



Eastern Connecticut State University
SCHOOL OF EDUCATION AND PROFESSIONAL STUDIES
DEPARTMENT OF BUSINESS ADMINISTRATION

INFORMATION MANAGEMENT (BUS205) 3.0 CREDITS
Semester Fall 2010
Section 3, Tuesday and Thursday 9.30-10.45 am, Science 115

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Student consultations during office hours in Webb 336: Tuesday 11-12 am, 1.30-2.45 pm, Wed 4-5.45 pm, Thursday 4-5 pm. and by appointment. The students are expected to check the course web site at least three times a week for instructions related to the course.

Students should use only Blackboard email for communication and anything else needs to be used only in case of a last resort.

ECSU Course Catalogue Description (note that this course is an LAC Tier 2 Applied Information Technology course):

The course introduces the use of information technology for ethical problem solving and decision-making across all the functions of business. Particular attention is given to the critical analysis, organization, communication and presentation of information for organizational planning and control with critical reflection on project work.

Prerequisites: none, though it is expected that Tier 1 Information Competency according to the new LAC is completed and other LAC requirements are completed as well prior to this course unless a permission is obtained from the instructor.

The **main aim** of this course is to provide students with an understanding of information technology so that they can explore applications of information systems in organizations, appreciate the impact of computers on organizations and society, foster the development of critical thinking skills in analyzing organizational problems, practice information literacy skills in handling work tasks, and promote the ethical use of digital information for greater personal and career productivity.

Course learning objectives: After the completion of the course, a student will be able to:

- Apply information technology in problem-solving and management of existing information, in the pursuit of knowledge, the communication of ideas, and for clear accurate presentation of information and ideas through the selection of graphical-visual and textual representations appropriate to the context domain and audience(s);
- Explain why digital information technology is valuable to an organization;
- Develop critical thinking and information literacy skills for analyzing real business problems;
- Understand important information systems that are applied in organizations (commercial and non-profit) and other spheres of society;
- Explain the technical and ethical limits of information systems.
- Demonstrate hands-on IT skills that can improve one's personal productivity for career settings.

The above outcomes will be demonstrated via the course work and the completion of the two half semester projects (on the analysis of an information system implementation and on building a database. The main assessment components will be included by the students in their electronic portfolio as evidence of their learning in this class.

Personal development student goals: The above goals and objectives will be pursued through the parallel development of analytic and information search skills, communication skills, development of self-discipline and ability to cope with change and work under pressure individually and in small teams.

Methods and instructional materials employed: The course objectives will be pursued through class discussions if applicable or guided on-line self study, small group work on two problem solving projects, one related to the interpretation of organizational usage of information systems and the other – about the building of a simple decision support system, work with the textbook (you are expected to have your textbooks with you at every session since you will use it for the practical work), laboratory hands-on work and home assignments, building an electronic portfolio or artifacts documenting student learning and reflecting on the process, library and Internet search.

Required textbooks: Please use the custom edition of two bundled books (available only from the ECSU bookstore) to prepare in advance for every week, following the schedule below.

Exploring MS Office 2007 with Using MIS, Prentice hall 2009, ISBN 10-0-558-33171.

Additional materials that are relevant for particular topics may be posted on the Vista course site.

Supporting on-line Resources:

The lectures, PPT and additional materials will be found on the Vista course site for your section.

Self quizzes, ppts and other resources are available at the student resource websites for the Kroenke textbook : http://wps.prenhall.com/bp_kroenke_using_2/
Same is valid for the material from the Grauer book – go to http://wps.prenhall.com/bp_exploring_2007_1/106/27304/6989951.cw/index.html

Deadlines are declared in the schedule below and in the links for the corresponding elements in Vista, by 11 pm on the particular day. It is very important that you stick to them. You can submit without penalty within 3 days from the deadline which usually captures all cases of short trips or a short illness. If a submission is made between 4 and 7 days after the deadline for whatever reason, the penalty will be 10% of the corresponding grade. If a submission is made after 7 days past a deadline but no later than the evening of December 15th 2010, then the penalty will be 30%. No submissions will be accepted after that date.

