students will gain hands on experience with key information technologies in support of effective managerial decision-making. Through a series of case analyses and presentations, students will be exposed to the various opportunities and challenges involved in managing information systems in different industries and contexts. This course can be used towards the SAP certification in Business Integration.

INSTRUCTOR AND CONTACT

Dr. Nicole Wagner

Course Instructor
nwagner@mcmaster.ca
 Office: RJC 223
 Office hours: TBD

Mohsen Javdan

Teaching Assistant
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 Office hours: TBD

Class Schedule: C02
 Tuesday 5:00-7:00
 Thursday 2:30-4:30
 RJC 236

Some classes will be held online during these weekly time slots as shown in the course schedule, connection details will be provided through the course website each week.

Course Website: <http://avenue.mcmaster.ca>

The course website will be the primary mode of information dissemination. Please check it regularly for posts concerning the course.

COURSE ELEMENTS

Credit Value:	3	Leadership:	Yes	IT skills:	Yes	Global view:	Yes
Avenue:	Yes	Ethics:	Yes	Numeracy:	Yes	Written skills:	Yes
Participation:	Yes	Innovation:	Yes	Group work:	Yes	Oral skills:	Yes
Evidence-based:	Yes	Experiential:	Yes	Final Exam:	No	Guest speaker(s):	No

COURSE DESCRIPTION

Information Systems are having a dramatic impact on organizations and the way business is conducted. This course will introduce you to the critical concepts of information systems and how they support management and operations in the modern business environment. Topics will include strategic applications of information systems, database management, organizational systems, project management, risk management, security and privacy, managing global systems and new trends in Information Technology, including the heightened importance of business analytics and data mining for organizations in relation to the proliferation of Big Data. Students will gain hands on experience with various Information Technologies including Microsoft Excel and SAP.

LEARNING OUTCOMES

Upon completion of this course, students will be able to complete the following key tasks:

- Describe the principles of information systems and recognize their importance to the success of any organization.
- Describe the potential capabilities, use, and application of different types of information systems within an organization.
- Identify the major methodologies/challenges involved in building/acquiring and using information systems.
- Demonstrate proficiency in managerial decision-making using spreadsheets (MS EXCEL), and the SAP Client Interface.
- Assume the role of the decision maker in various managerial situations related to information systems in a variety of industries.
- Develop effective business presentation skills.
- Develop managerial critiquing skills.

REQUIRED COURSE MATERIALS AND READINGS

<i>Business Driven Information Systems, 8th edition</i> , Baltzan, McGraw-Hill Education. <u>eText with Connect</u> (all digital, inclusive access)	\$81.95
Lecture Notes, Assignments, and other Course Content Available via course website (Avenue)	\$ FREE
K650 Cases Course Pack, Spring 2023 Purchase instructions will be provided in class	~\$20.00

EVALUATION

Learning in this course results from all in-class and out-of-class activities. Students will be evaluated as individuals and as teams when teamwork is assigned. For teamwork, all team members share the same grade adjusted by peer evaluation. The instructor reserves the right to modify these weightings. Your final grade will be calculated as follows:

Components and Weights*

Team Development (Team & Individual)	Team Contract & Individual Peer Feedback Reports	4%
Quizzes (Individual)	Online Connect Quizzes	10%
Assignment I (Individual)	Excel	15%
Assignment II (Individual)	SAP	15%
Case Presentation (Team)	30 minute Presentation	20%
Case Report (Team)	15 page Report	20%
Engagement (Individual)	Engagement in synchronous sessions	10%
	Engagement in asynchronous course components	6%
Total		100%

All assignments must be handed in electronically through the course website by the deadline specified for each assignment in the course schedule. **The penalty for overdue assignments is 20% of the total assignment mark per day. Overdue case reports will receive a mark of zero.*

Grade Conversion

At the end of the course your overall percentage grade will be converted to your letter grade in accordance with the following conversion scheme:

LETTER GRADE	PERCENT	POINTS
A+	90-100	12
A	85-89	11
A-	80-84	10
B+	75-79	9
B	70-74	8
B-	60-69	7
F	00-59	0

Evaluation Components

Team Development

A significant component of the evaluation of this class will be based on team work. The number and size of teams will be determined in the first week based upon course registration. In order to achieve the full benefits expected from working in a team and to be fair to fellow team members, all members are expected to contribute equally to team work and to be fully informed of all aspects of their team assignments. One negative aspect of working in teams is that conflict may arise among team members. Such conflict could negatively impact the progress of the team towards achieving its objectives. Hence, every effort should be made, by all team members to be reasonable and to avoid conflicts.

