BCIS 338 M70 - Business Information Systems I

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LMS: http://learn.nmsu.edu/

Course Description: Business and managerial applications of Management Information Systems and Information Technology, from strategic and competitive technology opportunities to the organization to management of information using databases and data warehouses.

Learning Goals: This course is a core course in the Bachelor of Business Administration (BBA) degree program. The primary program learning goals to which this course contributes are:

- Goal 1: Communication (COMM): Students are effective communicators.
  - Objective 1a: Students can write effectively. (write)
  - Objective 1b: Students can make effective oral presentations. (oral)
- Goal 2: Diversity (DIVERSITY): Students can demonstrate knowledge of diversity.
  - Objective 2a: Students can identify stereotypes.
  - Objective 2b: Students can discern between helpful and detrimental stereotypes.
  - Objective 2c: Students can identify individual characteristics that affect social perception and strategies that counter negative influence on social perception.
- Goal 3: Information Technology (TECH): Students are effective users of information technology.
  - Objective 3a: Students can acquire information using relevant information technologies.
  - Objective 3b: Students can use information technology to manipulate information into a form usable in business decision making.
Objective 3c: Students can use information technology to disseminate information to others

Goal 4: Critical Thinking: Students can solve problems and think critically.
- Objective 4a: Students can solve problems. (PROB SOLV)
- Objective 4b: Students can think critically. (THINK)

Goal 5: Legal and Ethical: Students can recognize legal and ethical issues.
- Objective 5a: Students can recognize legal issues. (LEGAL)
- Objective 5b: Students can recognize ethical issues. (ETHICS)

Learning Objectives:

1. After completing Chapter 1, you should be able to do the following:
   - Explain why the Introduction to MIS class is the most important class in the business school.
   - Define what is meant by "MIS."
   - Explain how MIS relates to organizational strategy.
   - Explain what five forces determine industry structure.
   - Describe competitive strategy and how is relates to value chain.
   - Explain how value chains determine business processes and information systems.

2. After completing Chapter 2, you should be able to do the following:
   - Describe a business process and an information system.
   - Describe how business processes and information systems relate.
   - Explain what information is.
   - Describe what factors drive information quality.
   - Explain what factors drive information quality
   - Describe how structured and dynamic processes vary.

3. After completing Chapter 3, you should be able to do the following:
   - Describe what business professionals need to know about computer hardware.
   - Describe what business professionals need to know about computer software.
   - Describe the various types of computer networks.
   - Describe what business professionals need to know about the Internet.
   - Explain what happens on a typical web server.
   - Describe how an organization might benefit from virtual private networks (VPN).

4. After completing Chapter 4, you should be able to do the following:
   - Describe the purpose, content and components of a database.
   - Describe how data models facilitates database design.
   - Explain how a data model is transformed into a database design.
   - Explain the user’s role in the development of databases.

5. After completing Chapter 5, you should be able to do the following:
   - Explain the fundamental types of processes in organizations.
   - List examples of common business processes.
   - Explain how organizations improve processes.
   - Describe how organizations use IS to improve processes.
6. After completing Chapter 6, you should be able to do the following:

- Describe the problems an ERP system may solve.
- List and explain the elements of an ERP system.
- Explain the benefits of an ERP system.
- Explain the challenges of implementing an ERP system.
- Describe the types of organizations that use ERP systems.
- List the major ERP vendors.

7. After completing Chapter 7, you should be able to do the following:

- Describe the fundamentals of the procurement process.
- Explain the procurement process at CBI before SAP.
- Explain the problems in procurement process at CBI before SAP.
- Describe how CBI implemented SAP.
- Describe how the procurement process works at CBI after SAP implementation.
- Explain how SAP can improve the integration of supply chain processes at CBI.
- Explain how the use of SAP changes CBI.

8. After completing Chapter 8, you should be able to do the following:

- Explain the fundamentals of the sales process.
- Describe the sales process at CBI before SAP.
- Explain the problems with the sales process before SAP.
- Describe how CBI implemented SAP and how the sales process works with SAP.
- Describe how SAP improves the integration of customer-facing processes at CBI.
- Explain how e-commerce can integrate firms in an industry.

