

The University of North Carolina at Greensboro
 Bryan School of Business and Economics
 Department of Information Systems and Supply Chain Management

ISM 280
Information Systems in Organizations
SYLLABUS
Spring 2019

Instructor:	Ms. Apoorva Patipati Ramesh
Email:	apramesh@uncg.edu (email is the best way to communicate)
Office:	440 Bryan Building
Class Times and Meeting Location:	Tuesday 6:00PM - 7:15PM (Webex - non mandatory)
Office hours:	Monday 2:00 pm to 4:00 pm (And by appointment)
Phone:	336.334.5687

CATALOG DESCRIPTION

Fundamentals of information systems needed to achieve organizational, operational, informational, technological, managerial, and innovative functions are discussed. Evolving role of information systems in achieving and maintaining competitive advantage is evaluated.

Prerequisite: ISM 110 or equivalent

COURSE OBJECTIVES

Upon completion of this course, students should be able to:

1. Identify the roles that information systems play in organizations and describe how organizations use information systems in implementing competitive strategies;
2. Describe and distinguish among components of a firm's value chain, application of information systems and innovation;
3. Explain and describe information technologies used by modern business organizations (TPS, databases, LANS and telecom);
4. Explain the role of information technology in process and product innovation.
5. Explain and apply concepts related to managing people, processes and information systems in organizations;
6. Explain concepts related to managing information resources and innovation in a business enterprise;
7. Discuss examples of different website information architectures and explain the importance of usability and accessibility related to information systems;
8. Explain how IT supports business decisions including web analytics, dashboards, portals and Web 2.0 technologies;

9. Explain legal and ethical issues related to use of information systems in business organizations;
10. Explain several Enterprise Systems including: Finance, Human Resources, Supply Chain, Customer Relations and Enterprise Resource Management.

REQUIRED TEXTBOOKS, MATERIALS AND INFORMATION SYSTEMS

Required Text

Wallace, P. (2018). *Introduction to Information Systems. 3rd Edition*. Pearson. See below for what you need to purchase.

Required Access to Pearson MyLab Portal

Simulations that supplement the textbook will be provided via MyLab. All quizzes, tests and final exam will be provided via Canvas.

You may purchase the required text and access code to MyLab from UNCG Bookstore (<http://uncg.bncollege.com>) or the Pearson Website. Here are your options:

1. eText + MyLab: ISBN- 9780134658094 (Available Through UNCG Bookstore - Correct code not guaranteed through 3rd party vendors)

Note: This is the most cost effective option. This purchase includes eTextbook version of the required Textbook by Patricia Wallace (as shown above). Also includes access to MyLab as mentioned above. Includes NO hardcopy of the textbook.

2. Hardcopy + eText + MyLab: ISBN-13: 9780134746012 (Available through UNCG Bookstore - Correct code not guaranteed through 3rd party vendors)
3. Purchase direct through Pearson's WebSite with Credit Card/PayPal (no financial aid).

(Optional) If you need to have a hardcopy of the Textbook you can purchase one through the "print upgrade" option under the Course Home tab in MyLab.

iSpartan account (email)

Most communications will be done through email. You are expected to check your iSpartan email *at least once daily*. In your emails to the instructor:

- Always state your name, your course number, and section number. You may not receive a response from the instructor if this information is missing.
- Clearly state the issue you are facing or the information you need

The schedule of all course assignments is posted on Canvas. You can also use the schedule in this syllabus as a checklist to track your progress in the course.

Canvas Class Management System

You should be familiar with Canvas because it will be used for communicating various issues about the course. Course materials and tests will be administered via Canvas. Course announcements and updates may be posted on Canvas. You are expected to check your UNCG email and Canvas every day.

Other information systems

Dropbox, YouTube, Skype, Webex etc., may be used in the course if they help achieve the course objectives. You will be notified and provided download and installation instructions if you need them.

Important Information Regarding Technology:

- To access MyLab, Canvas and other systems, you should have a computer with a functioning and fast internet connection, know your usernames and passwords and be able to connect to and remain connected to the network, **especially during the tests.**
- Google Chrome is the preferred browser.
- If you are facing any issue related to MyLab while working on simulations, contact Pearson customer support. If they are not able to resolve your issues, they will give you a ticket/reference number, which you will need for any accommodation related to a late/missed assignment.
- All technology, is prone to failure. To minimize missed assignments on MyLab/Canvas, start working on your assignments in a timely manner. This will reduce the chances of missing any assignments due to last-minute technology issues.

