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INFO 903-83 Systems of Operations and Technology

Mark Moser

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Syllabus

INFO 903-83

Systems of Operations & Technology

Fall 2001

Wed. 6:00pm – 8:30pm, CBA 1

Instructor: Mark B. Moser
E-mail: mark.moser@eternus.com (use INFO 903 in the Subject Line)
Telephone: 859-356-4243 (work) , 513-232-6363 (home)
Mailbox: Schott Hall – 5th Floor
Office Hours: Will arrange at student's request.

Course Objectives

This course will study of the issues, methods, information, and technology involved in the creation of goods and services. The focus is on the manager's influence on the design, operation, and control of productive systems. Current organizational operations' systems and technology are evaluated. Case studies are used extensively as the context for individual and team activities..

Required Course Materials

BookTech Course Pack 1-800-750-6229 or <http://www.booktech.com>
e-mail / Internet Access 1-800-459-2679

Books are not yet available. Articles will be on reserve in the Library.

Attendance

Given that this is a primarily discussion based course, your presence is required. Every attempt should be made to participate. Attendance and Class participation are a significant portion of every student's final grade. Occasional unavoidable circumstances such as a family emergency or business related absences will be considered provided every attempt to make prior arrangements with the instructor has been made.

Assessment and Grading

The final grade for the course will be based on the following activities (1000 points):

Final Exam – Case	December 19th,	300	30.0%
Technology Abstract:	October 3 rd ,	50	0.5.0%
Group Research Project Outline:	September 19 th		
Group Research Project:	November 28 th	175	17.5%
Project Group Evaluation:	November 28 th	50	05.0%
Project Presentation:	December 12 th	125	12.5%
Participation:	Throughout	300	30.0%

Course grading scale:

A 950-1000
A- 900-949
B+ 875-899
B 800-874
C+ 775-799
C 725-774
F under 700 points

Exams

The exam will include your analysis of a case which presents a business problem that you provide a solution(s) for, based on the material covered in INFO 903. The exam will be integrative across readings and modules.

If a topic is covered in class, it is eligible to be included on the exam. The learning purpose of the exam is to assess each student's :

- 1) Command of the factual knowledge and concepts from the course and
- 2) His or her ability to generalize the concepts to business situations via critical thinking skills.

Absence from the exam will result in a grade of zero unless the exam is missed due to an illness. Documented confirmation from a physician is required if exam is missed due to an illness. In the event of an excused absence from an exam, a make-up will be given at the Instructor's convenience.

Exam study strategies: You do not have time to get behind. Therefore, diligently keep up with reading and thinking about the assigned readings, problems, and class discussions.

Current Issues in Technology Article

You are expected to summarize an article about technology or how technology is affecting business/society. Sources for this article can be newspapers, business journals, IT related web sites.

The Technology abstract should contain three parts:

- 1) *Bibliographic information*
 - The bibliographic section is where you will include information about Journal, Author, date of publication, title of article, pages, URL if applicable.
- 3) *An executive summary*
 - In the Executive Summary section is where you briefly describe what the article is about, describing all the key points.
- 4) *An insights section*
 - In the Insights section you must describe why you feel this is an important article and how it fits into our readings, you should elaborate on the implications of the article in your own words.

This paper should be about 1-2 pages in length.

Participation

Asynchronous Participation (Instructor initiated questions):

Throughout the course discussion questions will be posted on the *Discussion Board* (accessible by clicking the Discussion Board button). These questions, are related to the background articles assigned and must be answered individually. Take time and think through your responses - do not simply answer a question but include relevant experiences you might have had (e.g if you recently went through a reengineering effort or implemented an ERP system), or if you have something to add beyond a particular article (like another web site, article, book you have read). I will be reading these responses and responding to them so you should check back frequently to continue any discussion threads. I also expect each of you to read through each others responses and comment on those you agree or disagree with (in other words starting your own threads or jumping into an already started one). **NOTE:** This is equivalent to a face-to-face class discussion so your response should show the results of your thoughtful consideration of the readings. **NOTE 2:** Unlike a face-to-face class the topics (and the discussions of them) do NOT end after the week they are assigned. So you **MUST** keep up with threads from all topics throughout the semester.

Asynchronous Participation (Student initiated questions):

You can also begin your own discussion topics at any time and I encourage (and expect you to do so). This ability is what makes on-line (or distributed) learning so exciting. You can move the course into directions not anticipated when I structured the course so please take advantage of this. Of course we will have to go through the topics in the Course Pack but you have the capability of changing the direction of how we do this. Again, frequent visits to the *Discussion Board* to see what discussions may have started is important to keep up with the class.