How to submit assignments or the project

For an assignment or a project you must submit 1 (ONE) only MS Word file that includes the complete documentation for it, including any drawings, tables etc. If you have Excel or Access tasks then you need to submit the completed tasks as separate Excel or Access files.

Other Requirements:

- VISTA account and an ECSU user name and password
- Technical Requirements: A computer and Internet access, Office XP, with installed plug-ins for running VISTA and Java components – see your VISTA site for this course section.
- Passwords should be changed every 90 days

Requirements for completion of the course: To successfully complete this course the student must pass the midterm and final examinations and complete the two half-term project and assignments. Grading is as follows:

- Two Group projects and presentation 17% and 8 % each. The first project is needs to be submitted twice – at first as a fully completed first version (10%) and then after a revision based on the instructor feedback in the text and also via a project assessment rubric for BUS205 that demonstrates critical thinking and information literacy skills – as a second version (7% - 4% for the text and 3% for presentation). Note the high weight of the first version which implies that students should pay attention to it. Note also that the grading of the second final version will depend on the way how the recommendations by the instructor after the first version were implemented by the students. The second project is submitted once (8%).
- Midterm 10%
- Two quizzes 8% (4% weight each)
- 4 individual assignments – 24%

- ❑ Electronic portfolio (consisting of some elements from assignments 2,3,4 and project 1 final version and project 2)- 10% (for the organization and reflection on it. The rubric for the evaluation of the portfolio that is accepted across ECSU will be provided additionally)
- ❑ Class participation 6%
- ❑ Portfolio 7%
- ❑ Final exam 10%

The first project grades will be affected also by a report by the team leader on the specific contribution of every team member, the peer evaluation forms for the team work of each team member and the peer evaluation of the final presentations.

The **grading scale** will be 93-100 =A; 90-92=A-; 87-89=B+; 83-86=B; 80-82=B-; 77-79=C+; 72-76=C; 70-72=C-; 67-69=D+; 63-66=D; 60-62=D-, 0-59=F.

Accommodation of students with disabilities:

If you are a student with a disability and believe you will need accommodations for this class, it is your responsibility to contact the Office of AccessAbility Services at 465-0189. To avoid any delay in the receipt of accommodations, you should contact the Office of AccessAbility Services as soon as possible. Please note that I cannot provide accommodations based upon disability until I have received an accommodation letter from the Office of AccessAbility Services. Your cooperation is appreciated.

Academic Services Center

*Students are encouraged to use the support offered by the **Academic Services Center** located on the ground floor of the Library. Tutoring in Math, Writing, and supplemental Advising Services are available for students in the Center at the following times: Sun. 2-9; M.-Th. 9-9, Fri. 9-5. (Closed Sat.) For further information call 465-4272. Tutoring in BUS205 will be announced also by the end of week 1 of the semester.*

Writing Center Statement

The ECSU Writing Center, located in the ASC and staffed by trained peer tutors, is available to help all students with their writing. The Writing Center supports the liberal-arts mission of ECSU by helping students with their writing from any class, at any stage, from brainstorming and drafting to revision to proofreading and editing. We help students do their own work, and do it more comfortably and confidently. Any student can and should use the Writing Center--the process of talking with readers about writing and getting feedback on their writing is something all writers do and can benefit from. Students can either drop into the Center or make an appointment. It's a good idea for students to bring copies of any assignment sheets to the Writing Center, so the tutor knows what is expected of the assignment."

Class Schedule:

The details of the course work and the term project are found below.

