



Instructor Information

- Department: [Management](#)
- Name: [Roger Alan Pick](#)
- Contact Information to include
 - university email address: pickr@umkc.edu (preferred contact method)
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| Postal & location address | UMKC Bloch School of Management 5110 Cherry Street, Room 237 Kansas City, MO 64110-2499 US |
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- Class Meeting Time/Place
 - Section 1: MoWe 1:00 PM – 2:15 PM / Bloch Rm 101
 - Section 2: MoWe 5:30 PM – 6:45 PM / BEH Rm 324
- Semester Offered: Fall, 2015
- Instructor Office Hours and Office Location:

By drop-in or by appointment in Bloch 237, 5110 Cherry Street

Catalog Information

- Curricular Designation: [Management Information Systems](#)
- Catalog Number: 402
- Course Title: Information Management
- Course Description from the UMKC Catalog: This course introduces students to the impact of information technologies and systems on the enterprise. Business Intelligence and decision support capabilities are explored as well.
- Credit Hours: 3
- Prerequisites: MIS 202, STAT 235.
- Restrictions/Exclusions: must have junior standing with a major or minor within the Bloch School of Management
- Course Attributes: none
- Course Format: Lecture
- Course Instructional Mode: Classroom Based

Course Information

- Required Materials: Sauter, Vicki L. *Decision Support Systems for Business Intelligence 2nd ed.* John Wiley & Sons, 2010. (available at UMKC Bookstore in Student Union and at websites such as Amazon.com, BN.com, umkcbookstore.com, etc.)
- Evaluation and Grading Criteria:

| Component | Count | Points Each | Points for This Component |
|--|------------------|------------------|---------------------------|
| Mid-term exams | 2 | 50 | 100 |
| Final exam | 1 | 60 | 60 |
| Class participation, <i>ad hoc</i> (not announced in advance) in-class work, and possibly one or two out-of-class assignments | To be determined | To be determined | <u>40</u> |
| Total points | | | 200 |

- Schedule of Course Topics Covered, Assignments, and Assignment Deadlines:

Note: This is the first time I have taught this particular course, and it is the first time I have used this textbook. The schedule below is more of an educated guess than a plan. Topic coverage will almost certainly shift. Assignments might shift. I will try to keep from moving exam dates, but the topics covered in each exam will probably change. Changes will be announced in class and posted on Blackboard as they occur.

| Date | Planned Topic Coverage | Assignments (due before class) |
|-------------|---|--|
| 8/24 | Course Policies and Syllabus; Moore's Law | |
| 8/26 | System Overviews: Transaction Processing, ERP, DSS, Business Intelligence, Management Reporting | Review Syllabus, Read Sauter Chapter 1 |
| 8/31 | Decision Making | Read Sauter Chapter 2 up to page 36 |
| 9/2 | Data and Information Attributes | Read remainder of Sauter Chapter 2 |
| 9/9 | Relational Databases for Transaction Processing | Read Sauter Chapter 3 up to page 85 |
| 9/14 | Relational Databases for Analytical Processing | Read Sauter Chapter 3 up to page 107 |
| 9/16 | Modeling | Read Sauter Chapter 4 |
| 9/21 | Modeling Continued | No reading assigned |
| 9/23 | Modeling Continued | Read John D. C. Little, "Decision Support Systems for Marketing Management," <i>Journal of Marketing</i> , 43, 3. http://www.jstor.org.proxy.library.umkc.edu/stable/1250143 |
| 9/28 | Catchup and Review | |
| 9/30 | Exam 1 | |
| 10/5 | Action Languages | Read Sauter Chapter 5 1 st half |
| 10/7 | Information Displays | Read Sauter Chapter 5 up to page 257 inclusive |

