Profile

Dr. M. Adam Mahmood is a tenured professor of Computer Information Systems at the Department of Information and Decision Sciences. He also holds the Ellis and Susan Mayfield Professorship in the College of Business Administration. He is a visiting faculty at the Helsinki School of Economics and Business Administration and the University of Oulu in Finland and University of Canterbury in New Zealand. Prior to joining the University of Texas at El Paso, he taught at the University of Missouri at St. Louis and worked for NASA as a visiting scholar in its Jet Propulsion Laboratory at Pasadena, California. He received his Ph.D. in Management Information Systems at Texas Tech University.

Dr. Mahmood’s scholarly and service experience includes a number of responsibilities. He is presently serving as the editor-in-chief of the Journal of Organizational and End User Computing. He has also served recently as a guest editor of the International Journal of Electronic Commerce and the Journal of Management Information Systems. He has served two one-year terms as president of the Information Resources Management Association, an international professional organization that includes educators, researchers, and practitioners from over 50 countries. He has also served for two years as president of the Faculty Senate at the University of Texas at El Paso and a member of the University of Texas System Chancellor’s Advisory Council. In 1997, because of his technical expertise and leadership role, former Governor Bush appointed him to a Texas State Board. In 1998-99 and again in 2002-2003, because of his scientific contribution, he has been recognized by American Men & Women of Science “as being among the most distinguished scientists in the United States and Canada.” In 2002 Governor Perry appointed him to the State Board of Directors that oversees the Texas Department of Information Resources.

Dr. Mahmood’s research interests center on the utilization of information technology including electronic commerce for managerial decision making, strategic and competitive advantage, group decision support systems, and information systems success as it relates to organizational and end user computing. On this topic and others, he has also published four edited books and over 85 technical research papers in some of the leading journals and conference proceedings in the information technology field including Management Information Systems Quarterly, Decision Sciences, Journal of Management Information Systems, European Journal of Information Systems, INFOR -- Canadian Journal of Operation Research and Information Processing, Journal of Information Systems, Information and Management, Journal of End User Computing, Information Resources Management Journal, Journal of Computer-Based Instruction, Data Base, and others. He has also presented papers in a number of regional, national, and international conferences. In recognition of his research, he has received a number of "outstanding research" awards various professional organizations. During the last few years, Dr. Mahmood (with L. Gemoets) had received over $250,000 in research funds from NASA/JPLand other sources.

Professor Mahmood teaches a number of graduate and undergraduate information systems courses including strategic and competitive information systems, electronic commerce with Dreamweaver and ColdFusion, database management systems with Oracle and SQL, management information systems, and decision support systems. In addition to teaching, he also supervises master's theses, professional reports, and doctoral dissertations. Most of these theses and professional reports have resulted in publications with the students and faculty colleagues in refereed research journals. In recognition of his teaching, he has also received a number of teaching awards.
SYLLABUS

CIS 5311: Management Information Systems
Fall 2005

mmahmood@utep.edu
Office: CBA 244 (915) 747-7754 (direct)
Office Hours: Tues and Wed 3:00-6:00 p.m (915) 747-7748 (Secretary)
or by appointment (915) 747-5126 (fax)

REQUIRED TEXT

Essentials of Management Information Systems: Managing the Digital Firm,
Kenneth C. Laudon
Jane P. Laudon
Prentice Hall, Sixth Edition, 2005

COURSE OBJECTIVES

A well-defined set of business perspectives, coupled with knowledge of information technology (IT), is essential to successfully deploy and use an information system. The course introduces students to issues related to the application and management of IT for increasing organizational performance and productivity and for gaining strategic and competitive advantage. It helps students identify problems and opportunities that are appropriate for IT applications and show how information technology can be utilized to address these problems and opportunities.

The course also covers issues related to managing information systems. This should assist students in getting a handle on managing information technology. Fundamentals of IT are covered first to provide students with information systems foundation concepts and emerging technological issues facing management are discussed next. This should allow students to learn some technical issues.

