College of Business
Tennessee State University

Course Syllabus

LOCATOR INFORMATION:

Course Name: Management and Evaluation of Information Systems (BISI 6130)
Credit Hours: 3
Contact Hours: 3

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REQUIREDTEXTBOOK & MATERIALS: Managing Information Technology, 7th Edition, 2012 ; **Carol V Brown**; ISBN-10: 0132146320 ISBN-13: 978-0132146326, Pearson-Prentice Halll

COURSE DESCRIPTION: This is a survey course of information technology (IT), and its impact and role in the business environment. Issues concerning the strategic, tactical, and operational uses of IT and information systems are discussed. The challenges and the methods of managing IT are presented using the socio-technical approach. Types of information systems and their application within organizations are discussed through case studies.

COURSE OBJECTIVES:

- Be aware of IT-enabled business application trends

- Be able to make good IT investment decisions

- Be able to effectively partner with IT specialists to obtain the expertise, services, and technical support needed.

- Be able to participate in the development of policies related to the impact of IT usage on individuals, organizations, and society

- Understand the global/international aspects of IT design, development, and implementation.

- Understand and study the ethical issues (privacy, intellectual property rights, computer crimes) that crop up due to information technologies.

- Be able to identify ways to use IT to leverage business opportunities

- Develop and Implement applications in MS Excel, and MS Access.

- Analyze case studies to see the impact of IT on Ethical, Business competitiveness and International aspects

- Conduct research in the "Information Systems" field, and write technical reports.

ACADEMIC INTEGRITY:

Academic honesty and integrity lie at the heart of any educational enterprise. Students are expected to do their own work and neither to give nor to receive assistance during quizzes and examinations. Deliberate violations of academic integrity (plagiarism, cheating, mis-representation of information) and fabrication are not tolerated. Actions outlined in the Tennessee State University Student Handbook under Code of Student Conduct will be followed for incidents of academic misconduct.

REASONABLE ACCOMODATIONS:

Any students requiring accommodations should contact Patricia Scudder, Director of Students with Disabilities-Disabled Student Services Office, at 963-7400, preferably before the fourth class meeting. The College of Business, in conjunction with the Office of Disabled Student Services, makes reasonable accommodations for qualified students with medically documented disabilities. I need to be aware of your status if it will affect your class activities and assignments---before assignments are due.

CODE OF STUDENT CONDUCT:

There will be no eating, drinking, sleeping or disruptive behavior in the classroom. Each student is encouraged participating in classroom activities, asking questions, and working along with the class as recommendations/problem solutions to illustrations, examples, and cases are examined. Additionally, cell phones must be turned off upon entering the classroom and should remain so until class has ended. Action will be taken against those students who do not adhere to appropriate classroom behavior.

ATTENDANCE& LATE WORK:

Assignments will not be accepted after the specified due dates.

ASSIGNMENTS& EVALUATION CRITERIA:

Mini Presentation on Current-Technology

Each student will choose a current technology concept or product *(ex: Blackberry PDAs, tablet PC, Green Computing, WiMax, VoIP, Grid Computing, Cell-Phone Handsets, specific software, specific hardware devices, specific network technologies, modern technology-based businesses such as Amazon, NetFlix etc..)* and make a short (do NOT exceed 10 minutes to avoid penalty) presentation on the technology. Describe what it is, who makes it, cost/benefit issues, business impacts, customer impacts, & Technological Challenges/Greatness etc. Do not make it like a pure sales pitch (just describing features of a gadget etc) to get maximum points.

The student will make this presentation at the beginning of the class. *Typically PowerPoint slides, Websites, and/or video-clips are used.* Give me the date on which you want to present. If a topic selected by another student is used, try to discuss it in a different angle to get most points. If a student fails to present on the chosen date, the points for this activity will be forfeited.

Research Paper - Topics in Information Systems

Every Student shall be involved in a research project about some relevant Information Systems Technology topic.

Topics for the term paper should be focused on Information System Technologies, and should always include IMPACT on business aspects. Include the following aspects (where applicable, and this is NOT an exhaustive list) for maximum points:

- Very Brief History
- Brief description of the technology mechanism
- Advantages, disadvantages of using the technology
- Current Limitations/shortcomings - and what is being done to correct this

- Costs/ Economic Benefits
- Case studies to illustrate the benefits/disadvantages/cost of technology
- How does decision making get more effective/efficient?
- How does it support collaborative decision making?
- Does it promote more/less ethical practices?
- Any impact on Internationalization of the business?
- Does it promote outsourcing or create jobs in USA / Push USA ahead
- What kind of further research/improvements are needed?
- Future of the technology

Some possible topics (never forget the IMPACT ON BUSINESS Aspects for ALL Topics) are:

