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OMIS5110 F2020 CREDITS: 1.50

OMIS 5110 A - INFORMATION SYSTEMS

TUE 08:00 - 10:00

INSTRUCTOR

Hossam Ali-Hassan

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GLENDON COLLEGE

By Appointment or before class

ADMIN

Paula Gowdie Rose

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416.736.2100 Ext. 55074

S337N SSB

This course contains synchronous and asynchronous components, please refer to Canvas to view the time commitments for each.

HOSSAM ALI-HASSAN BIOGRAPHY

Hossam Ali-Hassan is an Associate Professor of Business Administration at the Glendon campus of York University. He holds a Ph.D. in MIS from Schulich School of Business, an MBA from McGill University, and a B.Eng in Computer and Communications from the American University of Beirut. His current research interests include business analytics, data literacy, experiential learning, social media, social capital, and job performance. Prior to his academic career, he worked for many years as a technologist and consultant.

BRIEF DESCRIPTION

The aim of this course is to create an understanding of key management issues with respect to the use of computer and information systems in modern business applications.

COURSE LEARNING OUTCOMES

Information is perhaps the most important of all business resources, and the ability to manage it effectively on a global level is an essential organizational capability. Information systems are the tools that firms use to manage information, and it is critical for managers to understand how to use them. This course introduces you to key information systems concepts, issues and questions that will help you to accomplish this.

The focus of the course is **Managerial** - little prior knowledge of information systems is required, and you certainly won't be doing any programming! It is assumed that you already possess the basic computer skills needed to use various office suite products (word processing, spreadsheet, e-mail, etc.), or will acquire these skills independently of this course.

The objective of the course is to provide a basic knowledge set that will allow you to understand the most common information systems issues that exist in today's organizations, to ask critical questions, and participate in IT decision

making.

Organization of the Course Pedagogy

This course relies on a diversity of teaching media, including lectures, readings, and case discussions. In-class discussions are important and quality class participation is expected from each student. It is your responsibility to read the appropriate material before class. Unless prior arrangements have been made with the instructor, no late assignments will be accepted.

LEARNING REMOTELY

Due to the COVID-19 situation, this course will run in an online format. All students are expected to have the following technology to participate in this course:

1. Computer
2. High speed internet
3. Web camera
4. Microphone

Several platforms will be used in this course (e.g., Canvas, Zoom, etc.) through which students will interact with the course materials, the instructor, as well as with one another. Please review the technical specifications for **Zoom** (<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>) and **Canvas** (<https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66>). Please review the syllabus to determine how the class meets (in whole or in part) and how presentations will be conducted. Students shall note the following:

- Zoom is hosted on servers in the U.S. This includes recordings done through Zoom.
- If you have privacy concerns about your data, provide only your first name or a nickname when you join a session.
- The system is configured in a way that all participants are automatically notified when a session is being recorded. In other words, a session cannot be recorded without you knowing about it.

Copying of any Zoom recordings or other course materials for public or commercial distribution is strictly prohibited and may lead to copyright and/or privacy law violations.

COURSE MATERIAL

We cover a large volume of material in this course. When preparing for class, you should review the overheads, carefully read the assigned chapters and cases and try to identify what you believe are key points or issues. Always ask yourself the following question “**As a manager, what issues does this raise for me?**”

Required reading

Connect Access Code for Business Driven Information Systems, 6th US Edition, by Baltzan, McGraw Hill.

Digital copy only: ISBN#: 9781260306415 (approximately \$99)

Print + Digital: ISBN#: 9781260193503 (approximately \$149.95)

The required materials for this course is “Connect” for Baltzan, Business Driven Information Systems, 6th US edition. Connect includes the online eBook, SmartBook and study resources. Required Cases are found in the “Ending” section of the stated chapters in Baltzan (6e).

This link (<http://bookstore.blog.yorku.ca> (<http://bookstore.blog.yorku.ca>)) will take you to the York Bookstore where you can scroll down, find the course and purchase the e-book.

McGraw-Hill Connect. You will need Connect to register to your Connect course section and complete the reading assignments. This link will take you to McGraw-Hill Connect where you can enroll online <https://connect.mheducation.com/class/h-ali-hassan-omis-5110---fall-2020---section-a> (<https://connect.mheducation.com/class/h-ali-hassan-omis-5110---fall-2020---section-a>) . For technical assistance with Connect: Tel: 1-800-331-5094, www.mhhe.com/support. (<http://www.mhhe.com/support>)

Course website

We will be using Schulich's **Canvas** for this course. Access to the Canvas requires a Schulich email address and password. If you do not have a Schulich email account, you need to contact Schulich's Information Services and Technology Helpdesk.