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| 10/12 | More on modeling Data Visualization | Heer, Bostock, Ogievetsky, "A Tour Through the Visualization Zoo," <i>Communications of the ACM</i> 53, 6 (June, 2010) 59-67. http://dx.doi.org.proxy.library.umkc.edu/10.1145/1743546.1743567 |
| 10/12 | | Assignment 3 due this evening. 5 points possible. |
| 10/14 | International DSS | Skim Sauter Chapter 6 |
| 10/19 | Software Acquisition/Development Overview and DSS Planning | Read Kay, "QuickStudy: System Development Life Cycle" <i>Computerworld</i> , May 14, 2002. (http://www.computerworld.com/s/article/) Read Sauter Chapter 7 1 st half |
| 10/21 | DSS Design | Read Sauter Chapter 7 2 nd half |
| 10/21 | | Assignment 4 due this evening. 12 points possible. |
| 10/26 | Catch up and Review | |
| 10/28 | Exam 2 | (will cover lectures and readings up to and including Chapter 7) |
| 11/2 | Implementation | Read Sauter Chapter 9 1 st half |
| 11/4 | Evaluation | Read Sauter Chapter 9 2 nd half |
| 11/9 | Impact of Information Technologies on the Enterprise; Competitive Advantage. | Read first two pages only of Glazer, R. (1991). Marketing in an information environment: strategic implications of knowledge as an asset. <i>The Journal of</i> 19." http://www.jstor.org.proxy.library.umkc.edu/stable/1251953 |
| 11/11 | Impact of Information Technologies on the Enterprise; Competitive Advantage. | Read first nine pages only of Kettinger, W., Grover, V., Guha, S., and Segars, "Information Systems Revisited," <i>MIS Quarterly</i> , 1994, pp. 31-55. http://www.jstor.org.proxy.library.umkc.edu/stable/249609 |
| 11/16 | Ethical Issues | Read all of Richard O. Mason, "Four Ethical Issues of the Information <i>Quarterly</i> 10,1 http://www.jstor.org.proxy.library.umkc.edu/stable/248 |
| 11/18 | ERP Overview | Read all of Mabert, V.A.; Soni, A.; and Venkataramanan, M.A. Enterprise re planning: Common myths versus evolving reality. <i>Business Horizons</i> , 41, 3 (1 2001), 69-76 http://www.sciencedirect.com.proxy.library.umkc.edu/science/article/pii/S0007 |
| 11/30 | Executive Systems | Read Sauter Chapter 10 |
| 12/2 | Group Decision Processes | Read Sauter Chapter 11 |
| 12/7 | Decision Automation Business Continuity Planning and Disaster Recovery | Read Bucklin <i>et al</i> , "From Decision Support to Decision Automation: Vision," <i>Competitive Decision Making</i> , 9, 3. http://www.jstor.org.proxy.library.umkc.edu/stable/40216167 no reading assigned |
| 12/9 | Catchup and Review | |
| Section 1: Wednesday, Dec. 16, 1-3 p.m. Section 2: Monday, Dec. 14, 5:45-7:45 p.m. | Exam 3 | will cover entire course but with a heavy emphasis on material from November and December |

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- Student Learning Outcomes:

Students that successfully complete MIS 402 will be able to:

1. Understand how Information Systems initiatives such as business process reengineering, supply chain management and customer relationship management can contribute to attaining competitive advantage by the enterprise.
2. Become familiar with metrics for measuring Information Technology success.
3. Be able to reason about ethical issues related to the use and deployment of Information Systems.
4. Understand how Business Intelligence initiatives can contribute to the enterprise.
5. Understand the value of Enterprise Resource Planning systems in integration across the enterprise.
6. Understand the impacts of technologies such as the Internet, Web, and wireless technologies on enterprises.
7. Understand how Information Systems applications are developed and acquired by enterprises.

