



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

ISM 280-03, -04, -05, -06 Information Systems in Organizations Fall 2022

Instructor	Robert B. Smith, FACHE, PMP
Email	Rbsmith6@uncg.edu (email is the best way to communicate)
Office	Online only
Class Times (virtual)	Tuesdays, 7:30–8:30 PM Eastern (Optional; sessions recorded)
Office hours (virtual)	Online via Zoom, scheduled in advance

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:

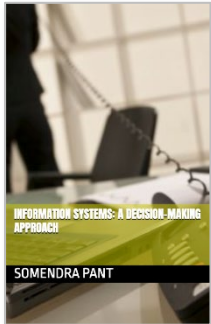
1. Identify the roles that information systems play in organizations and describe how organizations use information systems in implementing competitive strategies;
2. Describe and distinguish among components of a firm's value chain, application of information systems and innovation;
3. Explain and describe 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.

INSTRUCTOR INFORMATION

Robert B. Smith, FACHE, CMC, PMP, CSM
 Cone Health Enterprise Portfolio Management Office Director
 UNCG Professional Faculty
 Email: rbsmith6@uncg.edu

As a certified PMP leader with Cone Health, Robert Smith delivers programs and projects at the enterprise level. He is Board Certified in Healthcare Management by the American College of Healthcare Executives. Robert is also a Certified Management Coach with Coach Academy International. He is the Board President of the Ronald McDonald House Charities of the Piedmont Triad. Every summer, he directs the Civil Air Patrol's National Cadet Officer School at Maxwell Air Force Base in Montgomery, Alabama. Robert has degrees in education, mathematics, and computer science. He often lectures with the graduate and undergraduate programs at UNCG. Robert is a leader who connects expertise with empathy to deliver outstanding results.

REQUIRED TEXTBOOK AND MATERIALS



Required Learning Resources:

Pant, S. (2020). *Information Systems, A Decision-Making Approach. 1st Edition.* + Knowledge Varsity Portal Access Code

Required Access to Knowledge Varsity Portal

You may purchase the required access code to the Knowledge Varsity portal from UNCG Bookstore (<http://uncg.bncollege.com>) or directly from the Knowledge Varsity Press Website. Here are your options:

1. eText + Access Code. ISBN - 9781935160236 (Available Through [UNCG Bookstore](#)).
2. Direct purchase from Knowledge Varsity Press Website: <https://knowledgevarsitypress.com/ism280>

(Note: The access code includes the e-textbook, chapters of which can be found in relevant modules on Canvas)

ADDITIONAL REQUIREMENTS

Canvas Course: UNCG username and password are required for students to access Canvas Course page and to login to the assignment portal.

Internet: Students should have Reliable and High-Speed Internet connection

Computer: Students should have a laptop or a desktop. You *must not* use Chromebooks, Tablets or Smartphones as they do not support the course assignments.

MS Office 365 – download from UNCG website for free [HERE](#). Ensure that the desktop version is downloaded to your device. Assignments cannot be completed in the online version.

Web-browsers: Chrome (preferred), Firefox, Safari, or Microsoft Edge -- do not use Internet Explorer.

Backup Files: Do not use Google Drive to back up your MS Excel files. Google Drive compresses files which will remove the embedded information resulting in grading errors.

iSPARTAN ACCOUNT (EMAIL)

All official communication is through email. You are expected to check your iSpartan email *at least once daily*.

Email communication between students and faculty is considered professional correspondence. Therefore, students are required to adhere to professional email format for every email sent to their professor/instructor or other UNCG related emails.

If you contact me via email, you must follow these guidelines:

UNCG email: Use only your UNCG email when emailing your instructor.

SUBJECT LINE: the subject line *must* include your **course#** and **section#** in the subject of the email.

➤ example: ISM-280-03

EMAIL BODY: clearly state your problem and include the name of the related assignment. Use proper grammar, spelling, and paragraph structure. Check your email for spelling errors before sending.

SCREEN SHOT OF IMAGE: Include a screen shot of the issue -- *do not send an image or picture taken with a cellphone. Cellphone images are not clear enough to diagnose the problem.*

Use the Snipping Tool application or [Print Screen] and attach the screenshot to your email.

SIGNATURE: include your full name as it appears in Canvas.

RESPONSE TIME: You should not expect an immediate response from the instructor. Please keep in mind that in addition to classroom hours, all faculty have additional obligations throughout the day, and we will respond to your email as quickly as possible.

KNOWLEDGE VARSITY PORTAL ACCESS * VERY IMPORTANT! (ACCESS THROUGH CANVAS)

- LOGIN TO CANVAS – select your ISM-280 course
- Once you are registered on the Knowledge Varsity portal, you can access all the assignments through the respective Canvas modules.
- Assignments can be downloaded to your computer / laptop, worked on, and be submitted by clicking on appropriate links as published on Canvas. More instructions will be provided as the course progresses.

INSTRUCTIONAL METHODOLOGY AND ASSESSMENT

This class will be based on readings, quizzes, assignments, and tests. Student performance will be assessed using quizzes, tests, and Excel projects. 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.

All the materials will be made available as per the published schedule. There may be *weekly class meetings* to provide students an opportunity to receive additional instruction on subject matter or questions assigned as homework. These meetings are optional and recorded for viewing any time. Your participation in these optional Zoom sessions is not graded.

It is your responsibility to seek clarification from the instructor to understand challenging topics. It is your responsibility to communicate in advance with the professor if you anticipate missing assignments, exams, or other coursework.