Case Discussion:

To prepare for the discussion of each case you should prepare a SWOT analysis. SWOT=Strengths, Weaknesses, Opportunities, and Threats. In addition you must be prepared to discuss the background information of the case - what is the problem within the company and/or industry, who are the players involved - what is the company background. Questions pertaining to each case may be posted to the *Discussion Board* to guide you in your assessment of the case. Make sure to complement your analysis with up-to-date, additional information for the organizations and/or topics described in the cases (good sources would be business periodicals, as well as research journals or the WWW). Any other information (current technological developments, other organizations with similar situations and problems, research references and models) relevant to the case that could be integrated into your final analysis; Also ask yourself, what has happened with the company/industry since the end of the case, what new problems or opportunities do these changes represent? In addition you should be prepared to discuss how the IT in the case is impacting your job/organization/society.

In face-to-face classes I employ a method called "warm calling" to begin the case discussions. In this method I will call on someone to begin the case discussion and allow them a few minutes to prepare their thoughts and response. If you are NOT prepared for a case discussion (for any reason) please let me know before the class and I will make sure not to call on you for that class. I will allow this only once per student.

For additional guidelines on preparing for a case discussion please review the articles found in *Course Documents* in the Case Preparation folder.

Research Project

This project is to be done in groups and presented in class at the end of the semester.

Groups are to be formed by you based on an interest in a certain topic. Once 2-3 people agree to a topic let me know and I will officially form your group. There are two types of projects that are acceptable and are listed below.

Traditional - Research Report about some business area of interest to you, your company, an business sector (retailing, manufacturing, banking, etc) and how IT has had an affect, is having an affect, and the future affect IT might have on this area. For more detailed information see the Research Report Guidelines posted in *Course Information*.

Non-Traditional - Design a New Business Model that might exploit the shift from a manufacturing/industrial economy to information based economy. Ideas for implementing this model and taking advantage of the infrastructure now being created should be given and if possible a working model should be created (i.e. Web pages, etc.). If you choose to do this type of project, in addition to an outline of the project (described below) YOU will need to come up with criteria for me to use in grading the finished project (of course I have final say in approving these criteria).

An outline / description of your research project should be turned in to me (via the Student drop box) by the due date (see above) for my review. I will return your outline/description within one week from receiving it. Do not start your project unless you have received approval of your outline/description from me.

Group Work and Evaluations

You will be participating in a group project during the semester. Group work is an important part of this classroom as well as, outside work experiences. More and more group/team work is expected to form the major portion of one's daily activities in the work environment. The group work in this class are to be supported by BlackBoard's Team/Group tools (which will be assigned once the groups are formed) and it is expected that everyone use these tools to complete the project work required for this course.

It is my hope that everyone in a group puts forth equal amounts of effort. You will be evaluating (privately) your fellow group members contributions so that if some person(s) within the group is undeserving of an overall group grade I can be made aware of the fact. If I receive poor group evaluations from a consensus of other group members I reserve the right to decrease your overall group grade (research paper), as well as the group evaluation grade. If it becomes necessary to lower the research paper grade based on low group evaluations I will do so by following this procedure: 1) I will determine the % value of your group evaluations (e.g. 30/50 points = 60%). 2) If your score on the paper was 200/300 points for the group, your score will be reduced to 200 x 60% or 120/300 points. Be forewarned don't let your group down!

Interacting with the Instructor

E-mail is a great way to send me questions or to get information. I keep up with my e-mail and will usually respond the same day. You are welcome to contact me by phone, fax, or see me in my office if you have questions. Be sure to use the words INFO 903 in the subject line.

Class Policies

Grading policy: It is important to recognize that a grade reflects another person's evaluation and judgment of your work. I will grade all exam questions, and cases. You are encouraged to meet with me at anytime to discuss the strengths and weakness of your course work (i.e., to gain understanding of your performance). The policies below will help to assure that grading is consistent and fair to all students.

If you decide to appeal a grade, follow these steps:

- 1) Within seven days of receiving the grade, e-mail or send me a written appeal. After seven days, I will not consider any grade appeals.
- 2) To file an appeal, prepare a written statement detailing why you are appealing your grade. Be sure to document your reasons by referring to grading standards, incorrect point calculations, etc., stating simply that you feel you "deserve" a higher grade because you worked hard or based on a vague impression is not sufficient grounds for an appeal.
- 3) Submit the written statement together with the graded material.
- 4) I will consider your appeal and make a decision within a week.

Academic Dishonesty Policy: Academic dishonesty will not be tolerated. University procedures will be followed to investigate observed/reported instances of dishonesty.

Special Needs: Please advise me of any disabilities that may require my attention in arranging for access or alternate forms of test taking.