Commerce 2KA3
Information Systems in Management
Fall 2023 Course Outline

Information Systems
DeGroote School of Business
McMaster University

INSTRUCTOR AND CONTACT INFORMATION

Dr. Ali Reza Montazemi	Dr. Keiwan Wind
Course Instructor	**Course Instructor**
montazem@mcmaster.ca	Windm@mcmaster.ca
Office: DSB-422	Office: DSB-A202
Office Hours: by appointment	Office Hours: by appointment
Tel: (905) 525-9140 x27434	Tel: (905) 525-9140 x28621
TA Kimia Ansari ansark1@mcmaster.ca	

Lecturer	Weeks
Dr. Montazemi (Sections: 1,2,3, and 4)	1, 2, 3, 4, 5, 6
Dr. Keiwan Wind (Sections: 1,2,3, and 4)	7, 8, 9, 10, 11, 12
Dr. Keiwan Wind (Sections: 5 and 6)	All 12 weeks

COURSE ELEMENTS

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

COURSE INFORMATION

Class Meeting Times and Locations				
Section	**Days**	**Times**	**Location**	**Virtual Sessions**
1	Monday, Wednesday	5:30-6:20pm	BS-147	Thurs (5:30-6:20pm)
2	Tuesday, Wednesday	9:30-10:20am	BS-147	Fri (9:30-10:20am)
3	Monday, Wednesday	4:30-5:20pm	TSH B128	Thurs (4:30-5:20pm)
4	Monday, Wednesday	2:30-3:20pm	JHE-376	Fri (4:30-5:20pm)
5	Tuesday, Wednesday	3:30-4:20	PGCLL B138	Fri (3:30-4:20pm)
6	Monday, Wednesday	1:30-2:20pm	Mon: HH 109 Wed: MDCL 1105	Thurs (1:30-2:20pm)

All communication will be through course Avenue
- Use discussion channel of Avenue (Communication →Discussion) to ask question about the course materials.
- Students corresponding 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.

COURSE LEARNING OUTCOMES

Upon completion of this course, students will be able to complete the following key tasks:
- Assess a company's e-business requirements and strategies.
- Understand how information systems support business operations, managerial decision-making, and strategy.
- Understand the application of the Internet and related Web technologies to facilitate business, electronic commerce, and collaboration.
- Understand issues related to the management of information systems, such as privacy, security, and ethical concerns.
- Be knowledgeable about the management of data and information as key organizational resources.
- Understand how information systems are developed, including project management and systems design methodologies.
- Be knowledgeable about the technical aspects of information systems architecture, hardware, and software.

COURSE LEARNING GOALS

This course enables students to understand the strategic role of information systems in modern business. Topics include:
- The technical foundations of information systems.

- The impact of information systems on business operations and decision-making.
- The processes that are required for the successful implementation of business information systems.

REQUIRED COURSE MATERIALS AND TEXTS

These items are an integral part of the lesson plan for the course, and not having these materials could have a negative impact on a student's learning outcomes for the course.

From Titles bookstore: Click here.

Laudon, K.C., Laudon, J.P. "Management Information Systems: Managing the Digital Firm, 17th Edition," Pearson, 2022

CLASS FORMAT

This is a Blended (in-person and online) 3 hours course.

Evaluation: The components of course are delivered through two modes of *in-person* and *Asynchronous (Online)* as follows.

The In=Person Delivery:
The first two weekly class (i.e., Mondays/Tuesdays and Wednesdays) is used to elaborate on the assigned chapters and analyse the assigned case studies.

The Asynchronous Delivers:
The third weekly class (Thursdays/Fridays) is used for the students to complete online quizzes as follows:
- Students will take weekly content quizzes from Avenue for the chapter/s covered weekly. The start date for taking the content quizzes is Mondays at 9 am and the due date is Fridays at 11 pm. See Course Schedule on pages 13-14 for details. Students are encouraged to read the assigned chapters and watch videos posted on Avenue before taking the content quizzes.
- Students will also take weekly quizzes for case studies that are covered each week in in-person lectures. The start date for taking the weekly case quizzes is Mondays at 9 am, and the due date is Fridays at 11 pm. The time of the in-person session for each section is shown in the table above.
- The presentation slides, are posted on Avenue weekly.
- Students have access to Pearson MyLab MIS to study the assigned weekly chapters and use Pearson exercises to assess their understanding of the chapter materials. See pages 10-11 for details.
- Use the discussion channel of Avenue (Communication →Discussion) to ask questions about the course materials. We try to respond to your questions within 24 hours of you posting it.