- Artificial Intelligence/Robotics/Expert Systems and Business Applications
- Role of Apps and SmartPhones/Tablets on Business
- Business Intelligence / Predictive Analysis
- Business Process Engineering - Role Of IT in making Modern Businesses Perform better
- Customer Relationship Management (CRM)
- CLOUD Computing
- Collaborative Systems/Web Conferencing/ Telepresence systems
- Crowd Sourcing (Get the public and free lancers to solve a business problem ex: Kaggle, Kiva, Prosper, Thingiverse, Amazon Mechanical Turk etc.)
- CYBER CRIMES, including Biometrics and IT/networks security; Virus, Hacking etc
- Data Warehousing/Data Mining/Data Analytics/ Business Intelligence
- E_LEARNING & DISTANCE EDUCATION - Effectiveness, advantages, problems, technologies, etc
- ETHICAL ISSUES in Using & Developing IT, including Intellectual Property Management, software piracy, civil rights, Privacy, digital divide, etc.
- Emerging Technologies/Future of computing (Massive Parallel Processing; Grid computing; bio-circuits etc)
- GREEN COMPUTING (Environmental Friendly Data Centers, Servers, Environmental Impact of IT, Virtualization etc)
- Group Decision Support Systems/Decision Support Systems
- International/Global Information Systems (Issues, Challenges, advantages etc)
- Intranets/Extranets - Organizational Impact - Local/Wide/Wireless
- IT and Society (How humans, businesses, world is changing due to IT)
- Knowledge Management
- Object-Oriented Technologies (Software, databases etc) - Impact on Business
- Outsourcing Trends in IT - Onshore and/or Offshore, and its impact on Business
- Project Management and IT Issues
- Storage Technologies and its impact on business
- SOCIAL NETWORKING / WEB 2.0 (like Twitter, Facebook, Blogs) & Business Applications
- SUPPLY CHAIN MANAGEMENT including e-procurement, RFID, JIT, Inventory Control etc.
- Telecommuting & remote workforce management
- MOBILE COMMERCE/ Location Based Systems (including ePayments, Mobile Wallets etc)
- Work flow integration/management
- Other related topics in Information Systems area, ex: Health Care Info Systems, Acct IS etc. (subject to instructor's approval).

Typically PowerPoint slides, Websites, and/or video-clips are used.

Deliverables:

Presentation: You are expected to be professional, informative, and interesting. Be well prepared so that you don't have to "read" - instead maintain eye-contact with audience, speak loudly, clearly, and vary pitch/volume/style to retain audience interest.

Email me an electronically readable copy of the Paper and Presentation Slides & a Hardcopy of the Final Paper on the date of presentation.

- The report should be professionally written [should read well, broken into logical sections (Introduction, ..., Conclusion), no spelling or grammatical errors, etc.].
- The project report should be *about* 25 double-spaced pages (including references and diagrams, assuming normal font size, margins etc.).
- Any claim made in the report should be backed up by a reference - otherwise, it will be considered to be a case of plagiarism.

Example: ....A recent study shows that 80% of managers spend 70% of their time in departmental meetings [Smith 2005] .... *This is in the body of the report.*

References MUST be placed at the end of the report

Smith, Roger; "Managers and their Favorite Activities", *Journal of Managers*, Vol. 22, No. 1, Pages 234-256, 2005

Case Studies

A problem-solving approach to case analysis needs to be used for most cases. For this approach, the team should take on a consultant role, and assume that it was hired by the organization to:

- Make use of its knowledge of IS management
- Provide an objective opinion on one or more problems
- Provide realistic options for action for this organization

For other cases, a problem-solving approach may not be relevant, and the team should take an educator role.

Oral Presentation
The presentation should be your professional best. You should illustrate your presentation with computer-projected PowerPoint slides.

Oral Critique
The critiquing team should point out the positive aspects of the case presentation as well as those areas where there may be room for improvement or alternative conclusions. If a problem-solving approach was appropriate for this case, the critiquing team should evaluate the case presentation for the following:

- Accurate assessment of the current situation
- Complete formulation of issues or problems
- Technologically and organizationally sound recommendations for action

The critiquing team must orally critique on the day of case presentation, and submit the evaluation form to me (or turn it in via email before 5 pm of the next day). All members MUST place their initials on the form (proxy for attendance) on the date of critiquing and turn it in to me, even if you are emailing me your response.

If a problem-solving approach was not appropriate, the critiquing team should evaluate the case presentation for:

- Accurate presentation of the situation
- Relevant application of class readings and experience

In either situation, if you have little to criticize you should be prepared to briefly discuss what implications you think the case has for business managers.

On the day of the Case presentation, each CASE team (including the critiquing team) will complete a presentation evaluation form (which I will provide).

DELIVERABLE: Team Will present case on the scheduled day and upload the presentation and/or reports to the eLearn dropbox

GRADING SCALE:

Course Activity Points		Grade Assignment
Mid-Term Exam	200	*A if total points >= 900*
Final Exam	100	*B if 800 - 899.9*
IT Research Paper	200	*C if 700 - 799.9*
Quizzes	100	*D if 600 - 699.9*
Current Technology Mini Presentation	050	*F if < 600*
Case Study Presentation (80) / Critique (20)	100	
Assignments	250	
TOTAL POINTS:	1,000	