- Course Expectations, Course Policies, Requirements and Standards for Student Coursework and Student Behavior:

- **Responsibilities:** You have responsibilities to yourselves, your fellow classmates, and the professor. You are preparing for a career in business. You have a right to be treated professionally, and a responsibility to treat other people, both professors and fellow students, professionally. In particular:
 - You are expected to attend class. Research has shown that students with high absenteeism are outperformed by students with low absenteeism. In addition, nearly one fourth of your course grade will be based upon in-class activities that will not necessarily be announced in advance.
 - Be prepared for and participate in class discussion activities. Please ask questions when you don't understand the material and share comments with the class.
 - At least occasionally, some of you will know more about a topic than I do since you work with it 52 times 40 hours a year, and I only deal with it twice a year. I encourage you to share your knowledge with the class.
 - If you make an appointment with me either keep it or call or email to cancel.
 - For 75 minutes, you owe it to yourself to pay attention to class. Turn off your cell phones, turn off your pagers. No text messaging. No

Facebook. No surfing the web. No email. I will not enforce this policy unless your behavior is blatant, but your grade will tend to suffer if you violate it.

- This class will be conducted in an atmosphere of mutual respect. I encourage active participation, reasoned debate, and respectful discourse. During discussions, be patient with ideas that at first might seem weird, be patient with the other members of this course.
 - Contribute to group in-class activities, if any.
 - You are also responsible for being aware of all assignments, due dates, and other course scheduling information.
- **Cooperation:** No form of cooperation during exams is allowed. You may not claim others' work as your own. If academic dishonesty is detected, you will receive a zero on the exam, and your case will be referred to the Vice Provost for investigation and possible disciplinary action.
 - **Exams:** There will be three exams. Each exam is in-class and time-limited. You may bring a single sheet of paper containing notes to assist you during the exam. This sheet may be no larger than 8.5 by 11 inches. The margins and font on this sheet may be as small as you wish. You may use both sides of the sheet. This class has multiple sections. As not everyone is taking the exam at the same time, please treat exam content as confidential material.
 - **Naming convention for assignments:** When you turn in an assignment on Blackboard, please include your name as part of the filename. It is okay if you include other information in the filename to assist you in your own record-keeping. Some items may be turned in during class on paper. Be sure to write or type your name clearly on the paper.
 - **Late assignments:** Turning in a late assignment is a risky thing to do.
 - The official due date for any assignments turned in on Blackboard will be 11:00 pm on the due date as indicated on the assignment. After that, the assignment is late. I will download all assignments in a batch after the due date, and then I will evaluate them. If your assignment is in the batch, I will evaluate it without penalty, and if it is not, you will receive a zero. Sometimes I may download assignments very soon after the due hour, and then other times the download may be delayed a few days. Late submissions put you at risk of receiving a zero on the assignment.
 - The official due date for any assignments turned in during class will be 8:00 am on the day after the item is collected; such items should physically handed in to me or else slid under the door to my office. If they have been received before I start evaluating the assignments, they will be graded without penalty. If they are received after assignment evaluation, you will receive a zero.
 - **Incomplete:** I am permitted to give incomplete grades to students who have been unable to complete the work of the course because of illness or serious reasons

beyond their control. This work must be completed within one calendar year to avoid the incomplete grade lapsing to an F. You should bring up problems in advance when you can do so.

- **Copyright:** The course materials that I author, including but not limited to, Power Point slides, Blackboard screen shots, class hand-outs, and course syllabi are my intellectual property and are protected by copyright law. You may download and make copies of my course materials for your own use. You are not allowed to publicly reproduce or distribute these materials, or enable others to do so without my express written consent. Failure to comply with this direction may constitute a violation of the Student Conduct Code, section 200.010, Collected Rules and Regulations of the University of Missouri.
- **Campus Safety:** It is possible that it may be necessary to cancel class due to inclement weather or some other emergency. This class will meet if UMKC is open; conversely, if UMKC is closed, this class is canceled. Students who are unable to attend class during bad weather when the class has not been canceled should send email or call and leave a message indicating this. If class is canceled due to any reason, all activities scheduled for the canceled session will take place during the next class meeting including exams. Changes in activities for subsequent classes will be announced. If UMKC cancels or closes the campus at the time of your scheduled final exam, the final exam will also be cancelled, and your course grade will be determined by your already accumulated points.