One of the objectives of the course is to prepare students to assume an effective role in the design and development of information systems. Students are expected to know MS Excel and MS Access. Students will be asked to use these tools to address a number of information technology applications.

Topical areas covered in this course include, among others, the organizational foundations of information systems and their strategic roles; technological issues with regard to hardware, software, data storage, and telecommunications; the role of information technology in capturing and distributing organizational knowledge and in enhancing management decision making; and management challenges and opportunities created by the pervasiveness of information systems.
Upon completion of the course, students will be able to carry out the following: first, they will be able to understand information system concepts. Second, they will be able to identify opportunities and problems appropriate for IT applications. Third, they will be able to assume an effective role in the design, development, deployment, and use of information systems.

**WebCT Utilization**

WebCT will be used to deliver and manage the contents of the course. All lecture materials including Power Point slides will be available via WebCT. All discussions will take place on WebCT. All homework assignments will be provided via WebCT. Students must upload their answers to the homework assignments to WebCT. All grading will take place on WebCT. All grades will be available via WebCT.

**Course Organization**

The course utilizes a combination of lectures, class discussions, WebCT discussions, case analyses, past research studies, and hands-on application exercises. Evaluation is based on three examinations, class participation, WebCT participation, a topical paper, a hands-on application exercise, and a case study.

**Students Responsibilities**

Students will need to accomplish the following in order to pursue the course objectives:

- Prepare and discuss assigned cases and readings in class and on WebCT. This will help you do well in the class participation part of the course.

- Complete all homework assignments.

- Take three examinations including the non-comprehensive final and do well in these examinations. Please pay special attention to the materials covered and emphasized in the class.

- Prepare and submit a topical white paper (team of 2). Please follow the guidelines provided for handling the topical white paper in the next section.

- Prepare and submit written analysis of a case (team of 2). Please follow the guidelines provided for handling the case analysis in the next section.

- Complete a hands-on project using either MS Excel or MS Access or WWW (team of 2). Please follow the guidelines provided for the project in the next section.
EXAMINATIONS

Three tests will be given during the semester. Each test will be worth a maximum of 100 points. Each test will consist of a number of short-answer type, problem type, multiple choice, and/or case type questions on the materials covered during that part of the semester for which the test is given. Students will not be tested on any materials that are not covered in the class. In order to do well in the test, students will need to pay special attention to the materials covered in the class.

No tests will be made up unless arrangements have been made prior to the scheduled time of the test. Even then you must have a very good reason for not taking a test during its scheduled time (I expect you and your employer to arrange out-of-town trips around the scheduled tests, to the extent possible). If I can not be contacted prior to the scheduled time, you must contact my departmental secretary at the aforementioned telephone number provided. If for some reason, you cannot do that, ask a friend or a family member to call the secretary for you.

TOPICAL WHITE PAPER

Each team will produce an in-depth and substantive, evidence and judgment-based analysis of one particular issue of information systems that is discussed in the course. The objective of the assignment is to reinforce specific components of information systems covered in the course. The possible topics include, among others, information systems infrastructure; models and strategies for designing information systems including eCommerce systems; customer relationship management, information systems advertising including web advertising; security techniques for information systems including e-commerce securities; and legal, ethical and regulatory environmental issues for information systems including Web-based systems.

On the second day of the class, each team must choose a topic. This topic must be uploaded to the WebCT. If there is a conflict, the group who uploaded the topic first will be given the topic and the second group will be asked to choose another topic. The topical paper is due on the due date and must be uploaded to WebCT on that day. It is worth 25 points.

Please follow the following guidelines in preparing your topical paper.

The paper must be word-processed. It should have one inch margin on all sides. The title of the paper, the team members’ name, date, and course number should be printed on the front page.

The paper should be limited to a maximum of 15 to 20 double-spaced pages of text excluding tables and graphs, if any.

Please ensure that you have headings and subheadings in the paper.