Canvas contains general information for Schulich students and information and materials specific to this course. Check it frequently.







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Third party copyrighted materials (such as book chapters, journal articles, music, videos, etc.) have either been licensed for use in this course or fall under an exception or limitation in Canadian Copyright law. Copying this content for distribution may lead to a violation of Copyright law.

ASSIGNMENT SUMMARY

| Assignment Task | Group Individual | Total % of Final Grade | Due Date |
|--|--------------------|------------------------|---------------------------------|
| Introductions 0% | | | |
| Students short bio omitted from final grade. | 0e | 0% | Mon Sep 14, 2020 at 08:00am EDT |
| Connect LearnSmart Assignments – Online interactive learning e-Text 10% | | | |
| 1-Connect LearnSmart Assignments – Online interactive learning E-text | 0e | 2% | Tue Sep 22, 2020 at 08:00am EDT |
| 2-Connect LearnSmart Assignments – Online interactive learning E-text | 0e | 2% | Tue Sep 22, 2020 at 08:00am EDT |
| 3-Connect LearnSmart Assignments – Online interactive learning E-text | 0e | 2% | Tue Sep 29, 2020 at 08:00am EDT |
| 4-Connect LearnSmart Assignments – Online interactive learning E-text | 0e | 2% | Tue Oct 6, 2020 at 08:00am EDT |
| 5-Connect LearnSmart Assignments – Online interactive learning E-text | 0e | 2% | Tue Oct 13, 2020 at 08:00am EDT |
| Quiz 30% | | | |
| OMIS5110AF20 Quiz - Requires Respondus LockDown Browser + Webcam | 0e | 30% | Tue Oct 6, 2020 at 09:45am EDT |
| Class Participation 10% | | | |
| Class Participation 1 | 0e | 2% | Tue Sep 15, 2020 at 08:00am EDT |
| Class 1 Minute paper omitted from final grade. | 0e | 0% | Tue Sep 22, 2020 at 08:00am EDT |
| Class Participation 2 | 0e | 2% | Tue Sep 22, 2020 at 08:00am EDT |
| Class 2 Minute paper omitted from final grade. | 0e | 0% | Tue Sep 29, 2020 at 08:00am EDT |
| Class Participation 3 | 0e | 2% | Tue Sep 29, 2020 at 08:00am EDT |
| Class 3 Minute paper omitted from final grade. | 0e | 0% | Tue Oct 6, 2020 at 08:00am EDT |
| Class Participation 4 | 0e | 2% | Tue Oct 13, 2020 at 08:00am EDT |

| Assignment Task | Group Individual | Total % of Final Grade | Due Date |
|--|---|------------------------|---------------------------------|
| Class 4 Minute paper omited from final grade. |  | 0% | Tue Oct 20, 2020 at 08:00am EDT |
| Class Participation 5 |  | 2% | Tue Oct 20, 2020 at 08:00am EDT |
| Class 5 Minute paper omited from final grade. |  | 0% | Wed Oct 21, 2020 at 08:00am EDT |
| Group Assignment 50% | | | |
| Management Presentation |  | 20% | Mon Oct 19, 2020 at 08:00am EDT |
| Final Report |  | 25% | Tue Oct 20, 2020 at 08:00am EDT |
| Peer Evaluation |  | 5% | Wed Oct 21, 2020 at 08:00am EDT |

WRITTEN ASSIGNMENTS: DESCRIPTIONS

Students short bio


 **Due Date:** Mon Sep 14, 2020 at 08:00am EDT

In a few lines tell me your name and any nickname you like me to use, your education, background, hometown, where you are physically located now, work experience, your interest and experience in information systems/technology (if any), your career objectives and anything you think I should know about you.


1-Connect LearnSmart Assignments – Online interactive learning E-text

 **Due Date:** Tue Sep 22, 2020 at 08:00am EDT


2-Connect LearnSmart Assignments – Online interactive learning E-text

 **Due Date:** Tue Sep 22, 2020 at 08:00am EDT


3-Connect LearnSmart Assignments – Online interactive learning E-text

 **Due Date:** Tue Sep 29, 2020 at 08:00am EDT


4-Connect LearnSmart Assignments – Online interactive learning E-text

 **Due Date:** Tue Oct 6, 2020 at 08:00am EDT


5-Connect LearnSmart Assignments – Online interactive learning E-text

 **Due Date:** Tue Oct 13, 2020 at 08:00am EDT

OMIS5110AF20 Quiz - Requires Respondus LockDown Browser + Webcam

 **Due Date:** Tue Oct 6, 2020 at 09:45am EDT

Class Participation 1

 **Due Date:** Tue Sep 15, 2020 at 08:00am EDT

Good class participation by all class members is necessary in order to get the most out of the cases and readings. You are encouraged to take advantage of this online gathering of your peers to improve your communication skills and obtain feedback on your views in a relatively low-risk environment.

