

Seattle Pacific University
School of Business & Economics

BUS 6170 – Information Systems Management
ISM6211 Introduction to Information Systems Management

3 Graduate Credits
Spring 2010

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Classroom:	McKenna 118
Class Time:	Mondays, 6:00 – 8:50 p.m., April 5 – June 7, 2010
Textbook:	Paul Gray, <u>Manager's Guide to Making Decisions about Information Systems</u> , Wiley, 2006.
Popular Reading:	Downes, Larry, <u>The Laws of Disruption: Harnessing the New Forces that Govern Life and Business in the Digital Age</u> , Basic Books, 2009.

Catalog Description

Information Systems Management (ISM): *“Introduces the key concepts, components, strategies and programs needed to manage information as a strategic resource. Explores the impact of managing information in an environment of constant technological and organizational change.”* – SPU Graduate Catalog

Course Description

Welcome to Information Systems Management! This course is designed to guide you to an understanding of the role and management of information systems and information technology play in organizations today.

Course Motivation

Information systems historically have implied mainframe computers isolated in a special room managed by a group of computer professionals. The data processing or information systems department had the responsibility to provide reliable, routine operational support, supply regular reports, and look after all computer needs – with little interference, or contributions, from the central management, or end-users, of the organization. Over the course of the last two decades, organizations have come to view information and information systems as a strategic factor to the success of the organization rather than an overhead function. The following trends have contributed to this changed view of information systems:

- Rapid spread of personal computing,
- Networking of computers and information systems,
- The Internet and the World Wide Web,
- Electronic commerce.

These trends necessitate that managers today must have an understanding of information systems and information technology (IS/IT) as well as the ability to incorporate and implement information systems and information technology into their organizational plans.

Course Objectives

The overall objective of this course is to provide the student with an understanding of the management issues raised by information systems and technology and an appreciation of the core components that form the basis of modern information systems.

Specifically, this course will prepare you to:

- Assess computer hardware, software, network, and database technologies used in today's organizations
- Understand processes for creating and managing information systems by analyzing the role of information systems and technology within an organization
- Integrate business processes and information technology
- Become acquainted with computer and information systems publications and WWW resources
- Analyze related ethical, legal, and/or social issues within the information technology field
- Improve written, interpersonal, and oral presentation skills for a business audience, including using technology as a communication medium for teams

Methodology

The course objectives will be achieved through your reading of the text, lectures, and class discussion as well as individual and group assignments. I expect you to read the related readings before class, so that we have a basis for discussion and the application of the topic as it relates to your individual work environments. The variety of backgrounds and experiences that you bring to the class will enrich us all.

Blackboard

SPU has adopted the Blackboard system (<http://learn.spu.edu/>) for web-based educational support. We will use this system in this class.

Academic Honesty

Work for this class is expected to be your own. In the case of a team project the work is expected to only be that of the members of your team. Quotes must be footnoted and sources referenced (including web references). Any student who is found guilty of academic dishonesty will receive a grade of E for the course and will be dealt with in accordance with the academic policies put forth by this institution.

Library Resources

The SPU library provides us with a rich collection of materials and support in our academic endeavors. We have available to us a Library Liaison and a number of top ranked journals in the IS discipline:

Business Liaison Librarian

(206) 281-2420, rmlewis@spu.edu, SPU Library, Main Level, Room 129.

Partial list of IS related journals in the SPU library

Academy of Management Journal, 1958-	ACM Computing Surveys, 1977-
ACM Transactions on Computer Systems	ACM Trans. on Database Systems
ACM Transactions on Information Systems, 1989-	Communications of the ACM, 1977-
Journal of Data and Computer Communications, 1990-	IBM Systems Journal, 1976-
IEEE Transactions on Communications, 1977-	Information Systems, 1986-
Information Systems Management, 1991-	Telecommunications, 1985-
Journal of Management Information Systems, 1986-	Computer (IEEE), 1975-
Journal of Systems Management, 1980-	MIS Quarterly, 1986-
SAM Advanced Management Journal, 1972-	

Current Event

To start each class I would like several students to share some current event that relates to IS/IT. Check the course schedule for the date you get to share—according to the first letter of your last name.

