MSMG 6140-U01 – Information Systems Management

Class meetings:   
Mondays 8.30am-11.15am in-person @901 Center City Building (9th floor).

Instructor: Dr. Chandra Subramaniam, Belk College of Business & School of Data Science
Office: 353-A Friday
Email: csubrama@uncc.edu
Web: https://belcollegeofbusiness.uncc.edu/csubrama/
Office hours: TBD

TA: TBD

Important Information & Policies for Fall 2021 semester

Niner Nation Cares: All students must follow the updates and instructions related to Fall semester reopening posted on http://ninernationcares.uncc.edu and https://ninernationcares.uncc.edu/students. For your own health and safety and that of your friends and families, make sure to adhere to the health and safety guidelines posted on the above links. Please do not treat these guidelines lightly.

Face coverings in classrooms and labs: It is the policy of UNC Charlotte for the Fall 2021 semester that as a condition of on-campus enrollment, all students are required to properly wear CDC-compliant face coverings while in buildings including in classrooms and labs. Failure to comply with this policy in the classroom or lab may result in the student being asked to leave the classroom. If a student refuses to wear a mask and also refuses to leave the classroom, the student will be referred to the Office of Student Conduct and Academic Integrity for charges under the Code of Student Responsibility.

Absenteeism during Covid-19: Students are expected to attend every class and remain in class for the duration of the session when it is safe to do so in accordance with university guidance regarding COVID-19. An absence, excused or unexcused, does not relieve a student of any course requirement. For absences related to COVID-19, please adhere to the following:

- **Do not come to class if you are sick.** Please protect your health and the health of others by staying home. Contact your healthcare provider if you believe you are ill.
- **If you are sick:** If you test positive or are evaluated by a healthcare provider for symptoms of COVID-19, complete this form to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary, and your instructors will be notified.

1 This syllabus may be subject to minor changes during the semester after adequate advance notice to students.
If you have been exposed to COVID-19 positive individuals and/or have been notified to self-quarantine due to exposure, complete this form to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary, and your instructors will be notified.

To return to class after being absent due to a COVID-19 diagnosis or due to a period of self-quarantine, students should submit an online request form to Student Assistance and Support Services (SASS). Supporting documentation can be attached directly to the request form and should be from a student’s health care provider or the Student Health Center, clearly indicating the dates of absences and the date the student is able to return to class. Instructors will be notified of such absences.

If you are absent from class as a result of a COVID-19 diagnosis or quarantine, please notify your instructor immediately and seek instructions to help you continue to make progress in the course. The specific instructions for this situation will be provided on a case-by-case basis. The final decision for approval of all absences and missed work is determined by the instructor.

Student Support: The details of student support resources available are provided at the following links.

Academic support: https://ninernationcares.uncc.edu/students/academic-support.
Health support: https://ninernationcares.uncc.edu/health-support-services

Syllabus and Class Expectations

Course Description
This course is designed to introduce students to the development and use of Information Systems (IS) as an essential tool for conducting business and gaining a competitive edge in an increasingly global economy. In addition to the study of the conceptual foundations underlying the management of information resources, the course exposes students to widely used business applications software.

Course Objectives
Organizations, whether profit or not-for profit, are using information systems (IS) to solve problems and achieve objectives in various functional areas at different management levels. IS enables organizations to address increasingly complex problems and intense competitions to achieve competitive advantages. This class covers an overview of the various concepts related to the use of information systems to manage an organization. By the end of this course, students will be able to:

- Describe the foundational concepts of IS used to support business.
- Develop an understanding of IS, their technical foundations, people, and organization elements.
- Apply information technologies in support of management decision making.
- Solve business problems with IS.
Course Material

**Required textbook**

**Supplemental Material**
Lecture slides, assignments, and additional course materials will be posted on Canvas.

Laptop requirement:
All students taking classes from the Belk College of Business are required to have their own laptop computer. Please see the policy at [https://belkcollege.uncc.edu/laptop-policy](https://belkcollege.uncc.edu/laptop-policy). Please make sure that your laptop can access the webpages and other materials posted on Canvas and that there are no network access restrictions installed by your workplace. If so, you may find having your personal laptop saves a lot of issues relating to doing work in class.