Attendance is not participation. Your attendance is expected for the full duration of the class. If you miss more than two (2) classes, you have failed the course. If you feel that you have to miss a class or any part of a class please inform the instructor before the class so that you will not be called upon in class and so that the instructor can advise you on how to keep up with the rest of the class.

I expect that you will:


1. Be prepared for class, complete Connect activities.
2. Be on time for
3. Keep me Do not suffer in silence. Let the instructor know if you are having problems. Let it be known if you cannot attend class. With only six sessions, you do not want to miss anything.
4. Make sure your name is in the list of participants in Zoom sessions and preferably open your camera. This is important for monitoring your participation. Identify all your work completely with student number and name. Both of these actions will help the instructor to get to know you as an individual.

In-class participation will be graded on quality not quantity. Timely and regular attendance, comments and questions that demonstrate knowledge of the topic and intellectual acuity can enhance your participation grade. Be respectful of others' desire to participate, so be brief and relevant.

Your contribution will be assessed based on a combination of your comments and answers to questions during the live session, contributing to the group discussions in break-out rooms in zoom, and the "minute paper" that you will submit after each session.

Value 2%


Class 1 Minute paper

 **Due Date:** Tue Sep 22, 2020 at 08:00am EDT

OMIS5110AF20 One minute paper form.docx  (https://schulich.instructure.com/courses/4114/files/289098/download?download_frd=1)

Fill-out the minute paper form and submit here. The minute paper will contribute to your class participation grade for a maximum of 1 point out of two.

Class Participation 2

 **Due Date:** Tue Sep 22, 2020 at 08:00am EDT

Good class participation by all class members is necessary in order to get the most out of the cases and readings. You are encouraged to take advantage of this online or in-person gathering of your peers to improve your communication skills and obtain feedback on your views in a relatively low-risk environment.

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I expect that you will:

1. Be prepared for class, complete Connect activities.
2. Be on time for
3. Keep me Do not suffer in silence. Let the instructor know if you are having problems. Let it be known if you cannot attend class. With only six sessions, you do not want to miss anything.
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Your contribution will be assessed based on a combination of your comments and answers to questions during the live session, contributing to the group discussions in break-out rooms in zoom, and the "minute paper" that you will submit after each session.

Value 2%

Class 2 Minute paper

 **Due Date:** Tue Sep 29, 2020 at 08:00am EDT

Class 1 Minute paper

Fill-out the minute paper form and submit here. The minute paper will contribute to your class participation grade for a maximum of 1 point out of two.

Class Participation 3

 **Due Date:** Tue Sep 29, 2020 at 08:00am EDT

Good class participation by all class members is necessary in order to get the most out of the cases and readings. You are encouraged to take advantage of this online or in-person gathering of your peers to improve your communication skills and obtain feedback on your views in a relatively low-risk environment.

Attendance is not participation. Your attendance is expected for the full duration of the class. If you miss more than two (2) classes, you have failed the course. If you feel that you have to miss a class or any part of a class please inform the instructor before the class so that you will not be called upon in class and so that the instructor can advise you on how to keep up with the rest of the class.

I expect that you will:


1. Be prepared for class, complete Connect activities.
2. Be on time for
3. Keep me Do not suffer in silence. Let the instructor know if you are having problems. Let it be known if you cannot attend class. With only six sessions, you do not want to miss anything.
4. Make sure your name is in the list of participants in Zoom sessions and preferably open your camera. This is important for monitoring your participation. Identify all your work completely with student number and name. Both of these actions will help the instructor to get to know you as an individual.

In-class participation will be graded on quality not quantity. Timely and regular attendance, comments and questions that demonstrate knowledge of the topic and intellectual acuity can enhance your participation grade. Be respectful of others' desire to participate, so be brief and relevant.

Your contribution will be assessed based on a combination of your comments and answers to questions during the live session, contributing to the group discussions in break-out rooms in zoom, and the "minute paper" that you will submit after each session.