9. After completing Chapter 9, you should be able to do the following:

- Explain what makes for effective collaboration.
- Describe the characteristics of the fundamental collaboration process.
- Describe how collaboration systems improve team communication.
- Describe how collaboration systems manage content.
- Explain how Microsoft SharePoint might be used for student team projects.
- Describe how collaboration systems control workflow.

10. After completing Chapter 10, you should be able to do the following:

- Explain fundamentals of Web 2.0 and social media.
- Describe how Web 2.0 can improve business processes.
- Describe how social media can improve business processes.
- Explain how Web 2.0 can improve the process of building social capital.
- Describe the challenges for business using Web 2.0.
- Describe what is on the technology horizon that will have a significant impact on Web 2.0.

11. After completing Chapter 11, you should be able to do the following:
• Describe why organizations need business intelligence (BI).
• Explain how BI supports the informing process.
• Describe examples of the reporting process and the data mining process.
• Describe the components of a BI system.
• Explain the potential problems with BI systems.
• Describe what future technological advances will affect BI use.
• Discuss the key BI vendors and how SAP accomplishes BI.

12. After completing Chapter 12, you should be able to do the following:

• Describe the activities of business process management.
• Explain the activities in the systems development life cycle (SDLC) development process?
• Describe which comes first: process or systems development.
• Describe information systems security.
• Describe the components of an organization’s security program.
• Describe what technical security safeguards are available.
• Discuss what human security safeguards are available.

Assurance of Learning: To assist you in meeting College expectations with respect to writing and presentation skills, an "Academic Survival Kit" with resources on writing and presentation skills is available on the College web page at:

http://business.nmsu.edu/students/survival-kit/ (http://business.nmsu.edu/students/survival-kit/)

Course Delivery: This is a distance education course which does not include any face to face meetings as part of the regular schedule. Please note that my office hours are available if you are in Las Cruces frequently. Further, we can arrange a meeting at another time in my office or we can arrange a telephone meeting. All of that said, there are two easy methods to meet with me via the Internet. The first is email in Canvas. I will answer this frequently throughout the day, including most weekends. I will send out an email note if I am going to be away from Canvas for an extended period of time.

Office Hours: This section of BCS338 is being delivered as a distance education course. That is, we will not meet face to face in the traditional lecture environment. My office hours are Monday and Wednesday afternoons from 3:00 pm until 4:00 pm and on Wednesday evenings from 6:30 pm until 7:30 pm electronically. That is, you can reach me via the web using AdobeConnect every Wednesday night! The URL for these office hours is:

http://nmsu.adobeconnect.com/roliverofficehours/ (http://nmsu.adobeconnect.com/roliverofficehours/)

When you go to this URL with a browser, you will be asked to login to AdobeConnect. To do this, select Guest. You can use any name you want. However, because all of my students from all of my classes are invited to these office hours, it would be helpful if we use the following convention: <Name><CourseNumber>. That is, I would be Richard338. Again, you can use any name you want. So I could be Snoopy338 if I wanted! Here is the login screen:
Appointments: Additionally, I will be happy to make appointments as needed. However, many topics or problems are easily handled using email. For this, the primary means of contacting me is through Canvas email. I will be reading and answering Canvas email several times a day. Please only use Canvas email as I will check that much more frequently than my regular email account. If needed, we can also use the telephone to communicate.

Canvas, MyITLab and This Course: This course will use Canvas extensively. The syllabus and course schedule, Using MIS chapter quizzes, and more will be available through Canvas. This course also uses MyITLab to provide software training and skill-based quizzes and exams. Once you become familiar with MyITLab, you will find it easy to use and helpful in learning key features of spreadsheet and database software. A second issue in using MyITLab and Canvas is that grades are not moved automatically from MyITLab into Canvas. It is your responsibility to go to the My Submissions page after every MyITLab Lesson you complete. Here, you can verify that the server has the results from your assessment or training. If the results are not here, you need to notify your instructor immediately because we cannot give you credit for work that doesn't show up on the server.

