



Course ITSS 3300 Information Technology for Business
Professor Bill Hefley, PhD (William.Hefley@utdallas.edu)
Term Spring 2017
Section 003 - Mon, Wed & Fri : 10:00am-10:50am
[JSOM 2.107](#)
Meetings Section 004 - Mon, Wed & Fri : 11:00am-11:50am
[JSOM 2.801](#)

Professor's Contact Information

Office Phone 972-883-5006
Office Location JSOM 3.420
Email Address Please use eLearning for e-mailing the Instructor or the TA. Please include your course number and section number in all email correspondence.
Office Hours Monday 2-4 PM, Wednesday 4-5 PM, and by Appointment
TA Mayur Lagad (mpl150130@utdallas.edu)– by Appointment

About the Instructor

Bill Hefley is a Clinical Professor in the Information Systems area at the Naveen Jindal School of Management at the University of Texas at Dallas where he teaches undergraduate and graduate courses, and promotes academic programs in information systems and project management. His research interests include the study of outsourcing, emphasizing process improvement, project management, human capital management and CSR. He holds a Ph.D. from Carnegie Mellon University. Prior to joining UT Dallas, he was on the faculty at the University of Pittsburgh and Carnegie Mellon University, and worked in a variety of management, technical, and business development positions. He was an Executive Consultant at IBM Global Services and an executive in an international IT consulting firm.

General Course Information

Pre-requisites	None
Course Description	<p>This course is designed to give the students an understanding of business processes and information systems in modern organizations. Specifically, the course has the following objectives:</p> <ol style="list-style-type: none">1. To provide the students with a understanding of key business processes in organizations2. To provide the students with an understanding of how information systems support the execution and management of these processes3. To help the students learn how to structure and manipulate data that might typically be found in an information system using the database management system, MS Access, and spreadsheet software, MS Excel.

Student Learning Objectives/Outcomes	<ol style="list-style-type: none"> 1. Describe key business processes such as procurement, fulfillment, and production processes and the data used and generated by these processes. 2. Apply knowledge of information technologies to support operational and strategic business processes. 3. Solve business problems using spreadsheet and database packages.
Required Texts & Materials	<p>There are three REQUIRED items you will need for this course:</p> <ol style="list-style-type: none"> 1. Kroenke, D. <i>Using MIS</i>. Either 8th edition, or the Pearson Prentice-Hall Custom Edition for the University of Texas at Dallas, ISBN 978-1-269-94165-5 are acceptable 2. Thouin, M.F., <i>MIS Case Book</i>, Pearson Learning Solutions, ISBN: 1269576038, http://www.pearsoncustom.com/tx/utdallas_mis/ (You will need to buy this access code from the Bookstore) 3. Magal, S. R and Word, J. <i>Essentials of Business Processes and Information Systems</i> 2009, Wiley. (No access code required.)
Enrichment	<p>Some students like this text book as a means of gaining additional insights beyond the Kroenke text: Laudon, K. C. and Laudon, J.P. <i>Management Information Systems: Managing the Digital Firm (14th Edition)</i>. Prentice-Hall.</p>

Assignments and Schedule

(expect changes in the schedule - see eLearning for changes to Schedule)

Week	DESCRIPTION
1 Jan 9	<p>Introduction</p> <ul style="list-style-type: none"> - Why computers matter to organizations <p>Exercise: Future of Banking Video</p> <p>Group Research Projects</p> <ul style="list-style-type: none"> - Assign Groups

