


| | |
|---|---|
|  <p>UNIVERSITÉ LAVAL Faculté des sciences de l'administration</p> | <p>Course: SIO-22915-Z1 Information Systems and Technologies Session: Winter 2008 Credits: 3 Prerequisite courses: None Sessions: Mondays 9:00-11:30am Classroom: 2327, Pavillon Palasis-Prince Website: http://www.webct.ulaval.ca</p> |
|---|---|

| | |
|---------------------|--|
| Teacher: | Dr. Faouzi Bouslama |
| Coordinates: | Pavillon Palasis-Prince, Local 2212 Université Laval, Québec (QC) G1V 0A6 |
| E-mail: | faouzi.bouslama@fsa.ulaval.ca |
| Telephone : | (418)656-2131 ext. 8912 |

1. COURSE DESCRIPTION

Managers at all levels of an organization need to know how information systems (IS) can make businesses more competitive and efficient. This course provides an introduction to information systems for business and management. It is designed to familiarize students with organizational and managerial foundations of systems, the technical foundation for understanding information systems, the role of information systems in enhancing business processes and management decision making across the enterprise, and the process of building and managing systems in organizations. The course will focus on topics such as Management of the Digital Firm, Internet and Internet technology, the Electronic Business and Electronic Commerce, the Information Technology (IT) Infrastructure, the Wireless Technology, the Ethical and Security Issues related to Information Systems, and the Enterprise Applications. The course will provide students with information systems knowledge that is essential for creating successful and competitive firms. Learning activities include hands-on projects, application software exercises, and a running case study.

2. COURSE OBJECTIVES

- Explain to students why information systems are so important today for business and management;
- Evaluate the role of the major types of information systems in a business environment and their relationship to each other;
- Assess the impact of the Internet and Internet technology on business-electronic commerce and electronic business;
- Identify the major management challenges to building and using information systems and learn how to find appropriate solutions to those challenges;

- Define an IT infrastructure and describe its components;
- Learn the core activities in the systems development process;
- Cultivate skills and experience in the development and implementation of information systems projects.

3. TEXTBOOK

Title: *Management Information Systems - Managing the Digital Firm, 9/E*,
 Author: Kenneth C. Laudon & Jane P. Laudon,
 Publisher: Pearson Prentice Hall,
 Year: 2006,
 ISBN-10: 0131538411.

4. COURSE OUTCOMES

Upon completion of this course, students will be able to:

- Understand the basic concepts and technologies used in the field of management information systems;
- Have the knowledge of the different types of management information systems;
- Understand the processes of developing and implementing information systems;
- Be aware of the ethical, social, and security issues of information systems;
- Understand the role of information systems in organizations, the strategic management processes, and the implications for the management;
- Develop an understanding of how various information systems work together to accomplish the information objectives of an organization;
- Learn about the importance of managing organizational change associated with information systems implementation;
- Use the application software skills such as analyzing spreadsheets, creating database, and Web browsing, that they have learned in other courses to apply to real-world business problems.

5. LINKS TO PROGRAM OBJECTIVES "LIENS AVEC LES BUTS DU PROGRAMME"

This course contributes to the following program outcomes:

| Learning Outcomes | Degree of Achievement |
|--|-------------------------------|
| Maîtriser les outils technologiques (Information Technologies) | Développement (Developmental) |
| Collaborer et travailler en équipe (Teamwork) | Intégration (Achieved) |
| Communiquer (Communication) | Développement (Developmental) |
| Avoir un comportement éthique (Ethical behavior) | Amorce (Beginning) |

