

MIS 415: Managing the Information Systems Resource
Spring 2013 Syllabus
Monday, Wednesday 5:30 -6:45 pm in LAW Room 5

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Office Hours: By appointment or drop-in.

I'm in my office almost every afternoon and will be happy to meet with you on a drop-in basis if my schedule permits me to do so. If you need to see me, it's best to schedule an appointment to ensure my availability.

Course Information

Catalog Description:

All organizations today have information systems, and managing the related resources (systems personnel, software applications, databases, networks, computing hardware) is a necessary skill for many employees. This course is aimed at developing the non-technical skills that business-school graduates need to make appropriate decisions about the deployment of information systems throughout the firm. 3 credit hours.

Class Sites: <http://blackboard.umkc.edu/>

You will need your UMKC Exchange username and password for access to Blackboard.
<http://p.faculty.umkc.edu/pickr/mis415/>

Prerequisites: MIS 202 or 203, and six hours of business school courses at the 300-level or above.

Required Text: Kurt J. Englemann & Douglas M. Henderson, *Business Continuity and Risk Management: Essentials of Organizational Resilience*, Brookfield, CT: Rothstein Associates, 2012. ISBN: 978-1-931332-54-5.

Instructor Resources: Some instructor resources created by the authors of your textbook will be posted to Blackboard. As purchasers of the textbook, you have the right to consult and use these resources. However, you may not copy or distribute any portion of the instructor resources to any third party.

Course Philosophy: This class is going to be unusual in three ways. First, we will be conducting a variation of a "flipped" class. In a traditional college lecture class, class time is spent reviewing the textbook; time out of class is spent reading the text and doing

homework. In a flipped class, you are expected to read and master the textbook outside of class. PowerPoint presentations that might have been gone over in a traditional class will instead be posted to the Blackboard site for you to go over **before** class. Class time will be mostly devoted to exercises, though there may be a few lectures. Second, in the past this class involved a rapid coverage of a broad variety of topics of importance and interest to managers in the information technology area. In contrast, we will instead go deeply into only two areas: Information Technology Disaster Recovery Planning and Business Continuity Planning. Third, I intend to give you more feedback than occurs in most classes at UMKC. I am able to do this because I am not expecting a large class. There will be five exams, and additional deliverables that will be graded.

Topical Description and Objectives: This course explores the area of Risk Management with particular emphasis on Business Continuity Management and Information Technology. Risk Management involves assessing threats which may lead to disastrous events, evaluating control alternatives and implementing solutions. Potential threats include terrorist, criminal, industrial, natural, technological, environmental, economic and political. Practical solutions to enable an organization to protect assets, mitigate risk, manage crisis and recover after a disaster will be discussed. At the conclusion of this course the student should be able to:

- develop and organize a Business Continuity Management program
- conduct a Business Impact Analysis
- conduct a Risk Assessment
- select the most appropriate strategies
- review disaster recovery for Information Technology
- review Information Technology security
- coordinate procedures for activating emergency operations
- coordinating emergency response with civil authorities
- develop a Business Continuity Plan
- develop effective crisis communications
- review crisis information management systems
- test and maintain organizational resilience

Grading:

Exam 1	11%
Exam 2	13%
Exam 3	16%
Exam 4	20%
Exam 5	25%
Written Exercises and Group Work	15%
	100%

Exams: There will be 5 comprehensive exams; each exam will cover material covered to that point during the semester. Exams will slowly increase in importance. Exams will be based partly on recall of major concepts from readings and partly in doing exercises similar to the exercises done in class. As you prepare for the first exam, focus on being able to **do** things and do them well.

Written Exercises:

Occasionally, in-class exercises will require a written deliverable. That deliverable will be graded for both the quality of the work in business continuity and for the skill with which that work is communicated. One of my goals in this course is to give you frequent feedback so that your written work will improve. Some individual deliverables will be part of the class grade called "Written Exercises and Group Work."

Groups:

Discussing and analyzing new information with others is one successful method of learning. Many in-class activities may be completed in groups. Some products created by groups will be part of the class grade called "Written Exercises and Group Work." Sometimes, groups will be called on to present their work, and the rest of the class may be called on to discuss their presentation.

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.

On Effort:

Performance may be affected by your effort, which in turn may be affected by the grade you need to receive. However, just as in most workplaces where salary is affected by your performance rather than your effort and needs, grades in this class will come from performance.

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. Each student is responsible for all information covered in lectures, all announcements made in class, and all handouts distributed during class. If you do not attend class, you will not do well in this course. According to the July-August, 2010 issue of *Academe*, "By tolerating absenteeism, teachers ignore an obvious fact: class attendance significantly improves academic performance. Even after controlling for student ability and prior interest in the course material, studies ... have demonstrated the robust relationship between attendance and academic performance. For example, ... grades of students who regularly attended large lecture courses ... were on average a full letter grade higher than those of

students who attended only sporadically. ... These and other studies strongly indicate that students should attend all class meetings if they want to maximize their grades," (page 26).

- Be prepared for and participate in class activities. Please ask questions when you don't understand the material and share comments with the class.
- Students should notify instructors of excused absences in advance.
- 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 on exams will tend to suffer if you violate it.
- Members of this course are expected to treat each other with respect. 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.
- Be an active and involved group member when developing presentations and while working on the group project. Your fellow group members are counting on you. Involve your fellow group members in the activities.
- You are also responsible for being aware of all assignments, due dates, and other course scheduling information.
- Finally, bring paper, something to write with, and textbook to class every day.

