1. General information

Instructor: Ben Yeo (Master Yeoda)
Email: byeo@seattleu.edu
Class: PIGT 328
Day/Time: Tue/Thu; 1015 hrs – 1220 hrs
Office hours: Tue/Thu; 1445 – 1545 hrs

2. Course description

This course builds a basic understanding of the value and uses of information systems for business operations, management decision-making, and strategic advantage. Students will be presented with a broad overview of the field to examine the increasing impact of information technology in business organisations, and be prepared for more advanced courses in data analytics and information systems. By completing the course, students should be better equipped to apply IT skills to solve business problems, to participate in IT projects, and to communicate more knowledgeably with IT professionals.

3. Faculty biographical sketch

Yeoda is a faculty at Seattle University. His research interests include innovation- and technology-driven economic growth and social informatics, using both quantitative and qualitative methods, including traditional statistics and data mining. Prior to academia, Yeoda worked in the industry as a Senior Research Analyst in Economics. He received a Ph.D. in Information Science from the College of Information Sciences and Technology at the Pennsylvania State University. Obviously, a Star Wars nerd, he is ☺

4. Learning objectives

The primary course outcome is to provide students with an understanding of the business value of information systems and the MIS industry. Practical skills covered include web design, introductory database design and queries, introductory data analysis, as well as process modelling and management. Specific learning objectives include:

1. Examine the role of information in the business organization, and the relationships between business functions and the nature of their individual information systems
2. Describe various types of information systems critical to businesses.
3. Develop skills in using various office applications (Excel, Access, Visio) and Kompozer
4. Understand how information systems can be utilized to support business operations
5. Examine the challenges involved the use of information systems
6. Understand the importance of knowledge and knowledge management
7. Explore issues in information systems management using real work cases
5. Course materials


6. Evidence students will submit

Grades are based on course deliverables. Specifically, there are 5 graded components for the course. These are given as follows.

- Recaps x6
- Projects x2
- Mid term
- Excel exam
- Final exam

Recaps are self-paced homework on the material covered in that corresponding week. They are designed to keep us up to date with the concepts and force us to revise our notes in preparation for the exams. These are auto-graded on Canvas, with feedback provided upon completion. Each recap comprises approximately 12 – 15 multiple choice and true/false questions. Students can re-do these for a higher grade (or for fun) before the course officially ends on the day and time of the final exam, if the first attempt was completed before the due date.

The Projects are problem-based, where students apply the tools covered to develop solutions to solve the given problems. Each Project deliverable comprises a professionally written paper. These should be submitted on Canvas. Feedback will be provided to submitted work on Canvas approximately within one week of submission. All late submissions without an approved extension will receive a 5% penalty for each day late. The quality of submissions will be measured using corresponding rubrics, available on the Project itself. However, some aspects may involve subjective evaluation. As much as possible, the rubrics will frame the assessments. All Projects will be evaluated on evidence of learning, depth of analysis, organisation and thoroughness. They should demonstrate the consideration of key issues and critical thinking. All written Projects should be typed, single-spaced, and contain a bibliography of cited sources and appropriate footnotes (where applicable). All ideas, quotes and statistics borrowed from another author must be cited. If external content (such as facts or data) are used, please be sure to cite the corresponding authorities. Students may use any citation style, formal or otherwise, as long as it is complete and consistent. The objective here is simply to attribute to corresponding resources accordingly.

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1 Renting a textbook is a good way to reduce costs. Students may use the 3rd edition if preferred. However, the lecture materials and exams are based on the 4th edition. We will try our best to point out and cover the differences in class. Students are responsible for looking into the differences.

2 Not every week has an associated Recap assigned. Please check the course schedule.

3 Extensions on any deliverable have to be very well justified on reasonably valid reasons and with appropriate documentation. The deliverables are assigned well in advance and any delays should be anticipated. Last minute extensions are not acceptable except under emergency situations.
The mid term comprises a series of conceptual, factual and applied questions that students should be able to address within 90 minutes. There are likely to be approximately 60\(^4\) questions (multiple choice, true/false, and/or short answer questions). **Due to the short quarter, make-ups must be completed within a week of the original test date.** However, this requires appropriate documentation, such as medical documentation, for a valid and/or official reason to justify the absence. Make ups will be different and may not be at the same level of difficulty. If a student requires special accommodation, he/she should inform the instructor in advance with the appropriate documentation so special arrangements can be made.