COURSE EVALUATION

Components and Weights

The components of the course grade will be calculated as follows:

Component	Description	%
Midterm	Covers material from BOTH lectures and textbook chapters 1, 2, 3,4, 9, 10, 11, and 12 only. This is a closed book exam and will be comprised of multiple choice& true/false questions. The date of the midterm is **Saturday Oct. 21, 2:00-4:00 pm.** Check Avenue closer to the date of the exam for more information about the exam.	31%
Final Exam	Covers material from BOTH lectures and textbook chapters 5, 6, 7, 8, 13, and 14 only. This is a closed book exam and will be comprised of multiple choice & true/false questions. The date of the final exam will be made known once the master final exam schedule is finalized.	31%
Weekly online content Quizzes (Chapter Content)	Weekly online content quizzes cover the content of the chapter/s related to each week. Content quiz is accessible through Avenue→ Assessment → Quizzes. Each week test is worth up to 1% of total grade.	10%
Weekly online case Quizzes (Chapter Cases)	Weekly online case quizzes consist of the cases covered in the Synchronous sessions that week. Case quiz is accessible through Avenue→ Assessment → Quizzes. Each week quiz is worth up to 1% of total grade.	8%
Required Hands-on Assignment 1	An "Enterprise Resource Planning (ERP)" Assignment. This is an individual assignment. More details will be made available on AVENUE once the assignment is released. The assignment will be released on Avenue on Monday **Oct. 2nd at 9:00 am.** The due date is **Friday Oct. 6th at 5:00 pm (17:00).** **The office hours for the synchronous via Zoom will be announced on Avenue. Students who use MSAF for this assignment, will be given 3 more days to submit the assignment on Wed. Oct 12th at 5:00 pm (17:00) EST**	10%
Required Hands-on Assignment 2	"Using Microsoft Access" Assignment. This is an individual assignment. More details will be made available on AVENUE once the assignment is released. The assignment will be released on Avenue on **Monday Oct. 30th at 9:00 am.** The due date is **Friday Nov. 3rd at 5:00 pm (17:00).** **The office hours for the synchronous via Zoom will be announced on Avenue. Students who use MSAF for this assignment, will be given 3 more days to submit the assignment on Wed. Nov. 9th at 5:00pm (17:00) EST**	10%
	Total:	100%

Tests

There will be two written tests: (1) a midterm and (2) a final exam. The midterm and final exams cover concepts from BOTH lectures and the assigned readings. Both the midterm and final exams are closed-book. The midterm exam covers materials covered during the first half of the course, and the final exam covers the materials covered in the second half of the course. More details about the exams will be given prior to the date of the exams.

NOTE: Alternate (makeup) exam dates
For students who apply to miss a midterm, the SE Office will schedule alternate write dates. These dates are only for students who **submit an email request to SE office (buscom@mcmaster.ca) 10 business days prior to the midterm date** for the following reasons:
- Religious observance (RISO)
- Varsity sports requirements
- Midterm conflicts
- Known absence (e.g., scheduled medical procedure)

Required Hands-on Assignment 1

This assignment has been devised to help you better understand the related concepts given in the lectures and/or textbook. Details of the assignment will be described in class. The assignment is expected to be completed individually. Work done in groups will be penalized by dividing the grade for this assignment by the number of members in the group. Work that is copied will be given a grade of zero and be scrutinized for Academic Dishonesty (see section below).

All answers to assignments must be uploaded to Avenue account, as per instructions provided on the assignments.

Hands-on assignment will be accepted after the due date, but **a late penalty will apply where 20% will be deducted off the assignment for each day late**. It is each student's responsibility to submit the assignment in advance of the deadline. Note that work-in-progress for the hands-on assignment can be uploaded to AVENUE – the last version uploaded will be marked.