Please proofread the analysis carefully and use a spell-checker on it before turning it in.
You may use supplementary materials to improve your analysis. All supplementary materials, if used, must be referenced in the analysis.

Your grade will be based on readability factors (including grammar, punctuation, organization, and style), indepthness, completeness, and correctness of your analysis…

WRITTEN ANALYSIS OF A CASE

On the second class day, a comprehensive Real World Case will be assigned for written analysis. In addition to answering case questions provided at the end of the case, you need to follow a system solution methodology for analyzing the case. It consists of seven steps: (a) identification of problems, opportunities, and symptoms; (b) statement of the problem, (c) summary of alternative solutions, (d) evaluation of alternative solutions, (e) rationale for the selected solution, (f) information system designed proposal, if any, and (g) implementation plan, if any. The case analysis is due on the due date and must be uploaded to the WebCT site. It is worth 25 points.

Please follow the following guidelines in preparing your analysis.

The case analysis must be word-processed. It should have one inch margin on all sides. The name of the case, your name, date, and course number should be printed on the front page.

The case analysis should be limited to a maximum of five double-spaced pages of text excluding tables and graphs used, if any.

Please proofread the analysis carefully and use a spell-checker on it before turning it in.

You may use supplementary materials to improve your analysis. All supplementary materials, if used, must be referenced in the analysis.

Your grade will be based on readability factors (including grammar, punctuation, organization, and style), completeness, and correctness of your analysis.

HANDS-ON APPLICATION EXERCISE

Students will be required to complete a hands-on project that may require them to use a spreadsheet and/or database software and/or navigate through the Web.

The hands-on exercise is due on the due date and must be uploaded to the WebCT site. It is worth 25 points.

In order to complete the project, you will be required to use your software and Web
surfing skills and materials provided in the text for solving management problems.

Your grade will be based on readability factors of your report (including grammar, punctuation, organization, and style), completeness, and correctness of your exercise.

**WEBCT PARTICIPATION**

WebCT participation will be worth 30 points.

A string will be created for each discussion question based on chapters, cases, and outside materials. You may be asked to analyze cases, answer questions, and opine on different topics. It is imperative that you participate in the WebCT discussion. This will help do well in the course. Please acknowledge any sources used in coming up with your contributions by citing them properly. If you have received it from an URL site, enter the URL links for it. All communications must be professional. Any unprofessional comments, including insults, swearing, and flaming will result in dismissal from the course.

**CLASS PARTICIPATION AND INDIVIDUAL BEHAVIOR**

Class participation will be worth 20 points.

You will be required to analyze cases, answer questions, and participate in discussions based on chapters, cases, and outside materials. If you do not voluntarily participate, to help you do well in this part of the course, you will be asked questions and you will need to answer them.

Please read the text materials and go over the questions at the end of each assigned case before class. This will help you do well in class participation.

To help us all get acquainted as quickly as possible, during the second class day, a seating chart will be distributed and you will be asked to write your name on a seat you wish to seat. Please use the same seat for the remainder of the class.

Students are expected to attend classes on a regular basis. Too many unexcused absences will adversely affect (e.g., will receive a failing grade) the class participation part of your grade.

Please do not disrupt the class by unnecessarily talking in the class, walking in late, or leaving early. Also, please turn off your cell phone and pager.

In completing the course requirements, students must uphold the standards of academic integrity. Any form of scholastic dishonesty will be subjected to discipline. Scholastic dishonesty includes, but not limited to cheating, plagiarism, and collusions.

If you feel you may have a disability that requires accommodations, please contact the Disabled Student Services Office at 747 5148 or go to Union Building, East Room 106, or email
COMMUNICATION WITH PROFESSOR

Given the technical nature of the course and need for hands-on help, we need to adhere to the following protocol in order to ensure that you get the help you need to complete all your assignments on time. As you already know, we will have a teaching assistant (TA) for the course. As you also know, the course will be delivered and managed via WebCT.