Course Grading

Weekly Papers	300
Final Exam	150
Resource Review	50
Personal Web Page	100
Database Application	100
Team IS Paper/Presentation	200
Class Participation	100
TOTAL	1000

This course is graded on a straight percentile scale. Doing a good job meeting the requirements of each assignment will generally result in a “B” grade, Work that goes “above and beyond” the stated requirements can receive an “A” grade. The scale used for this course is shown below:

A > 950	B+ > 867	C+ > 767	D+ > 667
A- > 900	B > 833	C > 733	D > 600
	B- > 800	C- > 700	E < 600

Late Assignments and Extra Credit

All late assignments will receive an automatic penalty of -20%, regardless of how late they are. No assignments will be accepted after midnight, **June 7, 2010**. There are no options for extra credit.

Personal Web Page (100 points)

Using a program such as Microsoft’s Expressions, each student will create his or her own web page on the SPU Internet. Minimum requirements for this web page are: a link to another personal page, a link to another website, a picture, a Word document, a PowerPoint presentation, and a link that will send mail to the owner of the page. Add something extra to earn an “A” grade: e.g., counters, guest registration forms, video or audio clips, etc.

Database Application (100 points)

Using a program such as Microsoft’s Access each student will create a personal database. There will be tables of data, queries of information, entry forms, and printed summary reports. More details of this assignment will follow.

Information System Project (200 points) Length: 15 minute presentation, 2500 word paper

In teams of two, describe and analyze an actual information system of some local company or organization. The information system could be one found in your workplace or at an organization you choose to visit. Hand in a copy of your PowerPoint presentation slides (6 per page) along with your report. Topics to be covered include:

- Review the nature/goal of the organization and the need and value they place on information.
- Describe hardware, software and computer network(s) found in the organization. Where are the computers situated? Who uses them? What is the IT budget?
- What sort of database and enterprise applications are they running?
- How do they develop/update information systems?
- What security measures are implemented?
- Analyze their use of the web and e-business functions.
- Describe the structure of the IS department, and IS within the organization (i.e. Do they have a CIO, and who does (s)he report to?)
- Conclude with your evaluation of their systems and recommendations in light of what you have learned.

Resource Review (50 points)

Review and evaluate one IS/IT resource, e.g., book, periodical, website. Post a brief review and evaluation (~100 words) on Blackboard. Respond to two postings by other students.

Weekly Papers (300 points)

In lieu of a midterm exam, I will assign 6 writing assignments (one per week) where you will respond to a problem that relates to the material we covered during class. (length: 500-800 words)

Final Exam (150 points)

The final examination in this class provides an opportunity for you to show your understanding and application of the concepts and ideas discussed in this class.

Class Participation (100 points)

Class contribution is an important part of your learning and evaluation.

Course Evaluation

It is my expectation that you will participate in an online evaluation of this course in a thoughtful and constructive manner. The evaluation data is used to make improvements in the course, and your feedback is considered when selecting textbooks, designing teaching methods and preparing assignments. Courses are evaluated using the Banner Course Evaluation System. All answers are completely confidential - your name is not stored with your answers in any way. In addition, your instructor(s) will not see any results of the evaluation until after final grades are submitted to the University.

Tentative Course Schedule

DATE	TOPICS	Chapter	Demo	Due	Downes	Current Events
April 5	Introduction to IS/IT, Hardware, Software, Web	1	Expressions			
April 12	IT and Business	2	Expressions		Intro	A-C
April 19	Electronic Commerce	3	Expressions		1-2	D-G
April 26	Security and Privacy	15	Access	<i>Webpage</i>	3-4	H-L
May 3	Knowledge Management, Business Intelligence	7,8	Access		5-6	M-P
May 10	Outsourcing	9	Access		7-8	Q-V
May 17	Integration, Globalization	10		<i>IS Presentations Database</i>	9-Conc	W-Z
May 24	ERP, Data Warehousing, CRM	4,5,6		<i>IS Presentations</i>		
May 31	IT Governance	12		<i>IS Presentations</i>		
June 7	Final Exam	1-15				