Grading:

<table>
<thead>
<tr>
<th>Component</th>
<th>Individual or Group</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams (3 x 200 points)</td>
<td>Individual</td>
<td>600 points (60%)</td>
</tr>
<tr>
<td>Assignments</td>
<td>Individual</td>
<td>200 points (20%)</td>
</tr>
<tr>
<td>In-class assignments, quizzes &amp; class participation</td>
<td>Individual</td>
<td>125 points (12.5%)</td>
</tr>
<tr>
<td>Group Project</td>
<td>Group</td>
<td>125 points (12.5%)</td>
</tr>
</tbody>
</table>

Final letter grades will be based on the following total points at the end of semester:

- 900 and above: A (Superior Performance)
- 800-899.99: B (Good Performance)
- 650-799.99: C (Marginal Performance)
- Below 650: U (Unsatisfactory)

Instructional Method
This course will take a business use-case & problem-solving approach, complemented by lectures, seminar style discussions and outside speakers. Students will be introduced to several

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2 Any changes to the grading components or weights will be at the discretion of the instructor and will be communicated to the students well in advance.
information systems topics and tools through business use-cases and problems. Students should bring laptops with them to every class.

Credit Hours
This is a 3 credit hour course. Thus, the course has been designed to require on average about 10 hours/week (about 3 hours outside of class for every 1 credit hour) between readings, quizzes, and exercise/project work. Of course, the hours may be more or less than indicated above depending on the assignments, cases, exams or project work due. If a student has limited background in certain topics, they might need to spend additional time to keep up with other students in the course.

Attendance
Students are expected to attend all class meetings and to arrive before the class starts. Class topics are integrated, with each week building on prior weeks. Failure to arrive on time or attend class can adversely affect individual performance, ability to contribute to class discussion, in-class assignment and the earned letter grade. If a student misses 4 or more classes, they will automatically receive an unsatisfactory U grade in the course regardless of earned points to date on other activities. If a student misses a class due to work or other reasons, it is their responsibility to get notes from peers; instructors do not hold extra repeat class sessions. Also, there will be no make-up quizzes or in-class assignments given irrespective of whether your absence is excused or un-excused.

Exams
There will be three exams. The format of exam questions will include multiple-choice, true/false, and short-essay questions. All the exams will be timed and require LockDown Browser. Exam questions will not be accessible after you take the exams. Missing an exam without prior approval and/or providing supporting documentation within the following timeframe will lead to a grade of zero for that exam. In the event that the excuse is approved before the exam date (in rare case and requires supporting documentation), the student will be given a make-up exam. A student who misses an exam without prior approval, possibly due to unexpected situation on the exam day, should contact the instructor within 12 hours of the exam start date/time and provide appropriate supporting documentation to be eligible for a makeup exam. It is the student’s responsibility to be aware of and follow the make-up exam policies and no special accommodations will be made for any exceptions. No makeup exam will be given after the last day of class.

Assignments
Students need to complete assignments. Some of these assignments will be hands-on. For hands-on assignments, we will use a cloud-based shared Desktop called Apporto. All assignments are posted on Canvas and should be submitted on Canvas. Unless specified by instructor, assignments emailed to the instructor will not be accepted. Assignments submitted within 24 hours of the due date/time will be graded for a maximum of 75% of the original points for that assignment. Assignments submitted after 24 hrs of the due date/time will receive a grade of zero. No exceptions are allowed for this late policy. Also, this late policy
applies only to homework assignments and not to in-class assignments, quizzes and exams. Unless the assignment clearly specifies otherwise, you must complete each assignment on your own. Any sharing of answers between students or submitting someone else’s work as your own will be considered a violation of the Academic Integrity Code and will result at a minimum in a grade of zero for the assignment with a possibility for further disciplinary action.

Quizzes & In-class Assignments
There will be short quizzes at various points in the semester on topics covered before. There may also be in-class assignments. Once an exam/quiz has started and work has been collected, late arrivals cannot make them up. (If one arrives during a quiz, they can immediately start on it, but no time extension will be given). Make-up quizzes or in-class assignments are not allowed irrespective of whether your absence is excused or un-excused. Instead, one quiz out of all administered quizzes will be dropped for the final grading. Since the class meets on Monday mornings, please arrange your work or personal activities around this schedule.

Class Participation
Class attendance will be taken at random in class during the semester. A student’s attendance percentage based on this random attendance is factored into the final grade for class participation. Students are strongly encouraged to have active participation in class discussions. I expect every student to read the textbook and other posted materials prior to each live session.

Group Project
Students will form a group of four members to complete a group project. Each group will complete a presentation on an IS topic. All project deliverables are due at the beginning of the class on the scheduled dates and should be submitted to course canvas. The group project consists of the following four deliverables: topic section and group formation, a short proposal outlining the topic and the motivation for selecting the topic, project report, and group presentation. Detailed group project and presentation instructions will be provided as a separate document on Canvas. Students will not be allowed to complete a group project as an individual student. Peer reviews will be factored into the project grade.