STATEMENT OF STUDENTS' RIGHTS AND RESPONSIBILITIES

This syllabus is a contract. Your full understanding and acceptance of the following rights and responsibilities will lead to better learning. If you are in this class after week 1, I assume you have read, understood, and “signed” this contract.

You have the right to expect:

1. Your instructor to be prepared for each class.
2. Your instructor to teach all scheduled classes or arrange for a qualified substitute if it is necessary to miss class because of illness or University approved commitments.
3. Clear statements of course expectations, policies, testing and grading practices and student performance.
4. Your instructor to hold a reasonable number of office hours to discuss assignments or to assist you with course matters.
5. Your instructor to read and respond to student emails in a timely fashion – within 48 hours.
6. Knowledgeable assistance from your instructor regarding class assignments and course content.
7. Professional behaviors reflecting equitable treatment, ethical practices and respect for your rights.
8. Opportunities to challenge ideas and defend your beliefs in a professional manner.
9. To be challenged to grow both academically and professionally. This means the instructor may openly disagree with some responses or comments. Use such exchanges to grow intellectually.
10. Information regarding career opportunities related to ISM programs.
11. Your instructor to abide by University policies.

12. Fairness and clarity in evaluation of your performance.
13. Adequate opportunity to appeal any perceived violations of the above rights.

You have specific responsibilities to:

1. Read your UNCG email at least once each 24 hours;
2. Attend every class session;
3. Read all posted announcements in the course management system;
4. Keep track of your class grades all the time and report any grading immediately;
5. Commit yourself to grow academically and professionally;
6. Plan your study and work schedule appropriately to allow sufficient time to do quality work in the course (Review “[Suggested Academic Workload Guidelines](#)” for the Bryan School of Business and Economics published in the UNCG Undergraduate Bulletin);
7. Complete all assignments in a professional manner;
8. Strictly adhere to the posted deadlines. Otherwise, accept the penalty based on the policies specified by the instructor;
9. Practice ethical behaviors and display respect for the rights of others;
10. Timely contact your instructor and discuss circumstances that may prevent you from achieving acceptable performance;
11. Understand and follow the school and course policies, including the UNCG Academic Integrity Policy (<https://osrr.uncg.edu/academic-integrity/>), and report observed violations of these policies.

ACADEMIC INTEGRITY POLICY

University students are expected to conduct themselves in accordance with the demands of academic honesty. A student is subject to penalty for academic misconduct, such as plagiarism. Discussing your assignments with other students can be a valuable learning opportunity. However, you are expected to do your own original work.

All students are expected to follow the UNCG Academic Integrity Policy (<https://osrr.uncg.edu/academic-integrity/>) in completing coursework. I assume that by submitting your work in this course you conform to the Academic Integrity Policy. Any violations will result in charges.

DISABILITY SERVICES

If you have a learning or physical disability, please contact the UNCG Office of Disability Services in Suite 208 EUC. The Disability office will contact your instructor once your request is approved. You must make arrangements for special accommodations for each and every test in advance of the scheduled test date. Please provide your instructor at least a 48-hour notice when requesting testing accommodations.

INSTRUCTIONAL METHODOLOGY AND ASSESSMENT

This class will be based on lectures, readings, simulations, presentations, discussions, quizzes, and tests. Student performance will be assessed using quizzes, tests, exams, simulations, discussion board contributions, and possibly extra-credit assignments. Instruction is divided into 12 units (roughly corresponding to one chapter of the textbook) and extra materials on innovation. This is a paperless class – most materials will be distributed and all tests and assignments will be collected electronically. Feel free to keep notes in any format convenient to you.

This course is delivered completely online. However I will be holding synchronous Webex sessions on most Tuesdays between 6pm and 7:15pm. I encourage the students to attend each session and engage in meaningful conversations.

HOMEWORK ASSIGNMENTS: Simulations, Quizzes & Discussion Board

WEEKLY SIMULATIONS:

Textbook chapters come with an online simulation in MyLab. You are expected to complete the simulation on your computer after reading the chapter.