Team Development components (worth **4%** of your grade) are intended to provide groups with tools to help encourage the development of a constructive group-work environment. Teams will develop a contract as a group to set expectations for the term. Each individual will then submit a peer feedback form (found on the last two pages of this document) within three days after each case study deliverable to assess the contribution of each team member. At the discretion of the instructor, peer feedback may impact student grades as follows: if 70% or more of the members report that a team member has not contributed equally, the assignment grade of the offending student may be reduced by up to 20% on that component. Further details will be provided in class.

Quizzes

Throughout the term, students will be assigned SmartBook reading assignments through McGraw-Hill Connect as a means of learning course content asynchronously (see asynchronous engagement below). To assess the learning achieved through these SmartBook reading assignments, students will also be assigned 5 quizzes through McGraw-Hill Connect worth 2% each (quizzes are worth 10% of your final grade).

Assignment I – EXCEL

This individual assignment is worth **15%** of your final grade. Through this assignment you will create Pivot Tables, Macros, and VBA code, which help you learn to quickly analyze data to make better decisions. This assignment assumes that students are familiar with basic Excel functionality. The course TA will also be available to answer assignment-related questions during specified hours to be posted on Avenue to Learn. Further details will be provided in class.

Assignment II – SAP

This individual assignment is worth **15%** of your final grade. The purpose of the assignment is to familiarize you with the SAP Client Interface and provide you with hands-on experience in the Enterprise Resource Planning software provided by SAP. This assignment assumes that students are not familiar with SAP. Necessary background, including an SAP demo, will be provided in class. The course TA will also be available to answer assignment-related questions during specified hours to be posted on Avenue to Learn. Further details will be provided in class.

Team Case Presentation

This team assignment is worth **20%** of your final grade. Teams of students will conduct a case analysis and present it in class. These presentations are distributed throughout the course schedule to support the learning objectives of the course (refer to the Course Schedule at the end of the course outline for a list of these cases). All the cases are selected from the Business K650 course pack. The instructions to access and purchase the course pack will be posted on Avenue to Learn. The assignment of teams to particular cases will be done once team composition is finalized.

Presentations should take no more than 30 minutes in addition to 10 minutes allowed for questions and answers. Students are expected to make effective use of material discussed in class as well as other resources available from the web or specialized relevant references. The mark of the team presentation will be based on how professional and comprehensive the presentation is, and how well the Q&A period was handled by the team. PowerPoint presentations are expected. The evaluation form used in assessing case presentations is available on Avenue.

Case presentation slides must be handed in electronically through the course website at least two hours before the beginning of class on the day the case is being presented. Late slides will result in a 10% grade penalty.

Team Case Report

This team assignment is worth **20%** of your final grade. Teams of students will hand in a written case analysis report for one case. All the cases are selected from the Business K650 course pack. The assignment of teams to particular cases will be done once team composition is finalized.

This report should not exceed 15 pages in length (double line spacing) inclusive of any exhibits and/or appendices but exclusive of the title page, table of contents, and executive summary page. In completing case reports, students are expected to make effective use of material in the case as well as other resources available from the web or specialized relevant journals. Your mark in this assignment will be based on how professional and comprehensive your case analysis report is. Reports are expected to be free of spelling and grammatical mistakes. All references must be included and properly cited. The evaluation form used in assessing case reports is available on the course website.

Case reports must be handed in electronically through the course website before the beginning of class on the day the case is being presented. **Case reports handed after the case has been presented and discussed in class will not be accepted and will receive a mark of zero.**

Engagement

Engagement with the course is worth **16%** of your final grade, divided between synchronous engagement (10%) and asynchronous engagement (6%).

Synchronous elements of the course (both in-person and online classes) will take place during the scheduled course time and students are required to attend in real-time. Opportunities for synchronous engagement include:

- Taking part in discussions by asking questions, responding to questions and polls, and reporting back to the class after break-out discussions.
- Bringing “IS in the News” articles for the beginning of in-person classes.
- Taking part in case discussions and asking questions of the presenting group. To do this properly, you must read and reflect on the case being presented on any given week prior to coming to class.

Engagement marks will be based on both the quantity and **quality** of your synchronous contributions. Mere attendance without participation does not earn you any engagement marks. To help give credit for synchronous engagement, students should identify themselves:

- Online during synchronous sessions using their full first and last name when signing in for online classes. You should also have your camera on and participate using video chat whenever possible.
- In-person by bringing your name plate to class and displaying it in front of you.

If you are absent from any synchronous component for a legitimate reason, you should notify the instructor through e-mail so that you are not penalized for lack of engagement during that class.

Asynchronous elements of the course are to be completed individually at the student’s own pace. Reading assignments through McGraw-Hill Connect SmartBook product (7 worth 0.5-1% each) will be assigned through the course website to support the delivery of key learning concepts. As students read the assigned chapters, SmartBook will automatically present questions about the chapter contents to assess understanding of the learning items selected by the instructor. To obtain full marks for reading an assigned chapter using SmartBook, you will need to complete all of the questions presented to you during the SmartBook reading. The reading assignments will be made available early in the term (in the corresponding content week on Avenue) with due dates throughout the term to support the learning objectives of the course. Students can then plan for the completion of these tasks at their discretion prior to the deadlines.