If you have a technical problem with any assignment, first post the question on WebCT. Either the TA or I will set up a string for each assignment. Students are encouraged to answer each other’s questions on WebCT. You will receive a correct answer to your question within 48 hours regardless of the source.

Any clarification of requirements for an assignment can be done by the professor immediately after the assignment is given in class or via WebCT. Again, either the TA or I will set up a string for each assignment on WebCT.

Any office meetings outside of office hours must be made by appointment.

OVERALL GRADE

Your overall course grade will be based on the accumulated total of your tests score, case analysis score, hands-on application exercise score, topical paper score, WebCT participation score, and class participation score.

At the end of the semester, the 90% and up = A (4.0), 80 to 89% = B (3.0), 70 to 79% = C (2.0), 60 to 69% = D (1.0), and below 60% = F (0.0) grading scale will be used to assign letter grades. However, there will be a review of total points earned at the end of the semester to ensure that students in comparable performance groups receive the same grade.

SCHEDULE

<table>
<thead>
<tr>
<th>Dates</th>
<th>Text Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug. 24</td>
<td>Introduction and class orientation</td>
</tr>
</tbody>
</table>

**Organizations, Management, and the Networked Enterprise**

Managing the Digital Firm (Chapter 1; Window on Technology: UPS Competes Globally with Information Technology)
Aug. 31  Information Systems in the Enterprise (Chapter 2; Window on Management: Employees Serve Themselves Online)

**Hands-on Project is assigned**
**Topical Paper Topics are due**

Sept. 7  Information Systems, Organizations, Management, and Strategy (Chapter 3; Window on E-Commerce: French and German Style)

**Topical Paper Topics are assigned**

Sept. 14 The Digital Firm: Electronic Business and Electronic Commerce (Chapter 4; Window on Organization: Can Online Brokers Survive in Europe)

Sept. 21 Ethical and Social Issues in the Digital Firm (Chapter 5; Window on Organization: Offshore Outsourcing: Good or Bad?)

**Hands-on Project is due**
**Comprehensive Case is assigned**

Sept. 28 Examination 1 based on Chapters 1, 2, 3, 4, 5, and outside materials covered during this part of the semester

Oct. 5  Return Examination 1

**Information Technology Infrastructure**
Hardware and Software in the Enterprise (Chapter 6; Window on Management: The Case for Linux)

Oct. 12 Managing Data Resources (Chapter 7; Window on Management: Dat Reveal New Sales Opportunities)

Telcommunications, Networks, and Wireless Communications (Chapter 8; Window on Management: Monitoring Employees on Networks: Unethical or Good Business?)

Oct. 19 **Comprehensive Case is due**
**Topical Paper is assigned**

The Internet: Information Technology Infrastructure for the Digital Firm (Chapter 9; Window on Management: IP Virtual Private Networks Provide New Services and Savings)
Management and Organizational Support Systems for the Digital Firm

Oct. 26  Enterprise Applications and Business Process Integration (Chapter 10; Window on Management: Canadian Firms Show How to Succeed with Customer Relationship Management)

Nov. 2  Examination 2 based on Chapters 6, 7, 8, 9, 10, and outside materials covered during this part of the semester


Enhancing Management Decision-making for the Digital Firm (Chapter 12; Window on Technology: A DSS Makes Subaru More Parts-Savvy)

Nov. 16  Building Information Systems in the Digital Firm

Redesigning the Organization with Information Systems (Chapter 13; Window on Management: Outsourcing Moves into High Gear)

Nov. 23  Understanding the Business Value of Systems and Managing Change (Chapter 14; Window on Management: Overcoming User Challenges to Customer Relationship Management)

Nov. 30  Topical Paper is due
Review for Final Exam

Information Systems Security and Control (Chapter 15; Window on Organizations: Smarter Worms and Viruses: The Worst Is Yet Come).

Dec 7  Final Examination based on Chapters 11, 12, 13, 14, 15, and outside materials covered during this part of the semester.

7:00 pm to 9:45 pm