- Most simulations will become available in MyLab every Sunday midnight and will remain open until 11:59 pm next Sunday.
- If you are not satisfied with your simulation score, you can retake the simulation as many times during the week. If you retake a simulation, you must do so from the assignment page, not the results page. Otherwise, MyLab will give you a zero score for the assignment.
- Budget approximately 60-90 minutes to complete each simulation. You DO NOT have to answer the questions in the end. Some simulations may take longer to complete.
- Please see the “**How Simulations are Graded**” document on Canvas for more information.
- When you complete the simulation, it will generate a final report. You will need to:
 1. **Save the final simulation report (PDF file) to your computer and also upload it to Canvas under the Assignment of the same name.**
 2. **See the “How to Save and Turn in Simulation Report” document on Canvas for more details.**
 3. ***DO NOT e-mail the results to the professor!***
 4. **You will receive a zero grade for your simulation if the final report is not uploaded to the appropriate Assignment module on Canvas by the deadline.**

Timely submission of reports is extremely important. (Refer to the late submission policy below).

WEEKLY QUIZZES:

After reading each chapter, you have to complete a quiz on Canvas.

- Quizzes typically become available on Canvas every Sunday midnight and will remain open until 11:59 pm next Sunday.
- If you are not satisfied with your score, you will have up to three attempts to retake the quiz. The highest score will count towards your grade. All attempts must be completed by the deadline specified in the course schedule.

WEEKLY CASE STUDY DISCUSSION BOARDS:

- You will work in a team (of 12 members each) on one case study after each chapter. The case studies can be found in the prescribed text book and will be specified to you by the instructor in class.
- At the end of each case study, there are a set of questions that you will discuss as a group on the Discussion Board allocated to each case study on Canvas.
- The Discussion Board will be open for one week from Sunday midnight before each class. Each student must at least make one post AND respond to at least two others. Ensure that the discussion posts will be spread out throughout the week. First post MUST be made latest by Wednesday midnight. The participation of each student and their contribution in the form of quality posts will be considered for individual grading.

Rubric for the case study discussion board assignments is below:

Criteria	Poor (2points)	Fair (3points)	Good (4points)	Excellent (5points)
Original message	Demonstrates very little understanding of the reading material.	Some effort is made in a way such as to encourage others to respond	Addresses all discussion questions and demonstrates a thorough understanding of the course content.	Addresses all discussion questions and demonstrates a thorough understanding of the course content. Substantiates with examples from reading material and other sources.
Follow up response	Posts shallow contribution to discussion (E.g., 'I agree', 'I disagree', 'That is true' etc.) Does not enrich discussion	Responses relevant to posting but fails to support position.	Elaborates on existing post with further comment or observation.	Demonstrates analysis of others' postings, extends meaningful discussion by building on previous posts.

Overall Contribution	Posts do not meet timeline requirements. Posts are uninteresting and too brief to meet the standards of an insightful discussion.	Posts are timely. Posting is interesting but lacking in insight and depth. Some effort is made to encourage responses from others.	Posts are timely. Posting is insightful, thorough and interesting. A serious effort is made to frame a discussion post to encourage responses from others.	Posts are timely. Posting is insightful, thorough and interesting. A serious effort is made to frame a discussion post to encourage responses from others. Generates new ideas and avenues for discussion.
Mechanics	Posts are inadequate. More than two grammar or spelling errors.	Posts are adequate. Maximum of two grammar or spelling errors.	Posts are adequate. Maximum of one grammar or spelling error.	Posts are highly refined and there are no grammar and spelling errors.

Late Submission Policy for Quizzes/Simulations

In general, late submissions are not accepted. Specifically,

- Late submission of any quiz is not accepted by the Canvas system. Also, there is no extension of any quiz unless there are extenuating circumstances.
- In case of extraordinary circumstances (inclement weather, family emergencies, etc.), your late or missing assignments must be justified with documented proof.