Students can expect to spend approximately 4 hours per week (total) engaged in the synchronous and asynchronous delivery elements of the course.

Course Deliver Modes Summary

ACTIVITY	DELIVERY	DESCRIPTION	TOOL(S)
Readings	Asynch	Preparation for synchronous meetings	Provided in Avenue or via McGraw-Hill Connect (link from Avenue)
Quizzes	Asynch	Assessment of asynchronous content understanding	McGraw-Hill Connect (link from Avenue)
Group Discussions	Both	Synch: During lectures Asynch: Microsoft Teams private group channels	Synch: RJC 236 Asynch: Microsoft Teams
Lectures	Synch	Live sessions during class time; online vs. in-person listed on course schedule	In-person: RJC 236 Online: Zoom (link will be provided in weekly content area)

COMMUNICATION AND FEEDBACK

Students that are uncomfortable in directly approaching an instructor regarding a course concern may send a confidential and anonymous email to the respective Area Chair or Associate Dean:

<http://mbastudent.degroote.mcmaster.ca/contact/anonymous/>

Students who wish to correspond with instructors or TA directly via email must send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information as well as confirms the identity of the student. Emails regarding course issues should NOT be sent to the Administrative Assistant.

Instructors are encouraged to conduct an informal course review with students by Week #4 to allow time for modifications in curriculum delivery. Instructors should provide evaluation feedback for at least 10% of the final grade to students prior to Week #8 in the term.

ACADEMIC INTEGRITY

You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity.

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: “Grade of F assigned for academic dishonesty”), and/or suspension or expulsion from the university.

It is your responsibility to understand what constitutes academic dishonesty. For information on the various types of academic dishonesty please refer to the Academic Integrity Policy, located at:

<http://www.mcmaster.ca/academicintegrity>

The following illustrates only three forms of academic dishonesty:

1. Plagiarism, e.g. the submission of work that is not one’s own or for which other credit has been obtained.
2. Improper collaboration in group work.
3. Copying or using unauthorized aids in tests and examinations

AUTHENTICITY/ PLAGIARISM DETECTION

This course uses a web-based service (Turnitin.com) to reveal authenticity and ownership of student submitted work. Students will be expected to submit their work electronically either

directly to Turnitin.com or via an online learning platform (e.g. A2L, etc.) using plagiarism detection (a service supported by Turnitin.com) so it can be checked for academic dishonesty.

Students who do not wish their work to be submitted through the plagiarism detection software must inform the Instructor before the assignment is due. No penalty will be assigned to a student who does not submit work to the plagiarism detection software.

All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, other software, etc.). For more details about McMaster's use of Turnitin.com please go to www.mcmaster.ca/academicintegrity.

CONDUCT EXPECTATIONS

As a McMaster student, you have the right to experience, and the responsibility to demonstrate, respectful and dignified interactions within all of our living, learning and working communities. These expectations are described in the [Code of Student Rights & Responsibilities](#) (the "Code"). All students share the responsibility of maintaining a positive environment for the academic and personal growth of all McMaster community members, whether in person or online.

It is essential that students be mindful of their interactions online, as the Code remains in effect in virtual learning environments. The Code applies to any interactions that adversely affect, disrupt, or interfere with reasonable participation in University activities. Student disruptions or behaviours that interfere with university functions on online platforms (e.g. use of Avenue 2 Learn, WebEx or Zoom for delivery), will be taken very seriously and will be investigated. Outcomes may include restriction or removal of the involved students' access to these platforms.

MISSED ACADEMIC WORK

Missed Mid-Term Examinations / Tests / Class Participation

Please do not use the online McMaster Student Absence Form (MSAF) as this is for Undergraduate students only. The MBA program will not accept an MSAF.

When students miss regularly scheduled term work which contributes 10% or more to the final grade, for legitimate reasons as determined by the Student Experience – Academic Office (SEAO), the activity necessary to compensate for the missed work will be determined by the course instructor. The compensatory activities assigned will vary with the nature of the course and the missed requirement. They include, but are not restricted to, an alternative assignment, a rescheduled midterm exam, or re-weighting the marks for the missed component to other mark components. Documentation explaining such missed work must be provided to the SEAO within five (5) working days of the scheduled date for completion of the work.

Acceptable reasons for missed work, along with the Petition for Missed Term Work and the MBA Student McMaster University Student Health Certificate, can be found on the DeGroot MBA

Student website (<https://mbastudent.degroote.mcmaster.ca>). Please direct any questions about acceptable documentation to the MBA Academic Advisors (askmba@mcmaster.ca).

