**Course Syllabus**

**Spring 2020**

**Dr. Ali E. Dashti**

**QMIS 353 Integrated Information Systems**

**Lecture Time and Location:**

**QMIS 353/01A**  : 6:30 – 7:45 PM Monday and Wednesday C3-1005

**Contact Information**

**Location** : Kuwait University, College of Business Administration, QMIS Dept., Office#23

**Email** : qmis353@hotmail.com

**Office Phone** : 24988689

**Office Hours** : 5:00 – 6:30 pm Monday and Wednesday

**Course Description:**

This course enables students to acquire a broad understanding of integrated information systems in a business environment. Topics include supply chain management, enterprise-wide systems, ERP, etc.

**Course Learning Outcomes:**

The learning outcomes for this course, listed below, relate to the learning goals of the College of Business Administration Undergraduate Program. The numbers in parenthesis indicate to which specific learning goal the outcome relates.

Upon successful completion of the course, students will be able to reach both QMIS Dept. Program Goals and CBA Undergraduate Program Learning Goals:

1. Have a clear understanding of how Information Systems work. [LG3]

2. Identify various hardware and software components of computers as well as their use in business. [LG3, LG5]

3. Effectively use the Microsoft Office software package for your business needs. [LG5]

4. Deliver a presentation about ERP issues in organizations [LG3 and LG4]

5. Identify ethical dimensions of ERP implementations in organizations [LG1]

**Required Material:**

|  |  |  |
| --- | --- | --- |
| **Textbook** | Motiwalla and Thompson, Enterprise Systems for Management, Pearson, 2012  ( <https://bit.ly/2rNv9id> ) | |
| **Additional Material** | Online videos, notes by the Students, Handouts, Case Studies, News Articles and panels/speaker notes. | |
| **E-Learning System** | For section 01:  myU link: | <https://www.rkjkst.com/353>  <https://myu.co/class/2321311/69GCFA> |
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**Course Content Delivery Strategy:**

* Use of PowerPoint with the multimedia projector (password: qmis353)
* Use of Word
* Use of Excel
* Use of videos posted on course website
* Use of games (Who wants to be a millionaire, Jeopardy, kahoot)

**Course Requirements and Policies:**

1. **General Policy**

* Policy number 1: You are responsible for knowing these policies. “I didn’t know” is not an excuse
* No cheating on homework, midterm, and final exam. I will follow "Zero Tolerance" policy.
* If you cheat and get caught, I will have to report it to the associate dean of student affairs.
* Students should check the website for class information regularly.
* Students are responsible for any information posted there.
* Students are encouraged to download class handouts and bring to class to write down additional notes.
* If you are a special needs student (have any disability), please inform your instructor

1. **Attendance Policy**

* Be on time for the lecture.
* I will take attendance in the beginning of class. Door will be locked before taking attendance.
* If you’re absent with a valid formal excuse, you will still be considered absent (e.g., sick leave, funeral attendance….etc).
* If you leave class before it ends, you will be considered absent.
* If I ask you to leave class, you will also be considered absent.

1. **Proper Conduct Policy**

* Turn off cell phones/leave on silent mode **NOT VIBRATION**. You lose 1% of your final grade for every incident. The second time your phone rings you will be asked to leave class.
* Same rule applies for:
  + Using cellphone (even to check time).
  + Talking without permission
  + Nagging
  + Using misba7
  + Long answers
  + Distraction (e.g., talking with others even through gestures or drawings).
  + Asking questions available in resources.
  + Falling asleep
  + Talking about sex, religion, or politics.
  + Giving attitude (e.g., breathing heavily).

1. **Homework Policy**

* Homework should be submitted during the time frame specified and before the deadline. If you miss the deadline, you will get 0 points on your HW assignment.
* No cheating or collaborating with others when working on homework.

1. **Examination Policy**

* Come 15 minutes before the exam.
* Please bring pencil/eraser/sharpener.
* Bring a bottle of water with you in case you get thirsty. Also bring napkins if you have a running nose. Instructors/proctors will not provide these for you during the exam.
* Make sure you use the washroom before the exam. You will not be able to use the washroom facilities during the exam unless you have a medical condition that you need to bring to my attention before the exam (i.e., diabetes, pregnancy...etc).
* **I will not answer any questions during exams.**
* No cellphones are allowed. If your phone rings during the exam, you will be considered cheating and I will have to report it to the Associate Dean of Student Affairs.
* You are NOT allowed to use books, notes, test bank, and/or dictionary during the exam.