TESTS & FINAL EXAM

- Tests and the final exam must be taken on the days scheduled. All tests are open notes, open book, but are strictly limited by time and need to be taken in a single attempt.
- All tests and the final exam will be open for a duration of 24-hours on a specific day as notified by the instructor. They will be delivered online on Canvas. Google Chrome is the preferred browser to take the tests and the final exam.
- ***[For E.g., If Test-3 is scheduled for a Tuesday, it will be open from Tuesday 12:00AM till Tuesday 11:59PM. You can take the test at anytime on Tuesday but once begun, you will have only 75 minutes to complete the test.]***
- **It is your responsibility to test your laptop's Internet connectivity beforehand.**
- Other than the textbook and your own personal notes, you are not permitted to consult any other materials including any material on the Internet. If you do that, you will be compromising UNCG's Academic Integrity Policy (<https://osrr.uncg.edu/academic-integrity/>), and will result in charges against you.
- If you are registered with the office of Disability Services and need special testing accommodations, please let me know as soon as possible.

● **PERFORMANCE EVALUATION / GRADING**

Requirements	Number of submissions	Questions per test	Points per Question	Points per test	Duration per test	Points
Weekly quizzes	12 quizzes	40	0.5	20	60 mins	240
Simulations	9 simulations			10	1 week	90
3-Tests	3 tests	50	1	50	75 mins	150
Discussion Board	11 case studies			20	1 week	220
Final exam	1 exam	100	3	300	150 mins	300
TOTAL						1000

Your letter grade will be based on the following distribution: Grades are truncated, not rounded.

Points	Grade	Points	Grade	Points	Grade	Points	Grade
980-1000	A	880-899	B+	780-799	C+	680-699	D+
930-979	A	830-879	B	730-779	C	630-679	D
900-929	A-	800-829	B-	700-729	C-	600-629	D-
						< 600	F

COURSE SCHEDULE (Tentative and subject to changes)

Session	Date	Day	Time	Details
1	15-Jan	Tuesday	6:00-7:15PM	Syllabus overview + Chapter 1
	20-Jan	Sunday	by 11:59 PM	Quiz 1 + Simulation 1 + Case study #1 DB due
2	29-Jan	Tuesday	6:00-7:15PM	Chapter 2
	3-Feb	Sunday	by 11:59 PM	Quiz 2 + Simulation 2 + Case study #2 DB due
3	5-Feb	Tuesday	6:00-7:15PM	Chapter 3
	10-Feb	Sunday	by 11:59 PM	Quiz 3 + Simulation 3 + Case study #3 DB due
4	12-Feb	Tuesday	by 11:59 PM	TEST 1
	17-Feb	Sunday		
5	19-Feb	Tuesday	6:00-7:15PM	Chapter 4
	24-Feb	Sunday	by 11:59 PM	Quiz 4 + Simulation 4 + Case study #4 DB due
6	26-Feb	Tuesday	6:00-7:15PM	Chapter 5
	3-Mar	Sunday	by 11:59 PM	Quiz 5 + Simulation 5 + Case study #5 DB due
	5-Mar	Tuesday		Spring Break
	10-Mar	Sunday		
7	12-Mar	Tuesday	6:00-7:15PM	Chapter 6
	17-Mar	Sunday	by 11:59 PM	Quiz 6 + Simulation 6 + Case study #6 DB due
8	19-Mar	Tuesday	by 11:59 PM	TEST 2
	24-Mar	Sunday		
9	26-Mar	Tuesday	6:00-7:15PM	Chapter 7
	31-Mar	Sunday	by 11:59 PM	Quiz 7 + Simulation 7 + Case study #7 DB due
10	2-Apr	Tuesday	6:00-7:15PM	Chapter 8
	7-Apr	Sunday	by 11:59 PM	Quiz 8 + Simulation 8 + Case study #8 DB due
11	9-Apr	Tuesday	6:00-7:15PM	Chapter 9
	14-Apr	Sunday	by 11:59 PM	Quiz 9 + Simulation 9 + Case study #9 DB due
12	16-Apr	Tuesday	by 11:59 PM	TEST 3
	21-Apr	Sunday		
13	23-Apr	Tuesday	6:00-7:15PM	Chapter 10
	28-Apr	Sunday	by 11:59 PM	Quiz 10 + Simulation 10 + Case study #10 DB due
14	30-Apr	Tuesday	6:00-7:15PM	Chapter 12
	5-May	Sunday	by 11:59 PM	Quiz 11 + Case study #11 DB due
15	7-May	Tuesday	6:30-9:00PM	Final Exam