The Excel exam is required for all Albers undergraduate students. For this exam, students are required to pass the EXCEL Level I Certification as part of the BABA or BAE programme. Students will take the exam within the IS 3150 class. Students need to purchase an exam voucher (Certiport MOS Excel Exam Test Access Code) online:

[https://www.eventbrite.com/e/excel-exams-is-3150-section-3-tickets-70669637789](https://www.eventbrite.com/e/excel-exams-is-3150-section-3-tickets-70669637789)

For more information, please refer to the following URL. This is a required component of the course. Students requiring a make up should make appropriate arrangements to take the exam on a different day.

[https://www.seattleu.edu/business/undergraduate/excel-certification](https://www.seattleu.edu/business/undergraduate/excel-certification)

The final exam follows a similar format to the mid term, except it is cumulative. Hence, it is weighted more heavily\(^5\). Make ups for the final exam require sufficient documentation (such as medical) and must be taken within the same Finals week. Per the University’s policy, INCOMPLETE grades can only be given in extenuating circumstances. This does not include missing the deadline for a final project because of connection issues, or having a common cold on the day of the exam. Make ups will be different and may not be at the same level of difficulty. Likewise, if a student requires special accommodation, he/she should inform the instructor in advance with the appropriate documentation. This is to ensure special arrangements can be made in advance.

**6.1 Expectations**

Participation and studying outside class times are critical to completing the course successfully. Students are expected to read the assigned materials according to the course schedule, and complete the deliverables in a timely manner.

Attendance is critical in completing the course. Absence from more than two classes can lead to a failing grade\(^6\). Students should contact the instructor if he/she anticipates missing a class. Students are responsible for reviewing materials posted on Canvas. Students are expected to be present in all classes barring unforeseen circumstances and official/professionally-related absences due to necessity. In addition, students are expected to participate in class discussions to facilitate a healthy exchange of ideas and an effective learning experience for

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\(^4\) +/- 10%. Subject to minor changes as needed. The format will be clearly communicated in class prior to the test date.

\(^5\) This is advantageous to students because with so many things crammed in Finals Week, missing a question or two in the final exam does not have a heavy stake.

\(^6\) This will be approximately 20% of the course, which is synonymous with missing a day’s work in a week.
everyone. Class participation comprises (i) class attendance and (ii) substantive contributions to class discussions.

6.2 Criteria for assessment
The final grade will be based on the graded deliverables

Recaps (x57): 5%
Projects: 40%
Mid term: 20%
Excel exam: 10%
Final exam: 25%
Total: 100%

6.3 Grade descriptions
Grading will follow the Albers School’s recommended rigour. Students are expected to follow the rubrics very closely.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Point</th>
<th>Grade Range</th>
<th>Grade Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4.0</td>
<td>94% +</td>
<td>The instructor judged the student to have accomplished the stated objectives of the course in an OUTSTANDING manner.</td>
</tr>
<tr>
<td>A-</td>
<td>3.7</td>
<td>90 – 93.99%</td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>3.3</td>
<td>87 – 89.99%</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>3.0</td>
<td>83 – 86.99%</td>
<td>The instructor judged the student to have accomplished the stated objectives of the course in an ACCEPTABLE manner.</td>
</tr>
<tr>
<td>B-</td>
<td>2.7</td>
<td>80 – 82.99%</td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>2.3</td>
<td>77 – 79.99%</td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>2.0</td>
<td>73 – 76.99%</td>
<td>The instructor judged the student to have accomplished the stated objectives of the course in a POOR manner; but it is still a passing grade.</td>
</tr>
<tr>
<td>C-</td>
<td>1.7</td>
<td>70 – 72.99%</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>1.0</td>
<td>60 – 69.99%</td>
<td>The instructor judged the student to have accomplished the stated objectives of the course in a DREADFUL manner. (A grade of D will not fulfil the requirements in a major field of concentration.)</td>
</tr>
<tr>
<td>F</td>
<td>0.0</td>
<td>Less than 60%</td>
<td>The instructor judged the student NOT to have accomplished the stated objectives of the course. TROLL</td>
</tr>
</tbody>
</table>