Unit	Lecture Topic	Reading Assign	Projects/Assignments Announcements
One, starting 08.31 Tuesday	Introduction to the course. MIS and you (ch 1, Kroenke) The articles by S Alter on the Work system method which provides foundations for the first project together with Kroenke ch 1,2,3,7 Review of MS Windows Vista and Office 2007 interface and format issues. Review on your own of MS Word skills..Note that general computing skills are expected to be known by the	Kroenke ch 1, 2 Article on the Work Systems Method by S Alter (provided in Vista) Read also Ch 6 by Jessup/Valacich in the Subject resources area Self revision on Windows and other introductory material and Review on your own of MS Word and ch 1 Office fundamentals from the Grauer part of the book–	Each week the student is responsible to read the material covered during the unit. This includes the chapter Cases. Prepare questions to discuss your tasks for work on the first group project with the instructor in class before Unit 2.

	<p>student from previous courses. You may use the online tutorials by Microsoft to refresh your knowledge.</p>	<p>that material is to be expected to be known by the student from previous studies.</p>	
<p>Two 09.7</p>	<p>Introduction to MS Excel 2007 Chapter 1 Excel from pg 311 Grauer part of textbook and Kroenke ch 2 Information systems for collaboration</p> <p>Introduction to electronic portfolios .</p> <p>Revision Kroenke ch 1 and the work system method by S Alter.</p>	<p>Kroenke ch 2, And Excel ch 1</p>	<p>Finalize your work plan on the first team project.</p>
<p>Three 09.14</p>	<p>Review of Units 1 and 2; Kroenke ch 3 Information systems for competitive advantage</p>	<p>Kroenke ch 2, 3 Grauer Excel ch 1</p>	<p>Assignment 1 due 09.17 on Kroenke ch 1, 2, 3 and the work system method and Excel ch1</p> <p>Project Review</p>
<p>Four 09.21</p>	<p>Kroenke ch 7- Information systems within organizations and</p> <p>Grauer Excel ch 2</p>	<p>Kroenke ch 3, 7 and Grauer Excel ch 2</p>	<p>Test 1 (Kroenke ch 1, 2 and Excel ch 1) on 09.23</p>
<p>Five 09.28</p>	<p>Hardware and software – Kroenke ch 4. For self reading and</p> <p>Revision of all past material</p>	<p>Kroenke ch 1,2,3, 4, 7,3 and Excel ch 1,2,</p>	<p>Assignment 2 Due Oct 1st – on Kroenke ch 7 and 3 plus Excel ch 1,2. Elements of this assignment will be added to the electronic portfolio.</p>

Six 10.05	Excel ch 3 Kroenke appendix to ch 6	Kroenke ch 6 appendix Excel ch 3	Midterm exam (Excel ch 1-2 and Kroenke ch 1,3,7) on 10.05
Seven 10.12	Excel ch 4 And Kroenke ch 5 Database processing Review all Kroenke and all Excel chapters	Review all Kroenke and all Excel chapters	Project 1 submission of first completed version due 10.12 which will be reviewed and returned with feedback by your instructor within a week
Eight 10.19	Revision of Excel ch 1-4 and Revision of Kroenke ch 5	Excel ch 1-4 and Access ch 1	Project 2 starts – class discussion Assignment 3 due Oct 22 nd Elements of the Assignment to be included in the electronic portfolio
Nine 10.26	Access ch 1	Access ch 1	Project 1 final version submission due 10.26 (to be submitted also to the electronic portfolio) and presentations 10.28
Ten 11.02	Access Chapter 2	Access ch 2	Project 2 - analysis Assignment 4 Due Nov 5 th Elements of the Assignment to be included in the electronic portfolio
Eleven 11.09	Access Chapter 3	Access Chapter 3	Assignment 5 due 11.12 Elements of the Assignment to be included in the electronic portfolio
Twelve 11.16 11.23 Recess 11-24- 11. 28	Revision	Access Chapter 3, 4	Project 2 submission due 11.24 (to be submitted also to the electronic portfolio)
Thirteen 11.30	Access Chapter 4 Review Kroenke ch 5,	Access Chapter 2-4	Revision. Test 2 on 12.02(On Excel ch 2,3 and Access Ch 2,3, 4 and Kroenke ch 5) Submit Assignment 6 due Dec 3 rd . Elements of the Assignment to be included in the electronic portfolio. The completion deadline for the portfolio is Dec 5 th .
Fourteen 12.07 only	Access Chapter 4 revision	Revision and preparation for the final exam	Reflection on the electronic portfolios
Fifteen 12.13.	Exam week		.

