Course Description – No business can survive long without strong information technology (IT) supporting a well-thought-out information system (IS) built by a management information system (MIS) department. Information technology (IT) has become the backbone of business in all domains, for daily operations, to support and sustain growth, and as an important way to gain and sustain competitive advantage.

The course is structured so that you will learn about the role of MIS in business, the components of MIS, how to design and develop an information system, and how to support systems thinking in capturing and analyzing data. You will learn how to use tools, such as Microsoft Excel and Microsoft Access, to explore business-related data analysis and decision making.

The course is organized to provide you with the opportunity to learn about the core of information systems through material in our textbook, additional readings, exploration and discussion of current events, and through hands-on learning and problem solving using software such as Excel and Access.

Textbook – M: Information Systems, 3rd Edition. ISBN: 9780073376912. Textbook’s website: www.mhhe.com/BaltzanM3e. (The textbook is important for you to successfully complete the course.)

Online Resources – Blackboard CE9.1, link to Courses, look under Course List for MSOM 302. Materials on Blackboard are available 24/7/365 (unless there is a network issue or a software update is occurring).

Other Resources – Other reading materials may be assigned. Generally, these will be posted on Blackboard (either in their entirety, via a link to a website, or with a citation that allows you to acquire the full reading through the library) or handed out in class. Refer to the semester schedule

Prerequisite(s) – Before taking this class you should have completed 30 credit hours (i.e., have sophomore standing).
Learning Objectives – After successful completion of this course, you should be able to:

- Demonstrate understanding of basic concepts in MIS
- Understand the direct relationship between business and MIS
- Recognize the global challenges affecting businesses and the role of MIS in the global environment
- Understand the major types of enterprise applications, the methodologies used to develop them, and to manage their development
- Describe the major policies businesses should implement to protect the privacy, security, and integrity of corporate and customer data and information
- Discuss the use of technology – including networks and MIS infrastructure – to support and improve the efficiency and effectiveness of business processes
- Use decision support systems tools and techniques for business decision making and process improvement; explain the role of data warehouses in these systems
- Design and implement Microsoft Excel spreadsheets and Microsoft Access databases to support business decision making
- Draw connections between concepts covered in class and the situations you will see outside of class

Learning Goals (from the Business Minor Program):

- Students will develop analytical, problem-solving, and decision-making skills that can be applied in a variety of business situations within a global business environment.
- Students will be able to use process analysis techniques and tools in order to assess and improve the ways in which organizations conduct business.

Course Expectations – There are several things you are expected to do as a participants in this course.

- Read the assignment material prior to the class session. Stay on schedule. Complete all assignments on time.
- Arrive at class on time!
- Actively participate in class sessions and discussion.
- Check your (MasonLive) e-mail on a regular basis. All course-related electronic communication should be done via your GMU e-mail account, per university policy.
- Contact me if a problem arises that is interfering with your performance in the course; i.e., do not wait until the end of the semester (when I have less flexibility in what I can do to help).
- It is strongly recommended that you take notes in class.

Course Communications – The Syllabus provides a detailed description of the course and required course materials. A general schedule is also provided, and it will evolve as the semester progresses. Announcements will typically be made in class and posted in Blackboard. In addition, important announcements will be broadcast to your GMU e-mail.

If you e-mail me with a course-related question/issue:

- Use your GMU e-mail address (per university policy)
- Include your course and section # in either the subject line or at the top of the body of the message. (I have a lot of classes and sections, and this info helps me to respond
more quickly and accurately.) Plus, this is good general practice in communicating via e-mail.

- Make sure you have already tried to find out the answer for yourself (see If You Need Help section below).

If You Need Help – Look, Then Ask – The Course Syllabus, the course Blackboard site, and the readings should be your first sources for answers to your questions. Most, if not all, of the answers you need can be found in one of these resources – that is why they are provided. Please use them. Then ask for help if these are not sufficient.

Too often, people resort to asking for an answer before seeking the answer themselves, i.e., e-mailing seemed to be an easier approach than checking the Syllabus, the course website, or a reading … and I do tend to respond fairly quickly to e-mails. However, this is taking advantage of my willingness to help and is using time I could have spent with someone who truly needed help. If you do ask a question, recognize that I may ask you for additional information on what you have already done to find out the answer for yourself before I answer the question for you. This approach is becoming increasingly common in education environments to encourage you to make the effort to find out the answer for yourself, a skill you will need for most of your career.