Team Work for Project
The final project is a team activity. Once the teams are formed, the team members are responsible for organizing themselves, dividing up the work, and deciding how relative contributions should be measured. It is also the team’s responsibility to promptly inform the instructor of any dysfunctional team dynamics and to solicit his help.

It is the responsibility of the team to ensure that all team members understand all concepts related to the completed projects and presentations. The instructor may ask questions about any completed project or presentation to any team member and any incomplete or unsatisfactory answers will affect the team grade. The instructor will later announce additional measures to obtain feedback on group member contributions and institute appropriate grade penalty for lack of participation. However, this grade penalty will be
limited to the project.

Extra Credit Opportunities
Descriptions of extra credit opportunities, if any, will be offered to the entire class and posted on Canvas. However, it is strongly encouraged that students do not rely on extra credit to improve their grades as we may end up with very few or no extra credit opportunities in the semester. No extra credit will be offered to an individual student for the purpose of improving her/his grades. **Bottom line:** Stay focused throughout the semester and do not miss any assignment or test, so you don’t have to rely on extra credit for improving your grades.

Class Behavior Policy
I will conduct this class in an atmosphere of mutual respect. I encourage your active participation in class discussions. Each of us may have strongly differing opinions on the various topics of class discussions. The presentation and discussion of different ideas are encouraged and welcome. The orderly questioning of the ideas of others, including mine, is similarly welcome. However, I will exercise my responsibility to manage the discussions so that ideas and argument can proceed in an orderly fashion. You should expect that if your conduct during class discussions seriously disrupts the atmosphere of mutual respect I expect in this class, you will not be permitted to participate further.

Under no circumstances will students be permitted to spend their class time working on assignments for other classes, checking e-mail, or surfing the Web. Attempts to engage in such behavior will be reflected in lower grades and may lead to removal from the course. All students and the instructor are expected to engage with each other respectfully. Unwelcome conduct directed toward another person based upon that person's actual or perceived race, actual or perceived gender, color, religion, age, national origin, ethnicity, disability, or veteran status, or for any other reason, may constitute a violation of University Policy 406, The Code of Student Responsibility. Any student suspected of engaging in such conduct will be referred to the Office of Student Conduct.

Civility
The University strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. We celebrate diversity that is beneficial to both employers and society at large. Students are strongly encouraged to be respectful and courteous towards others when sharing their views during class discussions.

Academic Integrity/Honesty
Students have the responsibility to know and observe the requirements of [The UNC Charlotte Code of Student Academic Integrity](http://legal.uncc.edu/policies/up-407). This code forbids cheating, fabrication or falsification of information, multiple submissions of academic work, plagiarism (which includes viewing others work without instructor permission), abuse of academic materials, and complicity in academic dishonesty. **This forbidding includes sharing/copying work between individuals or teams without permission of instructors.** Any special requirements or permission regarding academic integrity in this course will be stated by the
instructor, and are binding on the students. Students who violate the code can be expelled from UNC Charlotte. The normal penalty for a first offense is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases the course grade is reduced to failing. Students are expected to report cases of academic dishonesty to the course instructor.

Title IX Reporting Expectations
UNC Charlotte is committed to providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or experiences any of these incidents, know that you are not alone. UNC Charlotte has staff members trained to support you in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, helping with civil protective orders, and more.

Please be aware that all UNC Charlotte employees, including faculty members, are expected to relay any information or reports of sexual misconduct they receive to the Title IX Coordinator. This means that if you tell me about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, I am expected to report the information to the Title IX Coordinator. Although I am expected to report the situation, you will still have options about how your case will be handled, including whether or not you wish to pursue a formal complaint. Our goal is to make sure you are aware of the range of options available to you and have access to the resources you need.

If you wish to speak to someone confidentially, you can contact the following on-campus resources, who are not required to report the incident to the Title IX Coordinator: (1) University Counseling Center (counselingcenter.uncc.edu, 7-0311); or (2) Student Health Center (studenthealth.uncc.edu, 7-7400). Additional information about your options is also available at titleix.uncc.edu under the “Students” tab.

All students are required to abide by the UNC Charlotte Sexual Harassment Policy and the policy on Responsible Use of University Computing and Electronic Communication Resources. Sexual harassment, as defined in the UNC Charlotte Sexual Harassment Policy, is prohibited, even when carried out through computers or other electronic communications systems, including course-based chat rooms or message boards.