Academic Honesty:

You are expected to exhibit high standards of academic honesty. Cheating and plagiarism will not be tolerated. 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](#).

- Individual quizzes and exams are closed book, closed notes, and are to be taken without assistance. Persons observed cheating on a quiz or exam will receive a grade of zero.
- Similarly, plagiarism of presentations, projects, and papers is unacceptable. Answers to all assignments should be presented in your own words. A grade of zero will be assigned on any such item where plagiarism has been detected.
- University regulations require that I report the infraction to the Bloch School administration, which may in turn report the incident to the UMKC administration. Therefore, additional penalties may be applied.
- Student conduct policies are available at:
<http://www.umsystem.edu/ums/departments/gc/rules/programs/200/010.shtml>

Privacy and Class 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.

ADA Policy: 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/>.

Weather: The university announces class cancellations on their web site. If the university has not announced that classes are canceled during bad weather, check the class Blackboard site.

- If I feel it is necessary to cancel class, there will be a message stating so on Blackboard.
- If you're unable to attend class during bad weather when the class has not been canceled, please e-mail me before class.
- If class is canceled due to inclement weather, all activities scheduled for the canceled session will take place during the next class meeting including exams and assignment due dates.

Additional Policies:

The division, the Bloch School, and UMKC have additional policies that may apply to the conduct of the course. If this syllabus violates either the UMKC catalog or the Collected Rules of the University of Missouri, those take precedence over the syllabus.

Modification of the Course Syllabus:

All course requirements, course grading standards, and due dates for assignments for this course are subject to change at the discretion of the professor. Furthermore, this is the first time, I've taught this material, the first time I've used this textbook, and the first time I've run a flipped class. **The schedule below is just a guess, and it is safe to bet that we will have to deviate from that schedule.**

Finally, all aspects of this class will be handled logically, sensibly, and with understanding of your situation. This syllabus will not be followed blindly in defiance of common sense; exceptions can and will be made according to good judgment. If there is a change in course policy, it will be announced and explained during class and the online version of this syllabus will be amended.

Sources:

Some of the policies and practices described in this syllabus come from the ideas of other professors. My sources include Dr. Sidne Ward of UMKC, Dr. Bruce Bubacz of UMKC, Dr. Duane Truex of Georgia State University, Dr. Arthur Gilbert of Northeastern State University, and Dr. William Friedman of University of Central Arkansas.

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Most recent version will be posted at <http://p.faculty.umkc.edu/pickr/mis415/>

Last Updated: 12 December 2012.

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Tentative Schedule MIS 415 Spring 2013

(This is a guess; it will change as we see how much time is needed to cover each topic well. We will speed up or slow down accordingly. If we fall behind, we will skip chapters 9, 17, 15, 13 in that order; If we get ahead, we will add greater depth on chapters 12, 13, 15, 17)

Also, I will try to obtain a guest lecturer from the Kansas City business community. Scheduling that lecturer will be based on his/her scheduling convenience rather than ours and class activities will be moved around as needed.

Date	Topic	Before Class Reading Assignment
Wed-23-Jan	Setting Expectations	
Mon-28-Jan	Types of Disasters	"Be prepared: What companies must do to face a much-increased range of risks" The Economist, 1/22/2004; http://www.economist.com/node/2347881/
Wed-30-Jan	Overview	Textbook Chapter 1, Case Study A
Mon-4-Feb	Organization	Textbook Chapter 2
Wed-6-Feb	Impact Analysis	Textbook Chapter 3
Mon-11-Feb	When a day's topic is left blank, the intent is to continue the prior day's topic.	Case Study B
Wed-13-Feb	Review probability, expectations, and risks	Textbook Chapter 14
Mon-18-Feb	Likely Exam 1	

Wed-20-Feb	Risk Assessment	Textbook Chapter 4
Mon-25-Feb		
Wed-27-Feb		
Mon-4-Mar	Strategy Development	Textbook Chapter 5
Wed-6-Mar		
Mon-11-Mar	Likely Exam 2	
Wed-13-Mar	Information Technology & Disaster	Textbook Chapter 6
Mon-18-Mar		
Wed-20-Mar	Information Systems Security	Textbook Chapter 7
Mon-1-Apr		
Wed-3-Apr	Likely Exam 3	
Mon-8-Apr	Emergency Response	Textbook Chapter 8
Wed-10-Apr	Coordinating with External Agencies; Catch Up and Review	Textbook Chapter 9 (if we fall behind, this is the first chapter to skip)
Mon-15-Apr	Likely Exam 4	
Wed-17-Apr	Business Continuity Plan	Textbook Chapter 10
Mon-22-Apr	Crisis Communication and Crisis Information Systems	Textbook Chapters 11, 12
Wed-24-Apr	Testing Plans	Textbook Chapter 13
Mon-29-Apr		
Wed-1-May	Reliability Modeling	Textbook Chapter 15
Mon-6-May	Risk and Decision Making	Textbook Chapter 17
Wed-8-May	Catch Up and Review	
Mon-13-May (5:45 – 7:45 pm)	Exam 5	