Required Hands-on Assignment 2

The purpose of this assignment is to learn how to create a DBMS by using Microsoft Access. In this assignment, you will create tables and make queries for course registration from the perspective of the system administrator. The assignment is expected to be completed individually. Work done in groups will be penalized by dividing the grade for this assignment by the number of members in the group. Work that is copied will be given a grade of zero and be scrutinized for Academic Dishonesty (see section below).

All answers to assignments must be uploaded to Avenue account, as per instruction provided on the assignments.

LATE ASSIGNMENTS

- Weekly quizzes must be completed by the due date/time. Otherwise, you would receive grade zero.
- Hands-on assignment will be accepted after the due date but **a late penalty will apply where 20% will be deducted off the assignment for each day late**. It is each student's responsibility to submit the assignment in advance of the deadline. Note that work-in-progress for the hands-on assignment can be uploaded to AVENUE – the last version uploaded will be marked.

COMMUNICATION AND FEEDBACK

Students who wish to correspond with instructors or TAs 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 Area Administrative Assistants. All students must receive feedback regarding their progress prior to the final date by which a student may cancel the course without failure by default.

☐ *For Level 1 and Level 2 courses, this feedback must equal a minimum of 20% of the final grade.*
☐ *For Level 3 courses and above, this feedback must equal a minimum of 10% of the final grade.*

Instructors may solicit feedback via an informal course review with students by Week #4 to allow time for modifications in curriculum delivery.

REQUESTING RELIEF FOR MISSED ACADEMIC WORK

In the event of an absence for medical or other reasons, students should review and follow the Academic Regulation in the Undergraduate Calendar "Requests for Relief for Missed Academic Term Work" and the link below;

http://ug.degroote.mcmaster.ca/forms-and-resources/missed-course-work-policy/

COURSE MODIFICATION

From time to time there may be a need to remove/add topics or to change the schedule or the delivery format. If these are necessary, you will be given as much advance notice as possible.

GENERATIVE AI

Students are not permitted to use generative AI in this course. In alignment with [McMaster academic integrity policy](#), it "shall be an offence knowingly to … submit academic work for assessment that was purchased or acquired from another source". This includes work created by generative AI tools. Also state in the policy is the following, "Contract Cheating is the act of "outsourcing of student work to third parties" (Lancaster & Clarke, 2016, p. 639) with or without payment." Using Generative AI tools is a form of contract cheating. Charges of academic dishonesty will be brought forward to the Office of Academic Integrity.

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. **It is your responsibility to understand what constitutes academic dishonesty.**

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. For information on the various types of academic dishonesty please refer to the [Academic Integrity Policy](#).

The following illustrates only three forms of academic dishonesty:

- plagiarism, e.g. the submission of work that is not one's own or for which other credit has been obtained.
- improper collaboration in group work.
- copying or using unauthorized aids in tests and examinations.

COURSES WITH AN ON-LINE ELEMENT

Some courses may use on-line elements (e.g. email, Avenue to Learn (A2L), LearnLink, web pages, capa, Moodle, ThinkingCap, etc.). Students should be aware that, when they access the electronic components of a course using these elements, private information such as first and last names, user names for the McMaster email accounts, and program affiliation may become apparent to all other students in the same course.

The available information is dependent on the technology used. Continuation in a course that uses on-line elements will be deemed consent to this disclosure. If you have any questions or concerns about such disclosure, please discuss this with the course instructor.

ONLINE PROCTORING

Some courses may use online proctoring software for tests and exams. This software may require students to turn on their video camera, present identification, monitor and record their computer activities, and/or lock/restrict their browser or other applications/software during tests or exams. This software may be required to be installed before the test/exam begins.

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.

ACADEMIC ACCOMMODATION OF STUDENT WITH DISABILITIES

Students with disabilities who require academic accommodation must contact Student Accessibility Services (SAS) at 905-525-9140 ext. 28652 or sas@mcmaster.ca to make arrangements with a Program Coordinator. For further information, consult McMaster University's *Academic Accommodation of Students with Disabilities* policy.