Academic Honesty and Writing Policy Statement

Among the primary purposes of a university education is the development of abilities and attitudes necessary to engage thoughtfully and ethically with the ideas of others--so that you make fully, accurately, and appropriately clear in your writing (or speaking) where and how those others have influenced your thinking and your conclusions. These abilities and attitudes are generally part of the larger concept of "academic honesty."

Academic honesty involves taking responsibility for your own education, completing all work required of you on your own, and contributing thoughtfully and fully to any group work assigned or sanctioned by your instructors. In more straightforward terms, academic honesty means not cheating on tests and not plagiarizing. Generally, there are two kinds of plagiarism: intentional and unintentional. Acts of intentional plagiarism include turning in a paper obtained from a roommate, friend, or web site as your own, or cutting and pasting together a paper from several such sources.

According to the ECSU Student Handbook, Academic Misconduct is punishable in a number of ways, including expulsion from the university.

Unintentional plagiarism usually occurs when students do not understand the rules and procedures for properly quoting, paraphrasing, and citing source information. As a rule of thumb, remember 1) for exact words (whether full sentences or phrases), use quotations marks or a block indentation, together with an in-text citation; 2) for a summary or paraphrase, show exactly where the source begins and exactly where it ends by introducing the borrowing with a comment about it and closing it with an in-text citation. If you have any questions or concerns about this policy, it is your responsibility to raise them and ask for clarification until you are certain of its meaning.

PROJECT 1: INSTRUCTIONS

You will perform project 1 during this course in groups of 4.

The project is about understanding conceptual issues on Information Systems usage in organizations through the Work System Method by S. Alter and the knowledge covered in chapters 1,2,3 7,5 and 4 by Kroenke, Using MIS. In summary it is **On the application of the work system model to analyze a business problem**

Your project theme is determined below according to the orientation of your main major:

Project for Business, BIS, accounting, CS, Economics majors– Analyze the organizational and IT problems in the implementation of an ERP system described in the case on Photographic Supplies Company (see the file by O Volkoff in Unit 1)

For students from any other majors - Analyze the organizational and IT problems in the implementation of an IS system described in the case on the Medical Aid system of Maine (see its three pages describing the case as separate files in Unit 1 of the Vista course)

Using the principles of the work system method (see the 2002 paper by S Alter on The Work System Method and understanding of information systems, especially sections II, IV and V (provided by your instructor) provide an analysis of the problems, investigate related best practices described in the literature and suggest recommendations for improvement of any relevant elements of the particular work system. Those need to comply with the guidelines in the end of section V in Alter's article quoted above.

Submit the project report as a Word file as the product of the first completed version of the project through Vista. See the due date for the completed first whole version in the syllabus. Your instructor will provide feedback within 3 days using a rubric for project assessment (provided) and text comments. Then you need to reflect the suggested changes and revise your project before the due date for the submission of the second version, including a PPT presentation as well.

Each student must submit the second version in Word accompanied also by the respective PPT file for your project presentation.

Suggested content needs to reflect these three tasks to be addressed in the same sequence as they are logically connected. Analyze the problem facing the company described in the case using the work system method framework (WSM) by S. Alter. Use the materials in the Alter folder in Subject Resources in Vista. Provide your additional assumptions that might be necessary for characterizing the problem situation. You are supposed to know in advance the material described in Kroenke ch 1,2,7 and 3, 4, 5 as well as the paper by S Alter and the file on the WSM and how to prepare WSM Snapshots).

