

# **BUSI 8205 - Information Systems**

## **Winter 2013**

### **Instructor**

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BN 2022

### **Class Time and Location**

Mon/Wed 12:30 to 13.45 in BN 1008

### **Learning Goals**

1. To understand the role of IT in enabling and supporting a business' main processes
  - a. Be able to identify, model, and evaluate the efficiency of a business' main processes, as they relate to other functional areas, such as accounting, production, or marketing
  - b. Be able to improve and re-design a business process using IT and non-IT based solutions
  - c. Be able to identify points of a business process where IT support can improve the overall process, be able to propose high-level requirements for suitable IT support, and assess the impact of the proposed IT on people and processes.
2. To understand the management of information systems in a business
  - a. Be able to create and evaluate policies and processes for the effective management of IS that comply with internal and external governance standards and policies, as they relate to technology, people, and processes

### **Course Objectives**

The above IS learning goals and objectives lead to the following course objectives. Upon completion of the course, the student will be able to demonstrate understanding of:

1. The importance of information systems for businesses (Goals 1 and 2)
2. The role of business processes in organizations and the role of IS in business process management (Goal 1, objectives a, b, c)
3. How information systems provide value to different functions of an organization (Goal 1, objectives b, c)
4. How information systems should be managed to provide the best value to an organization (Goal 2)

## Course Topics and Schedule

Class	Date	Topic
1	Jan 7	
2	Jan 9	Does IT matter?
3	Jan 14	IT enabled business value
4	Jan 16	The role of the CIO and the IT function
5	Jan 21	Process reengineering
6	Jan 23	Process reengineering
7	Jan 28	Enterprise systems
8	Jan 30	Analytics
9	Feb 4	Customer relationship management
10	Feb 6	IT governance at the board level
11	Feb 11	Business-IT alignment
	Feb 13	<i>NO CLASS – WORK ON ASSIGNMENT</i>
	Feb 18	<i>MIDTERM BREAK</i>
	Feb 20	<i>MIDTERM BREAK</i>
12	Feb 25	Managing the IT function
13	Feb 27	Managing the IT function
14	Mar 4	IT project management
15	Mar 6	IT service management
16	Mar 11	IT security
17	Mar 13	IT security
18	Mar 18	IT and Business continuity
19	Mar 20	Compliance
20	Mar 25	Open source software
21	Mar 27	Social media
	Apr 1	<i>NO CLASS – WORK ON ASSIGNMENT</i>
	Apr 3	<i>NO CLASS – WORK ON ASSIGNMENT</i>

### Readings

The course is based articles from magazines and journals. I have provided readings for each topic in a separate document. Readings are taken from recent issues of major business and management magazines and journals. You are responsible for reading **all** assigned readings in preparation for each class. Readings are available electronically at the MUN library.

### Course Technology

This course will use a wiki space for announcements and communication from the instructor, and for writing. Wiki space is provided at <http://wiki.distance.mun.ca>. Wikis allow collaborative writing, i.e. all group members can contribute at the same time. The wiki is treated as an open system, so there is no expectation of privacy. Everyone can read everyone else's pages and make changes. Please do not put personal information on the Wiki. While everyone can make changes to any page, vandalism (i.e. modifying someone's Wiki contribution without permission) will not be tolerated. Vandalism will be treated as academic dishonesty and will lead to immediate failure of the course.

## Class Structure

The structure of the classes is heavily interactive, with the instructor merely facilitating the process. This requires that you be prepared for class.

## Assessment

	Assessment Item		Weight	Due Date
1	Class participation	Individual	15%	
2	Reflections	Individual	15%	A reflective journal entry must be written <b>each week by Sunday midnight.</b>
3	Assignment 1	Group	15%	Due <b>on February 27 beginning of class.</b>
4	Assignment 2	Group	15%	Due <b>on April 4 end of class.</b>
5	Final exam	Individual	40%	Scheduled during exam period.

### Assessment Item 1: Class Participation (15%)

Class participation is assessed each class. Quality of questions and comments is more important than quantity.

### Assessment Item 2: Reflection (15%)

You must keep a journal/blog/diary on your Wiki page. In this journal, you reflect on what you have learned or what you found interesting or particularly relevant each week. Discuss how and why you think it is relevant or interesting. If you do not think you have learned anything interesting or relevant, reflect on why you believe the material was not interesting or relevant to you.

You must produce one journal entry each week. Your journal entries need not be long (about one page is sufficient), but they should be reflective and show that you have an informed opinion about the material. Do not be superficial or simply repeat the material. A grading scheme for the reflections is provided in a separate document.

### Assessment Item 3: Assignment 1 (15%)

*Your choice of policy. See separate handout*

### Assessment Item 4: Assignment 2 (15%)

*Your choice of policy. See separate handout*

### Assessment Item 5: Final Examination (40%)

A comprehensive final examination will be scheduled during the final examination period at the end of the semester. Please note the following Faculty of Business Administration Policy with respect to deferred exams. All deferred final exams will be held at the commencement of the semester following the one in which the deferred final exam has been approved.

Deferred final exams will be written on the first Friday of the semester following the semester in which the deferred exam was granted.

- For courses where classes were scheduled to start between 9:00 a.m. and 5:00 p.m., the deferred exam will be on the first Friday afternoon of the following semester. These deferred exams will start at 2:00 p.m.

- For courses where classes were scheduled to start after 5:00 p.m., the deferred exam will take place at 7:00 p.m. on the first Friday evening of the following semester.

### Exemptions from Final Exams

A student who is prevented from writing a final examination by illness or bereavement or other acceptable cause, duly authenticated in writing, may apply, with supporting documents, to have the course graded or have the final examination deferred. This application must be made within one week of the original date of the examination to the head of the appropriate academic unit.

### **Time and Effort expectations**

I expect that students undertaking a full course load (5 courses per semester) study full time and can devote 8 hours per week to each course. If you have a job that prevents you from devoting 40 hours per week to your studies, you should not carry a full course load. It is up to you, not me, to manage your time commitments. These eight hours include 2.5 hours of class time, leaving 5.5 hours for out-of-class preparation, including reading, and the assignments.

### **Professionalism**

Professionalism is essential to success in business. A professional businessperson is competent, knowledgeable, prepared, courteous, and respectful to both peers and customers. A professional atmosphere in the classroom promotes a positive learning environment. Please:

- Prepare properly for all classes
- Arrive on time
- Employ basic courtesy at all times and to all class members:
  - If you bring your mobile phone to class, turn it off.
  - If you bring your computer to class, do not distract others by using it for non-course-related activities (e.g., checking Facebook, playing games). The instructor will ban computers from class if he/she decides that there are too many disruptions from their use.

### **Academic Conduct**

Academic honesty is an integral part of university life. As such, you should be aware of the university regulations on this aspect of the course. I don't expect anyone to intentionally get into trouble over this, but I still wish to draw the following excerpt from Section 5.11.4 of the MUN calendar to your attention. If in doubt, check with your instructor.

"Plagiarism is the act of presenting the ideas or works of another as one's own. This applies to all material such as essays, laboratory reports, work term reports, design projects, seminar presentations, statistical data, computer programs, research results and theses. The properly acknowledged use of sources is an accepted and important part of scholarship. Use of such material without acknowledgement is contrary to accepted norms of academic behaviour. Information regarding acceptable writing or by email practices is available through the Writing Centre at [www.mun.ca/writingcentre/about/](http://www.mun.ca/writingcentre/about/)."