Week	DESCRIPTION
2 Jan 16	<p>Jan 16 – No Class - Martin Luther King Holiday</p> <p>Jan 18/23 – Information Systems for Competitive Advantage - Kroenke, Chapter 3</p> <p><u>Individual Assignment Due January 23rd at 9:00 AM</u> Assignment 1: Questions</p>
3 Jan 23	<p>Development Processes - Kroenke, Chapter 10</p> <p>Enterprise Systems - Magal and Word, Chapter 1 and Chapter 2</p> <p>Exercise: Louisville Slugger Video</p>
4 Jan 30	<p>The Procurement Process - Magal and Word, Chapter 3</p> <p>The Fulfillment Process - Magal and Word, Chapter 4</p> <p>Exercise: Boston Scientific Video</p> <p><u>Individual Assignment Due February 3rd at 5:00 PM</u> Case 1 - Extreme Mountain Bikes Cost Benefit Analysis</p>
5 Feb 6	<p>The Production Process - Magal and Word, Chapter 5</p> <p>Integrated Processes - Magal and Word, Chapter 6</p> <p>Exercise: Louisville Slugger Video – Part 2</p> <p><u>Individual Assignment Due February 10th, 5:00 PM</u> Business Process Modeling (BPM) (See eLearning for Assignment)</p>
6 Feb 13	<p>Group Project Presentations Review for Exam 1</p> <p><u>Group Assignment Due February 15th, 9:00 AM</u> Group Project Presentation – Organizational Benefits of MIS</p>

Week	DESCRIPTION
7 Feb 20	EXAM 1 – February 20th (date to be confirmed in class)
8 Feb 27	Hardware and Software - Kroenke, Chapter 4 Excel Case - Working with Excel – Pivot Tables
9 Mar 6	The Cloud - Kroenke, Chapter 6 Excel Case - Working with Excel – Cont’d <u>Individual Assignment Due March 10th 5:00 PM</u> Case 4 (see Assignment) – Occupational Employment Statistics Pivot Table
Mar 13-17	SPRING BREAK HOLIDAY
10 Mar 20	Database Processing - Kroenke, Chapter 5
11 Mar 27	Database Processing - Kroenke, Chapter 5 <u>Individual Assignment Due March 31st 5:00 PM</u> Case 2 - Extreme Mountain Bikes Data Retrieval Using SQL (Access Case)
12 Apr 3	Business Intelligence Systems - Kroenke, Chapter 9 <u>Individual Assignment Due April 7th 5:00 PM</u> Case 3 - Extreme Mountain Bikes Data Analysis with Pivot Tables (Excel Pivot Table Cases – using data on the Access Case)

Week	DESCRIPTION
13 Apr 10	Current Topics / Cybersecurity <u>Individual Assignment Due April 14th 5:00 PM</u> Essay 1 (See eLearning for Assignment)
14 April 17	Research Presentations Review for Exam 2 <u>Group Assignment Due April 17th 9:00 AM</u> Group Project – Case 6 - The Freshmen App Pack
15 April 24	EXAM 2 – April 24th (date to be confirmed in class) (Chapters & material covered since Exam 1)

Course and Instructor Policies

Grading	<p>This class assumes the student is working in a business environment. Considerable attention (and grading premium) will be given to following directions (both written and in class). All assignments will be graded based upon the appropriateness of its presentation as well as on its content.</p> <p>Grade Components</p>		
	Assignment 1: Questions	Individual	30 points
	Case 1 (Excel Case)	Individual	100 points
	Business Process Management	Individual	40 points
	Group Project 1	Group	100 points
	Case 4 (Pivot Tables)	Individual	40 points
	Case 2	Individual	100 points
	Case 3	Individual	100 points
	Essay	Individual	30 points
	Group Project 2 - Case 6	Group	100 points
	Exam 1	Individual	150 points
	Exam 2	Individual	150 points
	Attendance/Participation	Individual	60 points
	Total		1,000 points

	Final letter grades are assigned based on the following scale:
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A+ ≥ 96.7%	B+ ≥ 86.7%	C+ ≥ 76.7%	D+ ≥ 66.7%	F < 60.0%
A ≥ 93.3%	B ≥ 83.3%	C ≥ 73.3%	D ≥ 63.3%	
A- ≥ 90.0%	B- ≥ 80.0%	C- ≥ 70.0%	D- ≥ 60.0%	