The procedure is for completing the project is as follows:

1. Apply the Work System Method to the problem using a corresponding pdf file in the folder labeled Alter in Subject resources of Vista, using the questions that will prompt you for the different dimensions of the analysis of the facts. Use the prompting questions SP1-SP5 from page 24 in file 4 in the folder on the WSM in Subject resources in Vista in order to structure the way how you define the problem and as a guideline for any questions that you need to ask your instructor and also for analysis of the situation. Use the questions Ap1-AP10 from pg 25 in same file No 4 in the folder on the WSM in Subject resources in Vista to structure your analysis of the problem situation along the dimensions of those questions (some of them may not be relevant to your problem which you can identify yourselves from the level of your knowledge of the problem). Note that in your report you may use the full text of the questions but it recommended that you do not use the abbreviation symbols that are generally not known to non-specialists.

2. Provide an overview of the best business practices on information systems implementation in industry regarding similar or analogical solutions to the problem on hand. (For example there are many articles on ERP implementation success factors which you need to find using the library databases like ABIInform and EbscoHost or others, you must use at least 8 relevant refereed journal articles and not more than 2 trade or professional magazines articles as references using the Harvard method for referencing (a guide is provided) or alternatively use APA. No other reference systems are acceptable please.

3. Produce recommendations that will show to the management of the organization how the problem can be effectively improved or resolved using as a basis your work in the previous two steps and applying as guidelines the RJ questions that follow on page 26 of the same WSM file in Vista please (you may find that not all of them are relevant but most of them provide useful dimensions on what your recommendations may focus) with consideration in your proposals as management consultants on the relevant resources for its implementation that are needed, a schedule and deadlines. Suggest what changes to any of the elements of the work system would be needed to help provide assistance in the solution of such a problem.

The project report needs to report on the three tasks listed above. It needs to have a title, a one page abstract (Executive Summary), table of contents, a main body presenting the results on each of the three items above in the same sequence. At the end of the report list your references (sources of information). Use only the Harvard Notation for references, a copy of which is provided by your instructor electronically) or the APA reference guide.

The report is to be submitted as a Word file to the Instructor via the Blackboard **submission link for the first version or the final version of the project respectively**. The final project report is submitted together with the PowerPoint file (you do not prepare a PPT for the first version please) of the presentation by each group member. Late submissions are not allowed.

Please note that you need to consult with your instructor on the first draft of your projects before submitting them. Check out the sample report provided in Unit 1.

An excellent project should reflect the following requirements:

1. It needs to show that the authors have investigated professionally the problem according to the guidelines provided here.
2. The report needs to be supported by relevant literature references.
3. The size of the report without references should be not exceeding 3500 words but should not be less than 2000 words without references, table of contents and abstract. However the quality of the report reflecting application of the body of knowledge on Information Systems covered in class and adherence to the guidelines matters more than the size please.

SECOND BUS 205 PROJECT

Each **teams of two** students will create and submit a database of their own DVDs. As part of the submission, you will create a total of at least **five tables, five forms, three queries and three reports at least**.

Define the purpose of the database and its functionality. The database you will create is to be used for supporting yours and your family use of the DVDs.

You will create and populate each of the tables with at least 7-9 records that are needed for this database system. To create the required records you need to design forms for each table.

The database project requires the submission not only of the Access database file but also of a typed report, single spaced, of up to 4 pages (including purpose of the database, the business problem that the database will address, its use and list of tables with their fields, forms, queries and reports created, pasted screens with the forms, queries and reports featuring in the Access file to be submitted as well).

The product of this project consists of the documentation report and the separate database file (created with MS Access, containing the relevant tables, forms, reports, queries and switchboard (menu) elements, all submitted in one session through WebCT/VISTA in the link for Project 2. (to be submitted also to the electronic portfolio)

N.B. No programming of functionality will be required beyond what can be implemented using MS Access.