- **Resources & Policy Statements**

Academic Calendar: Students are encouraged to review important add, drop or withdraw dates: <http://www.umkc.edu/registrar/acal.asp> Academic Honesty: The Board of Curators of the University of Missouri recognizes that academic honesty is essential for the intellectual life of the University. Faculty members have a special obligation to expect high standards of academic honesty in all student work. Students have a special obligation to adhere to such standards. Academic dishonesty, including cheating, plagiarism or sabotage, is adjudicated through the University of Missouri Student Conduct Code and Rules of Procedures in Student Conduct Matters. (Academic units may have additional student codes of behavior to be referenced, i.e. Honor Codes.) Academic Inquiry, Course Discussion and Privacy: (Choose one of the following to include in the syllabus-- Faculty allowing recording or Faculty not allowing recording.) Faculty allowing recording - University of Missouri System Executive Order No. 38 lays out principles regarding the sanctity of classroom discussions at the university. The policy is described fully in Section 200.015 of the Collected Rules and Regulations. In this class, students may make audio or video recordings of course activity unless specifically prohibited by the faculty member. However, the redistribution of any audio or video recordings of statements or comments from the course to individuals who are not students in the course is prohibited without the express permission of the faculty member and of any students who are recorded, including those recordings prepared by an instructor. Students found to have violated this policy are subject to discipline in accordance with provisions of Section 200.020 of the Collected Rules and Regulations of the University of Missouri pertaining to student conduct matters. Faculty not allowing recording - University of Missouri System Executive Order No. 38 lays out principles regarding the sanctity of classroom discussions at the university. The policy is described fully in Section 200.015 of the Collected Rules and Regulations. In this class, students may not make any audio or video recordings of course activity (including those recordings prepared by an instructor), except students permitted to record as an accommodation under Section 240.040

of the Collected Rules. All other students who record and/or distribute audio or video recordings of class activity are subject to discipline in accordance with provisions of Section 200.020 of the Collected Rules and Regulations of the University of Missouri pertaining to student conduct matters. Those students who have written permission from the course instructor to record are not permitted to redistribute any audio or video recordings of statements or comments from the course to individuals who are not students in the course without the express permission of the faculty member and of any students who are recorded, including those recordings prepared by an instructor. Students found to have violated this policy are subject to discipline in accordance with provisions of Section 200.020 of the Collected Rules and Regulations of the University of Missouri pertaining to student conduct matters.

Attendance Policy: Students are expected to attend and participate in classes. Advance notice of attendance policies of academic units and individual instructors should be given, and such notice should be in writing. Students should notify instructors of excused absences in advance, where possible. Students who have an excused absence are expected to make arrangements with instructors for alternative or makeup work. Such arrangements should be made in advance of the absence, where possible. Instructors should accommodate excused absences to the extent that an accommodation can be made that does not unreasonably interfere with the learning objectives of the course or unduly burden the instructor. Attendance policies shall be applied in a non-discriminatory manner.

Campus Safety: Inclement weather, mass notification, and emergency response guide: <http://www.umkc.edu/umkcalert/>

Counseling and Health Services Available at UMKC: UMKC students may experience many challenges in their lives while attending college – stress, depression, suicidality, trauma, relationship issues, health concerns, etc. I want to make you aware of some helpful resources on campus: The UMKC Counseling Center (www.umkc.edu/counselingcenter), located at 4825 Troost in Room 206, offers a wide range of supportive services to students. Appointments can be made by calling 816.235.1635. UMKC Student Health and Wellness (<http://info.umkc.edu/studenthealth/>), located at 4825 Troost in Room 115, offers a full range of health care and promotion services. Appointments can be scheduled online or by calling 816.235.6133. The MindBody Connection (www.umkc.edu/mindbody) is located in the Atterbury Student Success Center in Room 112 and offers a variety of stress-reduction services.

Disability Support Services: To obtain disability related accommodations and/or auxiliary aids, students with disabilities must contact the Office of Services for Students with Disabilities (OSSD) as soon as possible. To contact OSSD, call (816) 235-5696. Once verified, OSSD will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. For more information go to: <http://www.umkc.edu/disability/>

English Proficiency Statement: Students who encounter difficulty in their courses because of the English proficiency of their instructors should speak directly with their instructors. If additional assistance is needed, students may contact the UMKC Help Line at 816-235-2222 for assistance.