Disability Accommodations
UNC Charlotte is committed to access to education. If you have a disability and need academic accommodations, please provide a letter of accommodation from Disability Services early in the semester. For more information on accommodations, contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.

Accommodations for Religious Observances
UNC Charlotte provides reasonable accommodations, including a minimum of two excused absences each academic year, for religious observances required by a student’s religious
practice or belief. Please refer to https://legal.uncc.edu/policies/up-409 for details on requesting such accommodations.

Copyright Ownership in Course Materials
The lectures and course materials, including presentations, tests, exams, outlines, and similar materials, are protected by copyright. The instructor is the exclusive owner of copyright in those materials created by the instructor. You are encouraged to take notes and make copies of course materials for your own educational use. However, you may not, nor may you knowingly allow others to reproduce or distribute lecture notes and course materials publicly without express written consent of the instructor. This includes providing materials to commercial course material suppliers such as Course Hero and other similar services. Students who publicly distribute or display or help others publicly distribute or display copies or modified copies of an instructor's course materials may be in violation of University Policy 406, The Code of Student Responsibility. Similarly, you own copyright in your original papers and exam essays. If the instructor is interested in posting your answers or papers on the course web site, the instructor will obtain your written permission.

Other Information
\(\chi\) Students are responsible for all announcements made in class or announced via email. The instructors may send some information via Canvas announcements. It is the students’ responsibility to keep up-to-date on the class-related information and to check their @uncc.edu email regularly.
\(\chi\) The instructors will discuss grades only in person (and not via telephone or e-mail) and only with the student (not with parents, spouses, etc). The instructors may not answer student e-mails other than related to scheduling appointments. Office hours are posted in the syllabus on page 1.
\(\chi\) The instructors may modify the class schedule and syllabus during the course of the semester depending upon the progress of the class.

The University of North Carolina Charlotte and the Belk College of Business strive to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

Topics and tentative schedule are provided on the next page
# Topics and Tentative Schedule (as of 8/16/2021)

**Note:** This schedule is subject to change during the semester. Always refer to the latest class schedule and announcements posted on Canvas.

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<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topics</th>
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<tbody>
<tr>
<td>Week 1</td>
<td>Aug 23</td>
<td>Course Introduction&lt;br&gt;Ch.1 Business Information Systems in Your Career</td>
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<tr>
<td>Week 2</td>
<td>Aug 30</td>
<td>Ch.1 Business Information Systems in Your Career</td>
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<tr>
<td>Week 3</td>
<td>Sep 6</td>
<td><strong>Labor Day – No class</strong></td>
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<tr>
<td>Week 4</td>
<td>Sep. 13</td>
<td>Ch.5 IT Infrastructure</td>
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<tr>
<td>Week 5</td>
<td>Sep 20</td>
<td>Ch.6 Foundations of Business Intelligence</td>
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<tr>
<td>Week 6</td>
<td>Sep 27</td>
<td>Ch.9 Achieving Operational Excellence and Customer Intimacy</td>
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<tr>
<td>Week 7</td>
<td>Oct 4</td>
<td><strong>Exam 1 (Chapters 1, 5, 6)</strong></td>
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<tr>
<td>Week 8</td>
<td>Oct. 11</td>
<td><strong>Fall Recess – No class</strong></td>
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<tr>
<td>Week 9</td>
<td>Oct 18</td>
<td>Ch.10 E-Commerce</td>
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<td>Week 10</td>
<td>Oct 25</td>
<td>Ch.11 Improving Decision Making and Managing Artificial Intelligence</td>
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<tr>
<td>Week 11</td>
<td>Nov. 1</td>
<td>Hands-on – Business Intelligence &amp; Data Visualization</td>
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<tr>
<td>Week 12</td>
<td>Nov. 8</td>
<td><strong>Exam 2 (Chapters 9, 10, 11)</strong></td>
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<tr>
<td>Week 13</td>
<td>Nov. 15</td>
<td>Ch.12 Making the Business Case for IS and Management Projects</td>
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<tr>
<td>Week 14</td>
<td>Nov 22</td>
<td>Ch. 8. Securing Information Systems</td>
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<tr>
<td>Week 15</td>
<td>Nov 29</td>
<td>Ch.4 Ethical and Social Issues in Information Systems</td>
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<tr>
<td>Week 16</td>
<td>Dec 6</td>
<td><strong>Project Presentations</strong></td>
</tr>
<tr>
<td>Week 17</td>
<td>Finals Week</td>
<td><strong>Exam 3 (Chapters 12, 8, 4)</strong></td>
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*Have a wonderful semester at UNC Charlotte* 😊