Value 2%


Class 3 Minute paper

 **Due Date:** Tue Oct 6, 2020 at 08:00am EDT

OMIS5110AF20 One minute paper form.docx  (https://schulich.instructure.com/courses/4114/files/289098/download?download_frd=1)

Fill-out the minute paper form and submit here. The minute paper will contribute to your class participation grade for a maximum of 1 point out of two.

Class Participation 4

 **Due Date:** Tue Oct 13, 2020 at 08:00am EDT

Good class participation by all class members is necessary in order to get the most out of the cases and readings. You are encouraged to take advantage of this online or in-person gathering of your peers to improve your communication

skills and obtain feedback on your views in a relatively low-risk environment.

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I expect that you will:

1. Be prepared for class, complete Connect activities.
2. Be on time for
3. Keep me Do not suffer in silence. Let the instructor know if you are having problems. Let it be known if you cannot attend class. With only six sessions, you do not want to miss anything.
4. Make sure your name is in the list of participants in Zoom sessions and preferably open your camera. This is important for monitoring your participation. Identify all your work completely with student number and name. Both of these actions will help the instructor to get to know you as an individual.

In-class participation will be graded on quality not quantity. Timely and regular attendance, comments and questions that demonstrate knowledge of the topic and intellectual acuity can enhance your participation grade. Be respectful of others' desire to participate, so be brief and relevant.

Your contribution will be assessed based on a combination of your comments and answers to questions during the live session, contributing to the group discussions in break-out rooms in zoom, and the "minute paper" that you will submit after each session.

Value 2%


Class 4 Minute paper

 **Due Date:** Tue Oct 20, 2020 at 08:00am EDT

OMIS5110AF20 One minute paper form.docx  (https://schulich.instructure.com/courses/4114/files/289098/download?download_frd=1)

Fill-out the minute paper form and submit here. The minute paper will contribute to your class participation grade for a maximum of 1 point out of two.

Class Participation 5

 **Due Date:** Tue Oct 20, 2020 at 08:00am EDT

Good class participation by all class members is necessary in order to get the most out of the cases and readings. You are encouraged to take advantage of this online or in-person gathering of your peers to improve your communication skills and obtain feedback on your views in a relatively low-risk environment.

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I expect that you will:


1. Be prepared for class, complete Connect activities.
2. Be on time for
3. Keep me Do not suffer in silence. Let the instructor know if you are having problems. Let it be known if you cannot attend class. With only six sessions, you do not want to miss anything.
4. Make sure your name is in the list of participants in Zoom sessions and preferably open your camera. This is important for monitoring your participation. Identify all your work completely with student number and name. Both of these actions will help the instructor to get to know you as an individual.

In-class participation will be graded on quality not quantity. Timely and regular attendance, comments and questions that demonstrate knowledge of the topic and intellectual acuity can enhance your participation grade. Be respectful of others' desire to participate, so be brief and relevant.

Your contribution will be assessed based on a combination of your comments and answers to questions during the live session, contributing to the group discussions in break-out rooms in zoom, and the "minute paper" that you will submit after each session.

Value 2%


Class 5 Minute paper

 **Due Date:** Wed Oct 21, 2020 at 08:00am EDT

OMIS5110AF20 One minute paper form.docx  (https://schulich.instructure.com/courses/4114/files/289098/download?download_frd=1)

Fill-out the minute paper form and submit here. The minute paper will contribute to your class participation grade for a maximum of 1 point out of two.

Management Presentation

 **Due Date:** Mon Oct 19, 2020 at 08:00am EDT

Each group will record a 10-minute presentation for the final class. Please provide me with a copy of the recorded presentation the day before the final class by 8 a.m. at the latest.

Value 20%


Final Report

 **Due Date:** Tue Oct 20, 2020 at 08:00am EDT

Each group will submit a final report in week #6. The report will be no longer than 10 pages, including all components, except for a title page and references and appendices. The following sections are required: Executive Summary, Introduction, Summary, and Conclusions. Other sections are up to you.

Value 25%

Peer Evaluation

 **Due Date:** Wed Oct 21, 2020 at 08:00am EDT

You will be asked to evaluate the performance of your fellow group members. I will hand out a form for this in week #6.

Value: 5%

GRADING SCHEME

| | |
|----|--------------|
| A+ | 100% to 90% |
| A | < 90% to 85% |
| A- | < 85% to 80% |
| B+ | < 80% to 75% |
| B | < 75% to 70% |
| B- | < 70% to 65% |
| C+ | < 65% to 60% |
| C | < 60% to 55% |
| C- | < 55% to 50% |
| F | < 50% to 0% |

CLASS-BY-CLASS SYLLABUS

Class 1 - Information Systems in Business

Sep 15/20

Overview: Information Systems in Business

Information Systems in Business

Key question: What is an information system and why is it important?