6. PEDAGOGICAL APPROACH

- The objectives for this course can be achieved by the student mainly through his/her individual work following the guidelines that can be found on the course website at <http://www.webct.ulaval.ca> .
- The purpose of the weekly meeting in class is to introduce information systems concepts, to support the theory by showing real-world examples of organizations, to show how to apply application software skills to solve real-world business problems, and to test student's comprehension of chapter material.
- Students can use their laptops to access the course website on WebCT as well as other websites of organizations used as examples in class such as DaimlerChrysler, Cemex, United Parcel Service, Dollar General, Mango, Nissan, Haworth Incorporated, Snyder's of Hanover, E.&J. Gallo Winery, Hudson's Bay Company, and many others.
- Students have access to online testing to evaluate their understanding of the concepts of information systems introduced each week. They can use True/False or Multiple Choices tests available on the course website.
- Students are requested to read from the chapters. They can post their questions and comments for feedback on the Forum.
- Student understanding of the course content is assessed through individual interactions, group projects, and exams.

7. EVALUATION

| Type of Evaluation | Weight |
|---|-------------|
| Group Project 1: Analysis of an organization | 15% |
| Group Project 2: Management of a virtual enterprise | 20% |
| Participation in the Forum | 10% |
| Midterm Exam | 25% |
| Final Exam | 30% |
| Total | 100% |

8. GRADING POLICY

| Grade Range | Letter Grade | Grade Range | Letter Grade |
|--------------|--------------|-------------|--------------|
| [100 - 95] | A + |] 70 – 65] | C + |
|] 95 - 90] | A |] 65 – 60] | C |
|] 90 – 85] | A - |] 60 – 55] | C - |
|] 85 – 80] | B + |] 55 – 50] | D |
|] 80 – 75] | B |] 50 – 0] | E (Fail) |
|] 75 – 70] | B - | | |

9. TENTATIVE COURSE SCHEDULE

The course is divided into four themes: Part I to Part VI (see table below). Each theme requires three lessons.

| Part | Week | Topic | Reading |
|---|-------------|--|------------------------|
| Organizations, Management & Networked Enterprise | 14/01-18/01 | Managing the digital firm | Chapter 1 |
| | 21/01-25/01 | Information Systems in the Enterprise Information Systems: Organizations, Management, and Strategy | Chapter 2 Chapter 3 |
| | 28/01-01/02 | The Digital Firm: Electronic Business and Electronic Commerce Ethical and Social Issues in the Digital Firm | Chapter 4 Chapter 5 |
| Information Technology Infrastructure | 04/02-08/02 | IT Infrastructure and Platforms Managing data resources | Chapter 6 Chapter 7 |
| | 11/02-15/02 | Telecommunications, Networks and the Internet The Wireless Revolution | Chapter 8 Chapter 9 |
| | 18/02-22/02 | Security and Control | Chapter 10 |
| | 25/02-02/03 | Study Week | |
| | 06/03 | Midterm Exam on Thursday, March 6, 18:30-21:20pm | |
| Organizational & Management SS for the Digital Firm | 03/03-07/03 | Enterprise Applications and Business Process Integration | Chapter 11 |
| | 10/03-14/03 | Managing Knowledge in the Digital Firm | Chapter 12 |
| | 17/03-21/03 | Enhancing Decision Making in the Digital Firm | Chapter 13 |
| | 24/03 | Vacances de Pâques (No class) | |
| Building and Managing Information Systems | 31/03-04/04 | Redesigning the Organization with Information Systems | Chapter 14 |
| | 07/04-11/04 | Understanding the Business Value of Systems and Managing Change | Chapter 15 |
| | 14/04-18/04 | Managing Global Systems | Chapter 16 |
| | 29/04 | Final Exam on Tuesday, April 29, 18:30-21:20 | |

10. GROUP PROJECT 1

Groups of 3-4 students will be formed at the beginning of the semester. Each group is required to choose any of existing organizations in any sector of business. After meeting with the Information Systems Officer of the chosen organization, the group should analyze its activity and develop either a proposal for a new information system to meet the present and future organizational needs or to just to improve the existing information system.

The purpose of this project is to apply the theoretical concepts and technical skills students learn in class to a real-world organization, and develop analytical and critical skills in the context of information technology. You will work in this project throughout the **five to six weeks** of the semester. You need to submit a written report before the specified deadline.