7 The lowest recap score will be dropped. Sometimes, we may be caught up with many deliverables at the end of the quarter. This gives us a cushion to help us manage our times better.
## 7. Course schedule

<table>
<thead>
<tr>
<th>Module Date</th>
<th>Topic</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td><strong>Introduction to MIS</strong></td>
<td><strong>Overview</strong></td>
</tr>
<tr>
<td>Module 1</td>
<td><strong>Sep 26</strong></td>
<td>Readings:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Rainer Ch 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Activities:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Course overview</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• MIS careers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Homework:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Recap 1 (1st attempt due Oct 6)</td>
</tr>
<tr>
<td>Week 2</td>
<td><strong>Telecommunications and Networking</strong></td>
<td>Readings:</td>
</tr>
<tr>
<td>Module 2</td>
<td><strong>Oct 1</strong></td>
<td>• Rainer Ch 4</td>
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<tr>
<td></td>
<td></td>
<td>Activities:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• How websites work</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Homework:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Recap 2 (1st attempt due Oct 13)</td>
</tr>
<tr>
<td>Week 3</td>
<td><strong>Telecommunications and Networking II</strong></td>
<td>Readings:</td>
</tr>
<tr>
<td>Module 3</td>
<td><strong>Oct 8</strong></td>
<td>• Rainer Ch 4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Activities:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• How websites work</td>
</tr>
<tr>
<td>Week 3</td>
<td><strong>Databases I</strong></td>
<td>Readings:</td>
</tr>
<tr>
<td>Module 3</td>
<td><strong>Oct 10</strong></td>
<td>• Rainer Ch 3 &amp; Plug IT in 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Homework:</td>
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<tr>
<td></td>
<td></td>
<td>• Recap 3 (1st attempt due Oct 20)</td>
</tr>
</tbody>
</table>

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8 Class schedules are tentative and are subject to changes as necessary.
9 Additional readings will be assigned as needed.
10 Since we start on the second class of the week in Week 1, it is very likely that some of this Chapter’s materials will be carried over to the following week. Some self-explanatory materials will not be covered face-to-face in class, and students are expected to read these materials outside class.
11 Since part of Module 1 will be covered in the following week (see previous footnote), the due date for the first attempt of Recap 1 is Oct 6.
12 Class is cancelled on Oct 3 due to the Mass of Holy Spirit. [https://www.seattleu.edu/media/redhawk-service-center/registrar/2019-20-Academic-Calendar.pdf](https://www.seattleu.edu/media/redhawk-service-center/registrar/2019-20-Academic-Calendar.pdf)
13 Caution: We switch modules in Week 3 due to the calendar.
| Week 4 | Databases II | Readings:  
• Rainer Ch 3 & Plug IT in 3  
Activities:  
• Entity relationship modelling and Data queries  
Homework:  
• Project 1 (due Oct 27) |
|---|---|---|
| **Foundations of Data Analytics** | **Week 5**  
Module 4  
Oct 22 & 24 | Business Analytics I  
Readings:  
• Rainer Ch 5  
Activity:  
• **Mid term**\(^{14}\) (Taken on Oct 22 in class)  
Homework:  
• Recap 4 (1st attempt due Nov 3) |
| | | **Week 6**  
Module 4  
Oct 29 &  Oct 31 | Business Analytics II  
Readings:  
• Excel MOS guidebook Ch 1 & 2  
• Excel prep for MOS (Oct 31) |
| | | **Week 7**  
Module 4  
Nov 5 &  Nov 7 | Business Analytics III  
Readings:  
• Excel MOS guidebook Ch 3 & 4  
Activities:  
• Excel prep for MOS |
| | | **Week 8**  
Module 4  
Nov 12 &  Nov 14 | Business Analytics IV\(^{15}\)  
Readings:  
• Excel MOS guidebook Ch 5  
Activities:  
• Excel prep for MOS (Nov 12)  
• **Mock Excel MOS exam (Nov 14)**\(^{16}\) |

**Managing the IT-enabled Business**

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\(^{14}\) The Mid term covers Modules 1 – 3.