ACADEMIC ACCOMMODATION FOR RELIGIOUS, INDIGENOUS OR SPIRITUAL OBSERVANCES (RISO)

Students requiring academic accommodation based on religious, indigenous or spiritual observances should follow the procedures set out in the RISO policy. Students should submit their request to their Faculty Office *normally within 10 working days* of the beginning of term in which they anticipate a need for accommodation <u>or</u> to the Registrar's Office prior to their examinations. Students should also contact their instructors as soon as possible to make alternative arrangements for classes, assignments, and tests.

COPYRIGHT AND RECORDING

Students are advised that lectures, demonstrations, performances, and any other course material provided by an instructor include copyright protected works. The Copyright Act and copyright law protect every original literary, dramatic, musical and artistic work, **including lectures** by University instructors.

The recording of lectures, tutorials, or other methods of instruction may occur during a course. Recording may be done by either the instructor for the purpose of authorized distribution, or by a student for the purpose of personal study. Students should be aware that their voice and/or image may be recorded by others during the class. Please speak with the instructor if this is a concern for you.

EXTREME CIRCUMSTANCES

The University reserves the right to change the dates and deadlines for any or all courses in extreme circumstances (e.g., severe weather, labour disruptions, etc.). Changes will be communicated through regular McMaster communication channels, such as McMaster Daily News, A2L and/or McMaster email.

ACKNOWLEDGEMENT OF COURSE POLICIES

Your enrolment in Commerce 2KA3 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.

Instructions for MyLab MIS Student Registration

Access MyLab MIS for Laudon & Laudon-Management Information Systems: Managing the Digital Firm 17/e

You will need:

- Access to your avenue course
- An email address (your McMaster University)
- Your MyLab MIS student access code (purchased from the bookstore or directly from Pearson at the MyLab Site after registration)

How to Register

- Login to your avenue course
- Select Content → Accessing Pearson MyLab MIS → Pearson
- Login to your existing Pearson account or create a new Pearson account
- Choose you preferred purchase option:

1. Enter your **access code** when requested by the system
2. Purchase **online** with a credit card
3. Select 'get **temporary access** without payment for 14 days'

Please note: You do not need a course ID to register for this course.
You must register directly through your avenue course page and not through Pearson Website.

How to upgrade from Temporary Access to Permanent Access

When upgrading from temporary access to permanent access **you DO NOT need to create a new account**. Just follow the steps below:

1. On your MyLab MIS homepage, select **My Courses** on the left hand side toolbar.
2. Highlighted in yellow you should see the option to **Upgrade Access** on your MyLab MIS course, click on it.
3. You will be asked to **Choose Your Access Option**, enter your access code from the bookstore or purchase permanent access online

For more information or for instructions on how to obtain permanent access if your temporary access has expired, visit https://support.pearson.com/getsupport/

<u>Technical Support of MyLab MIS</u>

Your quickest path to resolve any technical issues is to contact technical support (https://support.pearson.com/getsupport/s/contactsupport). They have access to your user account and will be able to quickly troubleshoot the issues.

When you contact them **let them know:**

1. **Your course is integrated into D2L** and include **Your username**
2. Operating system (e.g., Windows 8 or MacOS Catelina)
3. Browser (preferred browser is Chrome)
4. Exactly what you are trying to open.
5. Error message (if any) that appears when you try to open it.

If your issue is not resolved in 48 hours you can contact Ms. Taylor Iwaniuk (taylor.iwaniuk@pearson.com) or Mr. Kelly Archibald (kelly.archibald@pearson.com) and provide your incident #