Deadline: Saturday, February 23, 2007 at 23:59pm.

11. GROUP PROJECT 2

The same members for Group Project 1 may continue working as a group in Group Project 2. This project involves the implementation of information systems knowledge and skills learned in class to a virtual organization of the group's choice. Students should try to relate each main concept of management information systems covered in class to their virtual organization. The outcome of each group is a written report to be submitted before deadlines. Students will work in the project throughout the semester. In addition to a written report, each team members will present the outcomes of their project to the class toward to the end of the semester.

Deadline: Friday, April 25, 2007 at 23:59pm.

12. MIDTERM AND FINAL EXAMS

- The midterm exam will be held on **Thursday, March 6, 2008, 18:30-21:20pm**. The midterm exam covers the content of the first five lessons. The format of the exam will be announced in class.
- The final exam is scheduled for **Tuesday, April 29, 2008, 18:30-21:20**. The final exam covers the content of the last five lessons. The format of the exam will be announced in class.
- Students must be available within the entire exam period. Notice that no document, material or electronic devices will be allowed at these exams except for one page (both sides) summary note.

13. POLICY OF RE-TAKING AND RE-READING OF EXAMS

- Re-taking: Only exceptional circumstances can lead to the re-taking of an exam. In such a case, students must follow the rules and policies outlined by the Undergraduate Office on this matter. Students should not communicate with the teacher regarding that matter.
- Re-reading: Students must follow the rules and policies outlined by the Undergraduate Office. For more information, consult the FSA's web site.

14. POLICIES REGARDING COMMUNICATIONS AND FORUMS

- The teacher will check regularly student answers and interactions on the forum; however, he will provide replies on Tuesdays, and Fridays of each week on a regular basis.
- Any communication with the teacher must be done via the official mean of communication which is the email tool on the course website. Students are responsible to check emails on a regular basis.

- Students can also use the discussion tool available on the course website. However you must comply with specific rules listed in: http://www.fsa.ulaval.ca/html/forums_pratiques.html .
- In the case of misconduct, penalties will be determined by:
 - Rules for students attending Université Laval: <http://www.ulaval.ca/sg/reg/Reglements/Disc/>
 - Security policies regarding ICT at Université Laval : <http://www.ulaval.ca/sg/reg/Politiques/03/002.html>
 - Policies regarding the use and management of ICT at Université Laval: <http://www.ulaval.ca/sg/reg/Politiques/03/001.htm>

15. PLAGIARISM

This course is an undergraduate course offered by Université Laval which follows the rules and procedures of Université Laval. Remember to include all the references and sources of information in your reports, and be aware of and avoid any form of plagiarism. Please refer to the following links for further information:

<http://www.ulaval.ca/sg/reg/Reglements/Disc/>
<http://www.ulaval.ca/sg/reg/Reglements/Disc/infractions.html>

16. SOME TIPS ON HOW TO SUCCEED IN THIS COURSE

- Familiarize yourself with the course design.
- Check the website (<http://www.webct.ulaval.ca/>).
- Read the course syllabus as it contains all the information/elements you need to succeed in this course.
- Check the lesson plans for each week.
- Identify the tools necessary to develop assignments and make sure you have access to those tools.
- Make sure you have a computer with adequate capabilities for online learning.
- There is no bookkeeping of class attendance. You have to do your regular weekly work and remember to spend enough time each week. It is recommended that you spend nine hours on this course.
- Remember to set goals and deadlines for yourself and try to stick to those deadlines.
- Some of your evaluation will be part of teamwork. Organize yourself and have good communication and teamwork skills.
- Keep reminding yourself that you will always have more work to do near the end of a semester than at the beginning.
- Remember to stay in touch with your instructor on a regular basis and do not hesitate to ask questions about the course content.
- When you feel tired, use some relaxation technique such listening to music, deep breathing, and stretching. Good luck.