Reading Materials – Please read all assigned materials (e.g., chapters, cases, articles, etc.) before the class for which they are assigned. Chapters, cases, and other reading materials will be discussed during in-class sessions instead of relying on a lecture format. Questions related to the readings are provided in the book or will be provided via Blackboard. Be prepared to answer and discuss these questions in class. Failure to participate will impact your grade. Note that being present does not count as participation – you must be present to participate, but it is not sufficient.

Typical Class Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>1:30 PM</td>
<td>Lecture &amp; Discussion, Review, Quizzes, Exams</td>
</tr>
<tr>
<td>~2:45 PM</td>
<td>Break</td>
</tr>
<tr>
<td>~3:00 PM</td>
<td>Software, Project Work, Guest Speaker(s)</td>
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<tr>
<td>4:15 PM</td>
<td></td>
</tr>
</tbody>
</table>

Assignments and Grading

- Exams: 40% 2 @ 20% each
- Homework: 25% 5-6 @ varying amounts
- Quizzes: 10% 4 @ 2.5% each
- Class Participation: 10%
- Project: 15% in multiple parts

Final grades will be assigned based on the following scale:

- A+ 98% or higher
- A 92% or higher, but less than 98%
- A- 90% or higher, but less than 92%
- B+ 88% or higher, but less than 92%
- B 85% or higher, but less than 88%
- B- 82% or higher, but less than 85%
- C+ 78% or higher, but less than 82%
- C 72% or higher, but less than 78%
- C- 70% or higher, but less than 72%
- D 64% or higher, but less than 70%
- F 0% or lower
B+ 88% or higher, but less than 90%  
B  82% or higher, but less than 88%  
B- 80% or higher, but less than 82%  
D  60% or higher, but less than 70%  
F  less than 60%

**Exams** – you will have two exams during the semester, per the schedule posted at the end of this document.  (I encourage you to note the dates for the exams now so you are not ‘surprised’ when the exams approach.)  Note that the second exam is scheduled during our official Final Exam time block… please plan accordingly.  The second exam is non-cumulative in that it is primarily over material covered in the second half of the semester.  However, note that this material does build on what was covered earlier, so some questions/content may be cumulative in nature.

**Homework** – There will be multiple homework assignments.  Some will involve spreadsheets, others working with a database, plus various non-software-based assignments.  Due dates will be provided as the assignments are made.

**Quizzes** – Several quizzes will be administered during the semester to encourage you to keep up with the material that will ultimately be on the exams.  The quizzes will typically be 6-10 multiple choice questions or short answer questions.

**Attendance** – It is important that you attend all classes, read the assigned material in advance of the class, prepare for and participate in discussions, and take notes.  Do NOT rely solely on the PowerPoint slides for the content; they are not sufficient.

**Participation** – Attendance is a necessary, but insufficient, component of Participation.  You must be present to participate.  Participation is included as part of your grade to encourage you to prepare for class and to engage in the activities/discussion.  A low level of participation will receive a low grade, potentially including a zero.  (Note:  It is possible to receive a zero for participation, i.e., even if you attend every class, if you do not contribute to the in-class discussions, you can receive a zero.)  Please contribute!

**Project** – information on the project will be forthcoming in the first/second class.

**GMU Honor System and Code**
- George Mason University shares in the tradition of an honor system.  The Honor Code is an integral part of university life.  Upon application to the university, students sign a statement agreeing to conform to and uphold the Honor code.  Students are responsible for understanding the provisions of the code.  Therefore, all students are responsible for understanding the provisions of the Honor Code.  Plagiarism, cheating, lying, and stealing of academic work and related materials constitute Honor Code violations.  Examples of on-line plagiarism and related matters may be found at: [http://mason.gmu.edu/~montecin/plagiarism.htm](http://mason.gmu.edu/~montecin/plagiarism.htm).
- Please refer to the George Mason website pages on the GMU Honor System for further information.  [http://www.gmu.edu/org/honorcouncil/guidelines.htm#chap2](http://www.gmu.edu/org/honorcouncil/guidelines.htm#chap2).

**Administrivia**
- GMU’s Honor Code is in effect.  (See below.)
Please arrive for class on time. Late arrivals are disruptive to the whole class. Traffic and parking can be a mess, so please plan accordingly.

If you are a student with a disability and you need an academic accommodation, please see me and contact the Disability Resource Center (DRC) at 993-2474. All accommodations must be arranged through the DRC and should be made during the first two weeks of the semester.