1. **Make-Up exams and Dispute Policy**

* NO Make-up Exams will be given.
* After a grade is posted, you will have one week to discuss it with your instructor. After that week, the grade is final.
* For the final exam, the final grades will be posted after 48 hours of your final exam

**In-Class Tests:** There will be 2 midterm that will count 300 points (30%) of your final grade. There will be only one final exam worth 300 points (30%) of your final grade.

**Class Preparation – Readings, and Videos:** This is an active learning class. The instructor will not lecture the entire session. Student participation is an essential part of this course. As such, students are expected to come ready to discuss the session’s topic and participate in planned activities. Hence, it is in students’ best interest to be on time and attentive. Students are also encouraged to watch my lectures online prior to attending class. It can help them prepare for in-class discussions. Homework will be submitted online by visiting my website and clicking on the homework prior to its submission date.

**Attendance and Participation:** Every student in this course must abide by the Kuwait University Policy on Attendance (published in the Student Guide, Chapter 3, Section 13). A copy of the student guide can be accessed online on:

<http://www.kuniv.edu/cs/groups/ku/documents/ku_content/kuw055940.pdf>

**Cheating and Plagiarism:** Every student in this course must abide by the Kuwait University Policy on Cheating and Plagiarism (published in the Student Guide, Chapter 3, Section 2). A copy of the student guide can be accessed online on:

http://www.kuniv.edu/cs/groups/ku/documents/ku\_content/kuw055940.pdf

Please carefully note all sources and assistance when you turn in your work. Under no circumstances should you take credit for work that is not yours. You should neither receive nor give any unauthorized assistance on any deliverable. If you have any questions about what constitutes “unauthorized assistance” please email me before the deliverable is submitted.

**Writing Style:** Students must refer to APA writing style for their assignments and report writing. Refer to the English Language Center for help.

**Grading:**

The scores in this course will be the weighted average of the following items:

|  |  |
| --- | --- |
| **Description** | **Weight** |
| Quizzes | 250 |
| HWs | 80 |
| Participation | 20 |
| Project | 50 |
| 2 Midterm Exams | 300 |
| Final Exam | 300 |
| TOTAL | 1000 = 100% |

**Grade Distribution:**

|  |  |
| --- | --- |
| **Grade** | **Range** |
| A | ≥ 95 |
| A- | ≥ 90 and < 95 |
| B+ | ≥ 87 and < 90 |
| B | ≥ 83 and < 87 |
| B- | ≥ 80 and < 83 |
| C+ | ≥ 77 and < 80 |
| C | ≥ 73 and < 77 |
| C- | ≥ 70 and < 73 |
| D+ | ≥ 65 and < 70 |
| D | ≥ 60 and < 65 |
| F | < 60 |

**Course Outline**

|  |  |  |
| --- | --- | --- |
| **Title** | **Topic** | Weeks |
| **Chapter 2: Systems Integration** | Functional Silos, BP and Silos, Evolution of IS in Organizations, System Integration, ERP systems Integration | 1-2 Weeks |
| **Chapter 3: Enterprise Systems Architecture** | ERP Modules, ERP architecture | 1-2 Weeks |
| **Chapter 4: Development Life Cycle** | SDLC, ERP Implementation life cycle, Project Management, Project roles and responsivities | 1-2 Weeks |
| **Chapter 5: Implementation Strategies** | ERP components, ERP and virtualization, third-party products, DB requirements, ERP implementation organization and approaches, Examples, Platform issues | 1-2 Weeks |
| **Chapter 6: Software and Vendor Selection** | Vendor research, matching user requirement to features, request for bids, vendor analysis and elimination, contract management and license agreement | 1-2 Weeks |
| **Chapter 7: Operations and Post implementation** | Go-life readiness, ERP training, stabilization, post production support, Knowledge transfer | 1-2 Weeks |
| **Chapter 11: Supply Chain Management** | SCM, E-business and SCM, Integration, RFID | 1-2 Weeks |
| **Chapter 12: Customer Relationship Management** | CRM, CRM processes, CRM Technology, CRM Life Cycle | 1-2 Weeks |

**Important dates**

|  |  |
| --- | --- |
| **Date** | **Event** |
| **5/3/2020** | Last Day to drop course |
| **2/3/2020** | Midterm 1 (ch2,ch3,ch4) |
| **6/4/2020** | Midterm 2 (ch5,ch6,ch7) |
| **9/5/2019** | Final Exam (ch11,ch12) |

**FINALLY**

In general, your ideas, comments, suggestions, questions, grade challenges, etc. are welcome and encouraged, if you feel the need to share your thought. However, **No part of your grade will be based on anything other than your coursework and attendance**.