ASSIGNMENTS AND GRADE COMPONENTS

There are four major components contributing to your final grade:

1. Quizzes (20%):

There are eight quizzes over the course of the semester, each worth 25 points.

2. Excel Exercises (40%):

Excel Exercises are periodically assigned throughout the semester. There are eight Excel exercises which must be completed by their due date. You will have multiple attempts for these assignments.

3. Tests (20%):

There are two tests. They will each cover roughly half the course content. These will be administered via Canvas. The tests will be kept open for a span of 24 hours and only one attempt will be allowed for each test. More details will be provided during the semester.

4. Final Exam (20%):

The final exam is administered through Canvas. You will have two attempts to complete the final exam. The final exam will be open for 48-hours and will cover all chapters.

Requirements	Weight	Number of submissions	Points per submission	Points
Quizzes	20	8	25	200
Excel Exercises	40	8	50	400
2-Tests	20	2	100	200
Final Exam	20	1	200	200
TOTAL	100			1000

Your letter grade will be based on the following distribution:

Grade	Points	Grade	Points
A	940-1000	C	740-769
A-	900-939	C-	700-739
B+	870-899	D+	670-699
B	840-869	D	640-669
B-	800-839	D-	610-639
C+	770-799	F	0-609

Grades are truncated, not rounded. For example, a total score of 899 will earn a B+ grade and not A-.

COURSE SCHEDULE (Tentative and subject to changes)

Week	Tuesday Class Dates	Topic	Assignments are due on Sundays at 11:59 PM
1	16 Aug	Chapter 1: Information Systems and Decision Making Chapter 10: Referencing in Spreadsheets	-
2	23 Aug	Chapter 11: Functions in Spreadsheets	Excel 1 Assignment
3	30 Aug	Chapter 2: Foundational Data Processing Concepts Chapter 12: Visualization in Spreadsheets	Excel 2 Assignment Chapters 1-2 Quiz
4	6 Sep	Chapter 13: Rearranging and Selective Viewing of the Data Chapter 14: Time Value of Money	Excel 3 Assignment
5	13 Sep	Chapter 3: Introduction to Databases Chapter 15: Pivot Tables	Excel 4 Assignment
6	20 Sep	Chapter 3: Introduction to Databases (contd.) Midterm grades posted by Sep 23	Chapter 3 Quiz
7	27 Sep	Chapter 4: Networking Concepts	Chapter 4 Quiz
8	4 Oct	Test 1: Chapters 1-4	Test 1
		Fall Break Oct 7 is the last day to withdraw without academic penalty (WF grade)	-
9	18 Oct	Chapter 5: Information Systems Strategy and Planning	Chapter 5 Quiz
10	25 Oct	Chapter 6: Information Systems Innovations	Excel 5 Assignment Chapter 6 Quiz
11	01 Nov	Chapter 7: Information Systems Project Management	Excel 6 Assignment Chapter 7 Quiz
12	08 Nov	Chapter 8: Information Systems Security and Ethics	Excel 7 Assignment Chapter 8 Quiz
13	15 Nov	Chapter 9: Strategy and the Internet	Excel 8 Assignment Chapter 9 Quiz
14	22 Nov	Test 2: Chapters 5-9	Test 2
		Thanksgiving Holiday	-
15	29 Nov	Exam Review	-
16	06 Dec	Final Exam: Chapters 1-16	Final Exam

Note: Due dates are subject to change. Students will be notified via email or Canvas announcement.

Important note about the Excel assignments:

- All Excel assignments are graded.
- The Excel assignment is available on Monday at 12:01 AM Eastern.
- You must turn in the Excel assignment by 11:59 PM Eastern Friday.
- You are allowed multiple attempts. It is your advantage to turn in the assignment well before the deadline since you will receive feedback on any errors. Waiting until the deadline means you will miss the opportunity to resubmit for a better grade.

Big hint to
improve your
grade!

COVID-19 INFORMATION

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.
- Self-monitoring for symptoms of COVID-19.
- 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.

POLICY STATEMENTS

Academic Integrity:

UNCG Academic Integrity statement can be found here: <https://osrr.uncg.edu/academic-integrity/>

Except for your Canvas discussions, all submitted assignments must have your signature pledging that you have abided by the UNCG Academic Honor code. Presenting someone's work or part of someone's work as your own will result in penalties. Specifically, you will put this statement on the cover page of all assignments and add your signature: **"I have not provided help to, nor received help from, anyone on this assignment. The material presented represents my own work."**

Faculty and Student Guidelines

UNCG Faculty and student guidelines are found here:

<https://bryan.uncg.edu/wpcontent/uploads/2017/08/Faculty-and-Student-Guidelines-2018-2019.pdf>

Electronic Mail and Canvas Accounts

You should check your UNCG email and Canvas course link regularly as I may send email updates or add new info on Canvas on an ongoing basis. You will be responsible for any information or announcements contained in the email messages or updates on Canvas.

Student Code of Conduct

The UNCG Student Code of Conduct are found here:

<https://osrr.uncg.edu/wpcontent/uploads/2019/07/Student-Code-of-Conduct-12-3-18-2.pdf>

Accessibility policy

UNCG accessibility policy are found here: <https://ods.uncg.edu>

Accommodation

UNCG seeks to comply fully with the Americans with Disabilities Act (ADA). Students requesting accommodations based on a disability must connect with the Office of Accessibility Resources and Services (OARS) at 215 Elliott University Center, (336)334-5440, oars.uncg.edu.