COURSE SCHEDULE

Commerce 2KA3
Information Systems in Management
Fall 2023 Course Schedule

Week	Date	Instructor	Topic covered	Study	Event
1	Sep. 4-8	Montazemi / Wind	Information Systems in Global Business Today	Ch. 1	-Content Quiz: Deadline Sep. 8, 11:00pm EST.
2	Sep. 11-15	Montazemi / Wind	Global E-Business and Collaboration Information Systems, Organizations, and Strategy Case 1: *Is Social Business Good Business? (page 72-74)* Case 2: *Customer Experience Management. (page 96-97)*	Ch. 2 & Ch.3 (parts 1&2)	-Content Quiz: Deadline Sep. 15, 11:00pm EST. -Case Quizzes 1&2: Deadline Sep. 15 at 11:00pm EST.
3	Sep. 18-22	Montazemi / Wind	Information Systems, Organizations, and Strategy Ethical and Social Issues in IT Case 1: *Is Time Running Out for Bed & Beyond?(page 113-115)* Case 2: *Facebook Privacy: Your Life for Sale (page 156-158)*	Ch. 3 (parts 3&4) & Ch. 4	-Content Quiz: Deadline Sep. 22, 11:00pm EST. -Case Quizzes 1&2: Deadline Sep. 22 at 11:00pm EST.
4	Sep. 25-29	Montazemi / Wind	Achieving Operational Excellence E-commerce Case 1: *The Coronavirus Pandemic Disrupts Supply Chains Around the World. (page 366-368)* Case 2: *Small Business Loans from a FinTech App. (page 388-389)*	Ch. 9 & Ch. 10	-Content Quiz: Deadline Sep.29, 11:00pm EST. -Case Quizzes 1&2: Deadline Sep.29 at 11:00pm EST.
5	Oct. 2-6	Montazemi / Wind	How to complete the hands-on Assignment		**Required SAP Hands-on Assignment** ***Released Monday Oct. 2nd** ***Deadline date for uploading assignment 1: Friday Oct. 6th 5:00pm EST**
Oct 9-13 NO CLASSES – MIDTERM RECESS					
6	Oct. 16-20	Montazemi / Wind	Managing Knowledge and Enhancing Decision Making	Ch. 11 & Ch. 12	-Content Quiz: Deadline Oct. 20, 11:00pm

Week	Date	Instructor	Topic covered	Study	Event
			Case 1*: Will Automation Steal Our Jobs?(page 437-438)* Case 2: Predictive Maintenance in the Oil and Gas Industry. (page 469-470)		-Case Quizzes 1&2: Deadline Oct. 20, 11:00pm. **- Midterm: Oct. 21 2:00-4:00pm**
Second Half of the Course					
7	Oct. 23-27	Wind	IT Infrastructure and Emerging Technologies Case1: *What Should Firms Do about BYOD?(page 181-182)* Case2: *Look to the Cloud (page 186-187)*	Ch. 5	-Content Quiz: Deadline Oct. 27, 11:00pm EST. -Case Quizzes 1&2: Deadline Oct 27, at 11:00pm EST.
8	Oct. 30-Nov. 3	Wind	How to complete the hands-on Assignment		**Required Microsoft Access Hands-on Assignment.** *** Released Monday Oct 30th.** *** Deadline for uploading Microsoft Access Hands-on Assignment is: Nov 3rd , 5:00pm (17:00) EST**
9	Nov. 6-10	Wind	Database and Information Management Telecommunications, the Internet, and Wireless Technology Case 1: *Does Big Data Provide the Answer?(page 245-247)* Case 2: *Monitoring Employees on Networks: Unethical or Good Business?(page 266-267)*	Ch. 6 & Ch. 7	-Content Quiz: Deadline Nov. 10, 11:00pm EST. -Case Quizzes 1&2:Deadline Nov. 10 at 11:00pm EST.
10	Nov. 13-17	Wind	Securing Information Systems Case 1: *Capital One: A Big Bank Heist from the Cloud (page 305-306)* *Case 2: Is the Equifax Hack the Worst Ever – and Why?(page 331-333)*	Ch. 8	-Content Quiz: Deadline Nov. 17, 11:00pm -Case Quizzes 1&2: Deadline Nov. 187 at 11:00pm.
11	Nov. 20-24	Wind	Building Information Systems Case 1: *Tommy Hilfiger Transforms Its Wholesale Sales Process with Digital Showrooms (page 493-494)*	Ch. 13	-Content Quiz: Deadline Nov. 24, 11:00pm -Case Quizzes 1&2: Deadline Nov. 24 at 11:00pm.

Week	Date	Instructor	Topic covered	Study	Event
			Case 2: *McAfee Turns to Automated Software Testing (page 514-515)*		
12	Nov. 27-Dec. 1	Wind	Managing Projects	Ch. 14	-Content Quiz: Deadline Dec. 1, 11:00pm
13	Dec 4-Dec 6	Wind			Chapter Review for the final exam