What is MyITLab and how does it work? In this course, we use computer based training (CBT) software called MyITLab. This is an application available 24 hours a day and 7 days a week over the Internet. The CBT in MyITLab is as the following procedure. First, the system present the student with a series of training exercises or modules. The particular skill being taught is described, then demonstrated to the student. Next, the student is asked to demonstrate the skill. If they do so successfully, then MyITLab moves on to the next module. If not, then the skill is demonstrated by MyITLab again as many times as the student wants it to be demonstrated. Once the student is comfortable with a skills in a module, MyITLab provides a Hands-On training and projects to assess the student’s progress in using the skills in the particular module.

Why do we use MyITLab? We have been using MyITLab in this and other courses for a number of years. It has several significant advantages. First, it is a information source available 24/7 for the student’s convenience! This training can be done at the best time for the students. Secondly, we are targeting intermediate and some advanced skills in Excel in this course. However, the time when our students learned the basic skills in Excel varies tremendously. For some students, their learned these skills last semester. But for other students, it may have been years ago and they have simply not used and forgotten many of the basic skills. Here is the great part: MyITLab has all of those basic skill modules available! That is, if you feel you need to review the basic Excel skills, the modules to do so are already available for you in MyITLab. You can do a few, all or none of these review exercises. Finally, we like MyITLab because it moves forward at a customized pace. That is, it will let you progress through modules very rapidly if appropriate. And, it will repeatedly demonstrate any skills as many times as you require to understand them. We believe MyITLab is a powerful addition to the course that will help you develop your expertise in Excel!
MyITLab Access Code: Each student in the class MUST have their own MyITLab access code. You will need this code within the first few days of the semester.

MyITLab Course ID: CRSABXU-639629

Why do I need this? The access code is required to complete the MyITLab software assignments which make up 20% of your grade in this class. The assignments provide training and practice in using Microsoft Excel (a spreadsheet). These are two of the most commonly used productivity software packages.

Textbook: this is a screen capture from the NMSU bookstore. Because this is a custom textbook, I encourage you to order from the NMSU bookstore. They can ship the book to you if necessary.

Your Course Materials
Please choose the purchase option for books.

New Mexico State University, Las Cruces campus | FALL 2012 | BCIS | 338 |
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Where can I get the Software? The software is available in all PC labs on campus. You can also purchase a fully functional version from the NMSU book store for a significant discount from the normal retail price.

Reminder: If you are sharing texts, each person will still need an individual MyITLab access code.

Examinations: There will be three exams. The exams will cover material from the textbook, lectures and the material in MyITLab. The third exam is the final exam and it covers the material from the entire course. Exams may be a combination of multiple-choice, true-false, and short answer essay questions. If you miss an exam due to illness, work, or a university-sponsored activity, you must provide proper notification and documentation to the instructor as soon as possible. If no valid documentation is provided the student will receive a score of zero for the missed exam.

Late Assignments: Late assignments will not be accepted, this includes: ERP Exercises, MyITLab training exercises, MyITLab skill-based exams, and Using MIS chapter quizzes. You are expected to start assignments early enough to overcome any difficulties, technical or otherwise, you may encounter and still complete the assignment on time.

IMPORTANT NOTE: Your MyITLab account, by default, is set for Eastern Standard time. You will need to change that setting to Mountain Standard time. If you fail to do this assignment due dates will not be correct in the MyITLab calendar and you may miss a due date and get a zero.

HOW YOUR LEARNING WILL BE MEASURED: Your understanding and ability to explain terminology, information systems concepts, behavioral and organizational issues, international, social and ethical issues will be measured in the examination, ERP projects and IT projects.