University policy states that a student may submit a maximum of three (3) Petition for Missed Term Work per academic year, after which the student must meet with the Director of the program. If term work is missed without an approved reason, students will receive a grade of zero (0) for that component.

ACADEMIC ACCOMMODATION FOR STUDENTS WITH DISABILITIES

Student Accessibility Services (SAS) offers various support services for students with disabilities. Students are required to inform SAS of accommodation needs for course work at the outset of term. Students must forward a copy of such SAS accommodation to the instructor normally, within the first three (3) weeks of classes by setting up an appointment with the instructor. If a student with a disability chooses NOT to take advantage of an SAS accommodation and chooses to sit for a regular exam, a petition for relief may not be filed after the examination is complete. The SAS website is:

<http://sas.mcmaster.ca>

POTENTIAL MODIFICATIONS TO THE COURSE

The instructor and university reserve the right to modify elements of the course during the term. The university may change the dates and deadlines for any or all courses in extreme circumstances. If either type of modification becomes necessary, reasonable notice and communication with the students will be given with explanation and the opportunity to comment on changes. It is the responsibility of the student to check their McMaster email and course websites weekly during the term and to note any changes.

ACKNOWLEDGEMENT OF COURSE POLICIES

Your registration and continuous participation (e.g. on Avenue, in the online classroom, etc.) to the various learning activities of MBA K650 will be considered to be an implicit acknowledgement of the course policies outlined above, or of any other that may be announced during lecture and/or on A2L. **It is your responsibility to read this course outline, to familiarize yourself with the course policies and to act accordingly.**

Lack of awareness of the course policies **cannot be invoked** at any point during this course for failure to meet them. It is your responsibility to ask for clarification on any policies that you do not understand.

K650 TENTATIVE COURSE SCHEDULE

WEEK	<u>Class 1 (Tuesday)</u>	<u>Class 2 (Friday)</u>
1 May 9, 11	<ul style="list-style-type: none"> • Course overview & website • Team Development • The case analysis method (overview) 	<ul style="list-style-type: none"> • Business Driven MIS • IS in Business Today
2 May 16, 18	<ul style="list-style-type: none"> • Decisions & Processes • IS & Strategy 	<ul style="list-style-type: none"> • Project Management • Change Management • <u>Due:</u> Team Contract (by Friday @ 11:59pm)
3 Jan 31, Feb 3	<ul style="list-style-type: none"> • Infrastructure • Data Management 	<ul style="list-style-type: none"> • IS Infrastructure • VBA for Excel
4 May 30, Jun 1	<ul style="list-style-type: none"> • Excel tutorial: Pivot tables & Macros • Excel assignment overview 	<ul style="list-style-type: none"> • <u>Case 1 Presentation & Discussion</u> <i>TBA</i>
5 Jun 6, 8	<ul style="list-style-type: none"> • Enterprise Applications • Mobile Networks 	<ul style="list-style-type: none"> • <u>Case 2 Presentation & Discussion</u> <i>TBA</i>
6 Jun 13, 15	<ul style="list-style-type: none"> • SAP tutorial: Overview & Hands-on • SAP assignment overview • <u>Due:</u> Excel Assignment* 	<ul style="list-style-type: none"> • Enterprise Applications • Networks
7 Jun 20, 22	<ul style="list-style-type: none"> • Data & BI • Big Data Concepts & Challenges 	<ul style="list-style-type: none"> • <u>Case 3 Presentation & Discussion</u> <i>TBA</i>
Jun 27, 29	<ul style="list-style-type: none"> • Ethics & Security 	<ul style="list-style-type: none"> • <u>Case 4 Presentation & Discussion</u> <i>TBA</i>
9 Jul 4, 6	<ul style="list-style-type: none"> • Ethics, Risk & Security • <u>Due:</u> SAP Assignment* 	<ul style="list-style-type: none"> • MIS Trends

*note: these items should be submitted through Avenue **before class time** on the due date; case submission details described above in the Evaluation section (page 5-6)

Legend:

Online, synchronous	Online, asynchronous	In-person, synchronous
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Peer Evaluation Form for Group Work

Your name _____

Write the name of each of your group members in a separate column. For each person, indicate the extent to which you agree with the statement on the left, using a scale of 1-4 (1=strongly disagree; 2=disagree; 3=agree; 4=strongly agree). Total the numbers in each column.

Evaluation Criteria	Self:	Group member:	Group member:	Group member:	Group member:
Attends group meetings regularly and arrives on time.					
Contributes meaningfully to group discussions.					
Completes group assignments on time.					
Prepares work in a quality manner.					
Communicates clearly and effectively with team.					
Demonstrates a cooperative and supportive attitude.					
Contributes significantly to the success of the project.					
TOTALS					

