Professor: Nikhil Mehta, Ph.D.
Email: n_mehta@uncg.edu
Office: 439 Bryan Building

<table>
<thead>
<tr>
<th>Class Times and Meeting Location:</th>
<th>Section 01: MW (2:00 pm to 3:15 pm in Bryan 121)</th>
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<tbody>
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<td>Section 02: Online (Asynchronous)</td>
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<tr>
<td>Office hours:</td>
<td>Monday: 1:00 pm – 2:00 pm, and by appointment.</td>
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Required Text
Additional readings may be posted on Canvas.

Required Software
Use Lucidchart or a similar diagramming software to create various diagrams. Use the Basic version (free) at (www.lucidchart.com)

Course Description
Systems Analysis is concerned with the mechanisms for creating conceptual blueprints of systems that support management strategies and enable business processes. This area of study encompasses technical, economic, social, organizational, and political elements. *ISM 301* will help students focus on system and process concepts such as system boundaries, feasibility assessments, performance measures, information modeling, process re-engineering, systems quality, and value added. Students will acquire the knowledge and skills necessary to collect data, analyze the data and create knowledge, and use analysis methodologies and tools to formalize their blueprints. The course emphasizes the skills necessary to "ask the right questions", analyze systems and process information requirements, model systems requirements using standard systems methodologies and techniques, and communicate resultant analyses to others using well-understood conceptual representations. *ISM 301* adopts a mix of structured analysis as well as object-oriented analysis approaches to demonstrate the role of systems analysis. Other topics, such as computer-aided software engineering (CASE), prototyping, JAD/JAR, and system architecture and system security will also be examined.

Course Policies and Expectations
- *ISM 301* is a pivotal course in the study of Information Systems, and course learning will rely equally on textbook content and information not available in the textbook. You are responsible for accessing all
information, announcements, and course material available on Canvas.

- **It is important for you to realize from the outset that there are components of this course that are far less structured than what you are normally accustomed to. This means that you are expected to take the initiative and responsibility in these areas.**

- There will be regular chapter quizzes during the semester. Each quiz will have 10 to 20 multiple choice/true-false type questions. Quizzes can only be taken once. Each quiz is due as per the course schedule. You have to take the quiz yourself without any help from any other person or any other source of information, online or offline. Failure to comply with these policies will connote an academic honesty violation.

- Team activities will be given during the semester to enhance your learning experience. You are expected to complete these team activities and submit deliverables as per the course schedule.

- Exams will be available on Canvas for a specific period, as per the schedule. You can take the exam only once. You have to take the exam yourself without any help from any other person or source of information, online or offline. Failure to comply with these policies will connote an academic honesty violation.

- As a rule, make-up assignments/activities/quizzes/exams will not be allowed. Missing course deliverables due to illness, summons to jury/military duty, or any other compelling reason should be backed by the appropriate documents (e.g., doctors’ note, etc.) in order to qualify for an accommodation. Students should communicate to the professor before missing the course deliverables to discuss the circumstances.

- Teamwork is one of the critical skills required in this course. It is important that teams manage themselves to accomplish shared goals. In the most effective teams, interactions are managed between ALL team members rather than between any two members. To facilitate healthy team interaction, teams are encouraged to take this collective approach to managing team member expectations and within-team conflict. Teams should strive to be democratic and fair-minded, rather than allow unilateral decision-making.

- **One problem that occasionally plagues teams is free-riders - team members who exploit the work of others while contributing little themselves.** In team activities, free-riding should not be tolerated. To discourage such behavior, peer evaluations will be conducted and may HEAVILY influence your project grade. **Members of the same team may end up earning different project grade.**

- Most communications will be done through email and/or Canvas announcements. Students are expected to check e-mail regularly and know how to use a Canvas. Requirements for assignments/activities and various soft-copy documents may be distributed electronically.

- Email is also the best way to communicate with me. **In your emails, always state your name, course number, and section number.** You may not receive a response if this information is missing.

**IMPORTANT**

- You must take the online exams and quizzes using LockDown Browser and a webcam. The webcam can be the type that's built into your computer/tablet or one that plugs in with a USB cable. Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature.  

  Then, download and install LockDown Browser from this link:


  Once Installed
• Start LockDown Browser
• Log into Canvas
• Navigate to the exam/quiz

Note: You won't be able to access the exam/quiz that requires LockDown Browser with a standard web browser. If this is tried, an error message will indicate that the test requires the use of LockDown Browser. Simply start LockDown Browser and navigate back to the exam to continue.