Assigned Readings, Cases, etc.

Baltzan (6e) Chapter 1

Baltzan (6e) Chapter 1 Closing Case 1: Buy Experiences, Not Things

Assigned work due

Case 1 questions 1-3 page 36 (for discussion only - no submission)

Class 2 - Business Strategy and Decision Making and Information Systems

Sep 22/20

Overview: Business Strategy and Decision Making and Information Systems

Business Strategy and Decision Making and Information Systems

Key question: How can you use information systems to get the most out of organizations?

Assigned Readings, Cases, etc.

Baltzan (6e) Chapter 2

Baltzan (6e) Chapter 2 Closing Case 1: Business is Booming for Wearable Technologies

Assigned work due

Read chapter and complete end of chapter exercise before class

Case 1 questions 1-3 page 90

Connect LearnSmart Assignments – **Online interactive learning E-text**

Class 3 - Information Ethic, Privacy and Security

Sep 29/20

Overview: Information Ethics , Privacy and Security

Information Ethics , Privacy and Security

Key question: How can you manage the balance between security and privacy, openness and access?

Assigned Readings, Cases, etc.

Baltzan (6e) Chapter 4

Baltzan (6e) Chapter 4 Closing Case 2: To Share – Or Not to Share

Assigned work due

Read chapter and complete end of chapter exercise before class

MIS Systems (ERP, SCM, CRM)

Oct 6/20

Overview: Enterprise MIS Systems (ERP, SCM and CRM)

Enterprise MIS Systems (ERP, SCM and CRM)

Key question: How can you use information systems for a sustainable competitive advantage?

Assigned Readings, Cases, etc.

Baltzan (6e) Chapter 8

Baltzan (6e) Chapter 8 Closing Case 2: Five Famous ERP Failures

Assigned work due

Case 2 questions 1-3 page 368

Read chapter and complete end of chapter exercise before class

Quiz

Class 5 - Business and the Internet & Business Drivers for Mobile Technologies

Oct 13/20

Overview: Business and the Internet & Business Drivers for Mobile Technologies

Business and the Internet & Business Drivers for Mobile Technologies

Key question: How to effectively manage information systems in a changing global environment?

Assigned Readings, Cases, etc.

Baltzan (6e) Chapter Sections 6.1, 7.1

Baltzan Chapter 6 Closing Case 2: Informing Information

Assigned work due

Case 2 questions 1-3 page 268

Read chapter and complete end of chapter exercise before class

Class 6 - Group Project

Oct 20/20

Overview: Group Project

You will be placed into groups. Details of the group assignment will be provided in Week #1.

The group assignment includes three deliverables:

1. **Final report (25%)** – each group will submit a final report in week #6. The report will be no longer than 10 pages, including all components, except for a title page and The following sections are required: Executive Summary, Introduction, Summary, and Conclusions. Other sections are up to you.
2. **Management presentation (20%)** – each group will prepare, record and submit a 10-minute presentation. Due to the online course format, the groups will not present their report in class. Instead, during during the final lecture one member of each group will deliver a

2-minute elevator pitch of the proposed solution.

3. **Peer evaluation (5%)** – you will be asked to evaluate the performance of your fellow group members. Forms will be available in week #6.

STUDENT

Value: 50%

PREPARATION FOR CLASS AND CLASS PARTICIPATION: EXPECTATIONS

Preparation

I expect that you will:

1. Be prepared for class, complete Connect activities.
2. Be on time for class.
3. Keep me informed. Do not suffer in silence. Let the instructor know if you are having problems. Let it be known if you cannot attend class. With only six sessions, you do not want to miss anything.
4. Make sure your name is in the list of participants in Zoom sessions and preferably open your camera. This is important for monitoring your participation. Identify all your work completely with student number and name. Both of these actions will help the instructor to get to know you as an individual.

Email Protocol

When you send the instructor an email, please make sure to include your course#, full name and brief heading in the email subject line.

Class Participation (contribution)

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Deliverables

These course materials are designed for use as part of this course at York University and are the property of the instructor unless otherwise stated. Third party copyrighted materials (such as book chapters, journal articles, music, videos, etc.) have either been licensed for use in this course or fall under an exception or limitation in Canadian Copyright law.

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