eLearning	<p>eLearning is used extensively throughout the course. Please make sure you are able to access and use eLearning effectively. For more details, please visit the eLearning Tutorials webpage for video demonstrations on numerous tools in eLearning.</p> <p>eLearning will be used for class content (e.g., class slides and assignment descriptions) and the recording of grades. Slides will be posted in eLearning before class is held. Class announcements (e.g., change in assignment dates) will be sent to the student email on record in eLearning. It is the students' responsibility to regularly check their UT Dallas email accounts.</p>
Changes	<p>The course will be very dynamic, so EXPECT changes. Changes in assignments or schedules will be posted on eLearning.</p>
Assignments	<p>All assignments, unless specifically marked as a Group Assignment, and all exams are to be individual efforts. You are not to collaborate with other students, or to discuss homework or programming assignments with other students prior to submission. Copying of homework, programming assignments, or exams, in whole or in part, from other students or from assignments from previous semesters will be considered to be an act of academic dishonesty.</p> <p>All assignments will be submitted through eLearning. Submission of assignments by e-mail is <i>not</i> acceptable unless prior permission of instructor is obtained.</p> <p>Students are expected to submit all assignments on time. Assignments submitted after the deadline will be considered late. A penalty of 10% of the assignment value per day (including weekends) is assessed on late assignments beginning on the day due.</p>

<p>Exams</p>	<p>This course requires two examinations. Both exams must be taken at the UTD Student Success Center. Exams are multiple-choice questions with an exam time of 1.5 hours and are scheduled to take place on the following tentative dates (exact date to be confirmed in class):</p> <ul style="list-style-type: none"> • Online Proctored Exam 1: February 20, 2016, time window 9:00 am – 8:30 pm. • Online Proctored Exam 2: April 24, 2016, time window 9:00 am – 8:30 pm <p>All students are required to make an appointment using the RESERVE-A-SEAT application found on the Testing Center main page to take the exam during the required exam test window as specified. The UTD Testing Center is located at the McDermott Library basement (Room MC 1.401).</p> <p>When you arrive to take your exam, you will sign in with your Comet Card (or a photo ID & UTD ID number if you do not have a Comet Card). Please see the UTD Student Success Center - Testing Center Website for more information and check the hours of operation and testing center policies. Please be sure to view and follow the Test Center Student Guidelines found on the Testing Center main page.</p> <p>The UTD Testing Center requests all students strictly follow the proctored exam scheduling deadlines. If any student needs special accommodations, please seek the instructor's approval in advance. If you have any questions about using either UTD or outside testing center service, please email TestingCenter@utdallas.edu.</p>
<p>Make-up exams, Extra Credit and Late Work</p>	<p>Makeup exams may be given in the case of student's illness, family emergency, or religious holidays only. Please notify the instructor 1 week prior to the exam if you require a make-up exam and include a reason why a make-up exam is necessary. The student must make every effort to contact the professor prior to the exam if they cannot take the exam at its scheduled time. Class assignments cannot be made up.</p> <p>Opportunities to earn extra credit will not be provided.</p> <p>A one grade penalty per day the assignment is late will be assessed on all late assignments. A penalty of 10% of the assignment value per day (including weekends) is assessed on late assignments beginning on the day due.</p>
<p>Class Participation and Attendance</p>	<p>Attendance is extremely important. Students are expected to attend all classes in order to achieve maximum success. Students are required to participate in class discussions. Please inform the instructor and your team mates in advance of your absence.</p> <p>Attendance will be taken and used in consideration for the course grade; however, this grade will also reflect the instructor's judgment of the value of contributions to class discussion. There is no makeup for missed in-class assignments.</p>