* If a student decides to bring a parent/uncles/aunts (relatives) or anyone to discuss or change a grade, that student will automatically lose 10% of their total grade. Keep in mind your grades are private and I have no right to disclose any information to another person.
* If a student decides to resort to nepotism, also known as Wasta, to request alteration of a grade the student will automatically lose 10% of their total grade.
* “I am a senior and I need an A in the class to graduate because my GPA is low” or “I need a B+ because I am on probation” this is your own doing you will get a B+ or an A only if you (EARN IT), the professor will not entertain such excuses.
* I promise to give you RESPECT / FAIRNESS / and QUALITY in return I expect the same courtesy from you towards me and your fellow class mates.

FAQ

**Can I see you without booking an appointment?**

Yes during my office hours.  You need to book an appointment if you cannot come see me during my office hours.

**Do I need to download the book?**

Yes.

**Will you deduct points for not participating in the games?**

NO.

**Is the midterm or final exam online?**

No.  It will be paper based exams.

**Do I have to take the final exam?**

Yes.

**Do you round up the final course grade?**

Yes, if it ends with 6 it will be rounded up, but if its less than 6 it will be rounded down (example, 94.6 will be 95 while 94.5 will be 94).

**Will I lose point if I show up late/was absent for a class?**

No but if you miss 5 classes you get an FA.

**If I miss a lot of classes, will I get an FA?**

Yes.

**Is it mandatory for me to bring the notes or book with me to class everyday?**

I highly recommend it

**Will there be a curve at the end of the semester?**

NO, QMIS dept. does not entertain any curves.

**What is the best way to reach you?**

Email.

**What should I include in an email?**

Your name, student ID# and class you’re taking (e.g., Ali Dashti, 123456789, QMIS130)

**What will the midterms and final cover?**

Material from the book and my lectures.  Also applications of concepts learned.

**What type of questions will the midterm, and final exam be made of?**

Multiple choice, true or false, and essay questions.

**What chapters to study for the midterm, and final exam**

Midterm1: ch2 , ch3, ch4

Midterm 2: ch5, ch6, ch7

Final Exam: ch11, ch12

**Is the final exam comprehensive?**

No

**CBA Vision:**

To be the leading provider of quality business education in the region.

**CBA Mission:**

As part of Kuwait University, the leading national institution of higher education, the College of Business Administration is committed to providing quality business education, engaging in research and community services to contribute to the socio-economic development of the country.

**Undergraduate Program Learning Goals:**

**LG1. Ethical Skills:** A CBA graduate shall be able to recognize ethical issues present in business environment, analyze the tradeoffs between different ethical perspectives, and make a well-supported ethical decision.

**Student Learning Objectives:**

1.1. Identify the ethical dimensions of a business decision.

1.2. Recognize and analyze the tradeoffs created by application of competing ethical perspectives.

1.3. Formulate and defend a well-supported recommendation for the resolution of an ethical issue.

**LG2. Decision Making Skills:** A CBA graduate shall be able to recognize the extent of the implications of business decisions, evaluate different proposals based on available facts, and make a well-supported business decision.

**Student Learning Objectives:**

2.1. Recognize the implications of a proposed business decision from a variety of diverse, internal and external, stakeholder perspectives.

2.2. Evaluate the integrity of the supporting evidence and data for a given decision based on business principles.

2.3. Analyze a given business decision using integrative techniques, structures, and frameworks.

**LG3. IT and Computer Skills:** A CBA graduate shall demonstrate capabilities in using general-purpose computer applications

**Student Learning Objectives:**

3.1. Use a word-processing application to type and format a business document.

3.2. Use a data-processing application to analyze or solve a business problem.

3.3. Use a presentation-making application to prepare a slideshow for a business issue.

**LG4. Communication Skills:** A CBA graduate shall be able to communicate effectively in a wide variety of business settings.

**Student Learning Objectives:**

4.1. Deliver clear, concise, and audience-centered presentations.

4.2. Write clear, concise, and audience-centered business documents.

**LG5. Analytical Skills:** A CBA graduate shall be able to apply quantitative and qualitative methods to solve business problems.

**Student Learning Objectives:**

5.1. Use appropriate tools to solve a given business problem.

5.2. Analyze business problems using suitable business theories and techniques.

5.3. Structure logic and frame quantitative analysis to solve business problems.