Cell phones, PDAs, etc. should be turned off, muted, or turned to vibrate during class. Please do not send or receive (i.e., read) texts, tweets, e-mail, etc. or other communications during class. Unless otherwise noted, you will not be allowed to use your laptops, cell phones, PDAs, etc. during lecture. Use of the devices during class may lead to their confiscation.

Notice will be given before each exam; review material may also be provided. Exams must be taken at their designated times and location. Barring unusual circumstances, no exceptions will be made for absence from exams. In case of absence, adequate proof needs to be provided to justify the absence. The decision regarding a make-up exam/quiz will be at the sole discretion of the instructor. Missed exams/quizzes will be assigned a score of 0 (zero). Late arrivals for quizzes may forfeit the opportunity to take the quiz, i.e., please plan accordingly. Late arrivals for exams will typically have until the scheduled end of the class to complete the exam, i.e., no extra time.

Homework assignments are due on the date and time specified on the schedule. Late assignments will be accepted for up to a week; however there will be a 10% penalty for late assignments for each day late. All assignments are due via Blackboard unless otherwise noted. Please make sure assignments are appropriately formatted in the proper software prior to the due date and time.

You should keep all of your graded material that is returned to you until after the semester is completed and you have checked your final grade. (Also keep electronic files of all assignments until the end of the semester, just in case.) If there is a discrepancy between my records and the scores you believe should be recorded for your graded material, my scores will be altered only if you can produce the graded material that I have returned to you as evidence.

There is no provision for extra credit.

All exams and quizzes are closed book and closed notes. They will be based on information contained in the textbook (including assignments and cases), class notes, or discussed in class.

You may ask for a regrading of a quiz or exam. Any such request must be made by the end of the NEXT class after the material has been handed back. Reevaluation may result in an increase in your score, a decrease in your score, or no change in your score. After this period, the grade for the quiz or exam is final and may not be changed.

Please use your GMU e-mail account for communications unless otherwise directed – I will. When sending an e-mail, include the course and section number as part of the subject header or in the body of the message. Please do not use the mail facilities in Blackboard unless directed to do so; I won’t typically look there for communications unless I know something is there that needs attention.

Attendance – It is important that you attend all classes, read the assigned material in advance of the class, prepare for and participate in discussions, and take notes. Do NOT rely solely on the PowerPoint slides for the content; they are not sufficient.
<table>
<thead>
<tr>
<th>Week #</th>
<th>Week of</th>
<th>Topic(s)</th>
<th>Material</th>
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<tbody>
<tr>
<td>1</td>
<td>Jan 23</td>
<td>Ch 1 – Management Information Systems: Business Driven MIS</td>
<td>Spreadsheet Material</td>
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<tr>
<td>2</td>
<td>Jan 30</td>
<td>Reading: Mata, Fuerst, &amp; Barney</td>
<td>Spreadsheet Material</td>
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<tr>
<td>3</td>
<td>Feb 6</td>
<td>Ch 2 – Decisions + Processes: Value Driven Business</td>
<td>Spreadsheet Material</td>
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<td>4</td>
<td>Feb 13</td>
<td>TBA</td>
<td>Spreadsheet Material</td>
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<td>5</td>
<td>Feb 20</td>
<td>Ch 3 – E-Business: Electronic Business Value</td>
<td>Spreadsheet Material</td>
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<td>6</td>
<td>Feb 27</td>
<td>Ch 9 – Systems Development and Project Management: Corporate Responsibility</td>
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<td>7</td>
<td>Mar 6</td>
<td>TBA</td>
<td>Spreadsheet Material</td>
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<td>Mar 13</td>
<td><strong>Spring Break !!!</strong></td>
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<tr>
<td>8</td>
<td>Mar 20</td>
<td><strong>Mid-Term Exam</strong></td>
<td>Ch 6 – Data: Business Intelligence</td>
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<td>9</td>
<td>Mar 27</td>
<td>Ch 8 – Enterprise Applications: Business Communications</td>
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<td>10</td>
<td>Apr 3</td>
<td>TBA</td>
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<td>11</td>
<td>Apr 10</td>
<td>Ch 5 – Infrastructures: Sustainable Technologies</td>
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<td>12</td>
<td>Apr 17</td>
<td>Ch 7 – Networks: Mobile Business</td>
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<td>13</td>
<td>Apr 24</td>
<td>Ch 4 – Ethics + Information Security: MIS Business Concerns</td>
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<td>14</td>
<td>May 1</td>
<td>TBA</td>
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<td>May 8</td>
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