<p>Classroom Citizenship</p>	<p>Meaningful Class Participation: You are expected to actively participate in the discussion of readings, contribute to the learning experience of the class, and meaningfully contribute to all group project work. Poll Everywhere will be used to assess class participation and a peer evaluation will be performed to assess group project participation.</p> <p>Active, consistent participation in class is an essential part of the learning experience. Meaningful participation in the class discussion is valued and needed. Meaningful participation means making a contribution to our discussion, not merely talking, and it does not mean repeating facts in the readings or simply agreeing with what others have said. Nor does it mean making a point here or there. Our interest is not in "right" or "wrong," it is whether you have made a contribution to the development of the issues under study; whether you have moved the class forward. One clear way of making a contribution is to critically evaluate the comments of your classmates where needed; it is not the instructor's duty alone to decide whether a remark is of value. Failure to participate and contribute penalizes you and the class in many ways: (1) you lose incentive to prepare the readings and case properly; (2) you lose the chance to further develop your oral communication skills; (3) you deprive all of us of your insights; (4) your ideas do not get scrutinized and evaluated by others.</p> <p>Respect and Dignity: At UT Dallas we appreciate and foster the many advantages that come from working in a diverse community where everyone is treated equitably, with dignity and respect. The University of Texas at Dallas is committed to providing an educational, living and working environment that is welcoming, respectful and inclusive of all members of the university community. An environment that is free of discrimination and harassment allows members of the university community to excel in their academic and professional careers. To that end, to the extent provided by applicable federal and state law, the University prohibits unlawful discrimination against a person because of their race, color, religion, sex (including pregnancy), national origin, age, disability, genetic information, or veteran status. The University's commitment to equal opportunity extends its nondiscrimination protections to include sexual orientation, gender expression and gender identity.</p> <p>Students are expected to recognize and respect a diversity of backgrounds and opinions among their fellow students. They should demonstrate respect for all students as an individual, recognizing that students may bring differing backgrounds, opinions and insights into the classroom.</p>
<p>Student Email and Instructor Response Policy</p>	<p>The University of Texas at Dallas recognizes the value and efficiency of communication between faculty/staff and students through electronic mail. At the same time, email raises some issues concerning security and the identity of each individual in an email exchange. All official student email correspondence will be sent only to a student's UT Dallas email address and your instructor and the UT Dallas will only consider email</p>

	<p>requests originating from an official UT Dallas student email account. This allows the University to maintain a high degree of confidence in the identity of each individual's corresponding via email and the security of the transmitted information.</p> <p>The instructor will respond to all student inquiries (emails, voice messages, etc.) within 48 hours (excluding holidays and weekends).</p>
Scholastic Honesty	<p>The University is committed to academic excellence and expects academic honesty from all members of the University community and believes that it is essential for academic excellence and integrity. Academic honesty includes adherence to guidelines established by the instructor in a particular course for both individual and group work. It prohibits representing the work of others to be one's own (plagiarism); receiving unauthorized aid on an assignment (cheating); and using similar papers or other work products to fulfill the obligations of different classes without the instructor's permission. Penalties for academic dishonesty may include a grade of "F" on the work in question or for the course. In addition, any student engaged in academic dishonesty will be subject to disciplinary action. Please refer to the UT Dallas Syllabus Policies and Procedures website (see below) for detailed information pertaining to academic dishonesty, including procedures for determining disciplinary action.</p> <p>All students are expected to maintain a high level of responsibility with respect to academic honesty. Students who violate University rules on scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and/or dismissal from the University. Since such dishonesty harms the individual, all students and the integrity of the University, policies on scholastic dishonesty will be strictly enforced.</p>
Course Evaluation	<p>As required by UTD academic regulations, every student must complete an evaluation for each enrolled course at the end of the semester. An online instructional assessment form will be made available for your confidential use. A link to an online instructional assessment form will be emailed to you for your confidential use.</p>
Comet Creed	<p><i>This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:</i></p> <p><i>"As a Comet, I pledge honesty, integrity, and service in all that I do."</i></p>
UT Dallas Syllabus Policies and Procedures	<p><i>The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus. These include:</i></p> <ul style="list-style-type: none"> • <i>Sharing Confidential Information</i> • <i>Campus Carry</i> • <i>Technical Support</i> • <i>Field Trip Policies, Off-Campus Instruction and Course Activities</i>

	<ul style="list-style-type: none"> • <i>Student Conduct and Discipline</i> • <i>Academic Integrity</i> • <i>Copyright Notice</i> • <i>Email Use</i> • <i>Class Attendance</i> • <i>Withdrawal from Class</i> • <i>Student Grievance Procedures</i> • <i>Incomplete Grade Policy</i> • <i>AccessAbility Services</i> • <i>Religious Holy Days</i> • <i>Resources to Help You Succeed</i> <p>Please go to http://go.utdallas.edu/syllabus-policies for these policies.</p> <p>Campus Carry - The University's concealed handgun policy is posted on the campus carry website: https://www.utdallas.edu/campuscarry/</p>
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The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.