ACADEMIC INTEGRITY: Academic integrity is the pursuit of scholarly activity free from fraud and deception and is an
educational objective of this institution. Academic dishonesty includes, but is not limited to, cheating, plagiarizing, fabricating of information or citations, facilitating acts of academic dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students. You should refer to the Student Code of Conduct for detailed information regarding academic misconduct. (http://www.nmsu.edu/~vpsa/handbook.html)

INCOMPLETE GRADES: A grade of "I" (Incomplete) will be assigned only in circumstances in agreement with the current NMSU Undergraduate Catalog. Incomplete grades are to be given only if a student has passed the first half of the course and is unable to complete the course due to circumstances beyond the student's control. (If the circumstances develop during the first half of the course, the student has the opportunity to drop the class.) Examples of appropriate circumstances are documented illness, documented death or crisis in the student's immediate family and similar circumstances. The catalog states that job related circumstances are generally not appropriate grounds for assigning an "I" grade and that this grade is not to be used to avoid a D, F, or U grade.

S/U GRADES: If you are taking this course under the S/U option, you must earn a "C" or better for an undergraduate and "B" or better for a graduate student to receive a grade of "S."

MAKE-UP ASSIGNMENT POLICY: No makeup examinations, or projects are planned, but it is important to contact the instructor as soon as possible to discuss your situation should you have to miss work for health or family emergency reasons. If you are absent because you are on an official NMSU trip and you are unable to access BlackBoard, contact the instructor ahead of time or as soon as possible to determine makeup procedures. A University approved excuse will be required for an absence to be excused.

LIBRARY USAGE: Students will use the Internet frequently as an online library.

COMPUTER RESOURCES: You will need access to the following computer resources:

- Connection to the University's Canvas system. This can be through a home connection (dialup, DSL, cable modem, etc.) or through computers in the University's computer labs. Go to http://learn.nmsu.edu to connect to Canvas. This page also has links that will test your browser for compatibility with Canvas.
- You will need to submit assignments in the format as specified in each project.

GLOBAL/INTERNATIONAL BUSINESS CONTENT: This course will address many of the technologies that are used to conduct international business. In particular, we will examine the foremost technologies used in international exchange of business information.

ETHICS CONTENT: As appropriate, we will consider ethical issues related to the course content. Information is inherently valuable, and you may well be in professional positions to control access to this resource. I encourage you to consider these ethical issues thoughtfully.

Disabilities and Discrimination:

Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) covers issues relating to disability and accommodations. If a student has questions or needs an accommodation in the classroom (all medical information is treated confidentially), contact:

Trudy Luken

Student Accessibility Services (SAS) –

Corbett Center, Room 244

https://nmsu.instructure.com/courses/689586
Phone: 646-6840

Email: sas@nmsu.edu (mailto:sas@nmsu.edu)

Website: www.nmsu.edu/~ssdl/ (http://www.nmsu.edu/~ssdl/)

NMSU policy prohibits discrimination on the basis of age, ancestry, color, disability, gender identity, genetic information, national origin, race, religion, retaliation, serious medical condition, sex, sexual orientation, spousal affiliation and protected veterans status. Furthermore, Title IX prohibits sex discrimination to include sexual misconduct, sexual violence, sexual harassment and retaliation. For more information on discrimination issues, Title IX or NMSU's complaint process contact:

Gerard Nevarez or Agustin Diaz
Office of Institutional Equity (OIE) – O'Loughlin House

Phone: 646-3635

Email: eequity@nmsu.edu (mailto:equity@nmsu.edu)

Website: www.nmsu.edu/~eeo (http://www.nmsu.edu/~eeo)

GRADE APPEALS: In the unlikely event that you wish to file a grievance with some administrative office or faculty member on campus, check the details of the process in the “General Information” section of the Undergraduate Catalog. Probably the most urgent thing to know about a grade appeal (besides the fact that there is an appeals process) is that you must initiate the process by submitting a written appeal to the faculty member within 30 days of the start of the term following the term in which the grievance occurred. It’s not clear whether this includes summer terms, so, to be safe, submit within 30 days of the grievance.

INTERN OPPORTUNITIES: Many students have found that interning under the cooperative education (CO-OP) program is a valuable activity that sets them apart from students without practical experience. Contact the Co-op office in Garcia Annex (646-4115), visit with Celina Talamantes in the Advising Center in Guthrie Hall, and frequently check the NMSU web page links to the placement and co-op offices. Also keep in mind that prime interviewing season for permanent positions is the fall. Whether you are graduating in December or May, register with Placement and interview diligently in your last fall semester.

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