**Guidelines to take online exams/quizzes**

When taking an online exam/quizzes, follow these guidelines:

• Ensure you're in a location where you won't be interrupted
• Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
• Clear your desk or workspace of all external materials not permitted - books, papers, other devices
• Remain at your computer for the duration of the test
• If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
• To produce a good webcam video, do the following:
  o Do not wear baseball caps or hats with brims
  o Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
  o If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
  o Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
• Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

**Getting Help**

Several resources are available if you encounter problems with LockDown Browser:

• The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area.
• Visit https://web.respondus.com/he/monitor/resources/
• **If you're still unable to resolve a technical issue with LockDown Browser:**
  o Contact 6-TECH
  o Or, go to web.respondus.com/support and select "Open a Support Ticket."
    Provide detailed information about your problem and what steps you took to resolve it.
  o Share the ticket details with the instructor

• The app would also record your test-taking environment. These recordings will be viewed by the instructor and may be shared with other experts to make informed decision about possible violations of academic honesty. Violations may result in severe penalties including failing the exam/quiz and failing the course. This is not an exhaustive list of penalties.
• You are responsible for technology-related issues, such as Internet connection or having a webcam.
If you encounter problems accessing quizzes/exams/activities due to Canvas-related issues, contact me immediately, with evidence (such as screenshots). Any canvas-related problem reported after the deadline will not be considered as a valid excuse for missing course deliverables (quizzes/exams/activities).

If you encounter problems related to LockDown Browser or Respondus Webcam, you need to provide me with a ticket number.

Course Objectives and Learning Outcomes
ISM 301 aims to develop the following knowledge and skill sets:

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<tr>
<th>KNOWLEDGE SETS</th>
<th>SKILLS-SETs</th>
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<tr>
<td>1. Business and Strategic Information Systems</td>
<td>1. Requirements Modeling</td>
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<td>2. Automate Business Processes</td>
<td>2. Data Gathering</td>
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<td>3. Request for Proposals, Procurement Processes</td>
<td>3. Data and Process Modeling (Data Flow Diagrams; Modular Design; Decision Tables)</td>
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<td>4. Requirements Analysis</td>
<td>4. Object Modeling</td>
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<td>5. The Nature of Problem-Solving</td>
<td>5. Create Data Design</td>
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<td>6. Analysis Methodologies</td>
<td>6. Presentation Skills (verbal and written)</td>
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Learning Outcomes
Employ a systems approach and a system development method to understand business problem.

   LO 2.1 Analyze information system need for a business problem; explore the complexities of understanding and defining requirements and generate a system request.
   LO 2.2 Produce appropriate results through the analysis of the software development

Instructional Methodology
A mix of lecture, readings, guest lectures, project activities, and case studies may be used.

Performance Evaluation and Grading

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<tbody>
<tr>
<td>Exam 1</td>
<td>100</td>
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<td>Exam 2</td>
<td>100</td>
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<tr>
<td>Chapter Quizzes (9)</td>
<td>90</td>
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<tr>
<td>Project (Team) Activities (9)</td>
<td>170</td>
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<tr>
<td>Peer Evaluation*</td>
<td>40</td>
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<td>Total</td>
<td>500</td>
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*Peer evaluations may HEAVILY influence individual student's ‘project activities’ grade.
Members of the same team may end up earning different project grade.

While every effort is made to assign grades as objectively as possible, it is not possible in a course such as this for the grading to be entirely objective. Therefore, some portion of your grade may be determined by the subjective evaluation of the instructor. The final grade will be determined using the following percentage scale:
Academic Integrity Policy
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. Violations may result in severe penalties and/or charges including failing the course.

Students need to ensure that the submitted work is their own and not plagiarized from other sources, such as other teams, the Internet, etc. This is not an exhaustive list of the sources. When in doubt regarding this issue, it is your responsibility to check with the professor for clarification. **You must formally indicate on all deliverables that you have abided by the UNCG Academic Integrity Policy.** Assignments may be checked (Turnitin, manual review, etc.) for plagiarism. Assignments that fail plagiarism review or give other evidence of academic dishonesty will be awarded a zero grade, and additional penalties may be brought against the individual student/team, such as failing the course. This is not an exhaustive list of penalties. This policy also applies to cheating on quizzes and exams.

Disability Services
If you have a learning or physical disability, please contact the UNCG Office of Disability Services in Suite 208 EUC to request a special accommodation. The Disability office will contact your instructor once your request is approved. You are responsible for making 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.**

COVID-19 Statement
As we return for Fall 2022, all students, faculty, and staff and all visitors to campus are required to uphold UNCG’s culture of care by actively engaging in behaviors that limit the spread of COVID-19. While face-coverings are optional in most areas on campus, individuals are encouraged to wear masks. All individuals and visitors to campus are asked to follow the following actions:

- Engaging in proper hand-washing hygiene.
- Staying home when ill.
- Complying with directions from health care providers or public health officials to quarantine or isolate if ill or exposed to someone who is ill.
- Completing a self-report when experiencing COVID-19 symptoms, testing positive for COVID-19, or being identified as a close contact of someone who has tested positive.
- Staying informed about the University’s policies and announcements via the COVID-19 website.

Students who are ill, quarantining, or isolating should not attend in-person class meetings, but should instead contact their instructor(s) so alternative arrangements for learning and the submission of assignments can be made where possible.

As we continue to manage COVID-19 on our campus, we are following the lead of the local health department and we will adjust our plans to balance student success, instructional requirements, and the hallmarks of the collegiate experience with the safety and wellbeing of our campus community.