Grade Appeal Policy: Students are responsible for meeting the standards of academic performance established for each course in which they are enrolled. The establishment of the criteria for grades and the evaluation of student academic performance are the responsibilities of the instructor. The University grade appeal procedure is available only for the review of allegedly capricious grading and not for review of the instructor's evaluation of the student's academic performance. Capricious grading, as that term is used here, comprises any of the following:

- The assignment of a grade to a particular student on some basis other than the performance in the course;
- The assignment of a grade to a particular student according to more exacting or demanding standards than were applied to other students in the course; (Note: Additional or different grading criteria may be applied to graduate students enrolled for graduate credit in 300- and 400-level courses.)
- The assignment of a grade by a substantial departure from the instructor's previously announced standards.

Discrimination Grievance Procedures for Students: Discrimination Grievance Procedures for Students can be found here: http://www.umsystem.edu/ums/rules/collected_rules/grievance/ch390/grievance_390.010

Statement of Human Rights: The Board of Curators and UMKC are committed to the policy of equal opportunity, regardless of race, color, religion, sex, sexual orientation, national origin, age, disability and status as a Vietnam era veteran. Commitment to the policy is mentored by the Division of Diversity, Access & Equity, but it is the responsibility of the entire university community to provide equal opportunity through relevant practices,

initiatives and programs. Title IX: Under the University of Missouri's Title IX policy, discrimination, violence and harassment based on sex, gender, and gender identity are subject to the same kinds of accountability and support applied to offenses based on other protected characteristics such as race, color, ethnic or national origin, sexual orientation, religion, age, ancestry, disability, military status, and veteran status. If you or someone you know has been harassed or assaulted, you can find the appropriate resources by visiting UMKC's Title IX Office webpage (<http://info.umkc.edu/title9/>) or contacting UMKC's Title IX Coordinator, Mikah K. Thompson (816.235.6910 or thompsonmikah@umkc.edu). Additionally, you can file a complaint using UMKC's online discrimination complaint form, which is located at <http://info.umkc.edu/title9/reporting/report-online/>. While most UMKC employees are required to report any known or suspected violation of Title IX, students may seek confidential guidance from the following campus locations: UMKC Counseling Service Volker Campus 4825 Troost Ave, Suite 206 Kansas City, MO 64110 Phone – (816) 235-1635 UMKC Counseling Service Health Sciences Campus Health Sciences Building 1418 2464 Charlotte Kansas City, MO 64108 Phone – (816) 235-1635 (open Tuesdays, 1-5pm) Student Health and Wellness 4825 Troost Ave., Suite 115 Kansas City, MO 64110 Phone - (816) 235-6133 UMKC Connect: Important information is available to undergraduate students in UMKC Connect accessed through Blackboard. Throughout the term, students may receive emails regarding course grades or academic performance. Students are expected to address information posted in a timely fashion. This information may be shared with the student's Success Network made up his or her academic advisor(s) and other campus resources so that UMKC may fully support the student's success.

Sources: Some of the policies and practices described in this syllabus come from the ideas of other professors. My sources are UMKC Provost's website, Dr. Bruce Bubacz of UMKC, Ms. Doranne Hudson of UMKC, Dr. Vicki Sauter of the University of Missouri – St. Louis, Dr. Duane Truex of Georgia State University, Dr. Harvey Brightman of Georgia State University, Dr. Yezdi Bhada of Georgia State University, Dr. Arthur H. Gilbert of Northeastern State University, and Dr. William Friedman of University of Central Arkansas. Pieces of this syllabus may have been taken from these sources and used literally.

- For more information about my qualifications, publications, research program, and hobbies, visit my website at <http://p.web.umkc.edu/pickr/>.
- An updated copy of this syllabus will be available on Blackboard, <http://umkc.edu/blackboard>.

Contact me at
pickr@umkc.edu; or

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