\(^{15}\) If time permits, we will cover additional materials that are not in the MOS certification exam.

\(^{16}\) This is a mock exam to be taken in class. It resembles the actual Excel exam and serves as a practice. The grade obtained in the mock exam will not affect the final grade. The mock exam will be done in the second half of the class.
| Week 9 | Business Process Management I<sup>17</sup> | Readings:  
- Rainer Plug IT in 1  
Activities:  
- **Excel MOS certification exam (Nov 19)**<sup>18</sup>  
  - Designing flowcharts  
Homework:  
- Recap 5 (1<sup>st</sup> attempt due Dec 7)<sup>19</sup>  
- Project 2 (due Dec 7) |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Module 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nov 19 &amp; 21</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Week 10 | Business Process Management II<sup>21</sup> | Readings:  
- Rainer Plug IT in 1  
Activities:  
- Designing flowcharts |
| Module 5 |  |  |
| Nov 26<sup>20</sup> |  |  |
| Week 11 | Supply Chain Management (tentative)<sup>22</sup> and Ethics<sup>23</sup> | Readings:  
- Rainer Ch 13 & Ch 6 (only section 6.1)  
Activities:  
- Ethics discussion  
  - Review (Dec 5)  
Homework:  
- Recap 6 (1<sup>st</sup> attempt due Dec 7)<sup>24</sup> |
| Module 6 |  |  |
| Dec 3 & Dec 5 |  |  |
| Finals | Final exam week | Check final exam schedule<sup>25</sup> |
| Dec 9 – Dec 13 |  |  |

**8. Academic resources**

- Library and Learning Commons (http://www.seattleu.edu/learningcommons/)

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<sup>17</sup> If time permits on Nov 19 after the MOS certification exam, we will begin the topic on flowcharts to give everyone a head start on Project 2.

<sup>18</sup> Passing the MOS certification exam amounts to full credit (10%) for the course. Students who fail the test are expected to retake the certification exam prior to Finals Week.

<sup>19</sup> The later deadline is due to the holiday. Enjoy your well-deserved break!

<sup>20</sup> Nov 28 is a holiday.

<sup>21</sup> If time permits, DFDs will be included.

<sup>22</sup> Time dependent. If there is limited time, this topic may be shortened or dropped.

<sup>23</sup> Part of the course review.

<sup>24</sup> The later deadline is due to the holiday. Enjoy your well-deserved break!

<sup>25</sup> Please note the final exam schedule. Family/personal travel plans (and vacation) are not acceptable reasons for missing the final exam. There is sufficient time to plan in advance. If necessary, please try a different section with a different final exam schedule that fits your plans.
• This includes: Learning Assistance Programs, Research [Library] Services, Writing Center, Math Lab
• Academic Integrity Tutorial (found on Canvas and SU Online)

9. Academic policies

Various Seattle University academic policies can be found at the following URL. Please be sure to review them prior to the course.

https://www.seattleu.edu/redhawk-axis/academic-policies/

• Academic Integrity Policy
• Academic Grading Grievance Policy
• Professional Conduct Policy (only for those professional programs to which it applies)

10. Notice for students concerning disabilities

If you have, or think you may have, a disability (including an ‘invisible disability’ such as a learning disability, a chronic health problem, or a mental health condition) that interferes with your performance as a student in this class, you are encouraged to arrange support services and/or accommodations through Disabilities Services staff located in Loyola 100, (206) 296-5740. Disability-based adjustments to course expectations can be arranged only through this process.

11. Notice on religious accommodations

It is the policy of Seattle University to reasonably accommodate students who, due to the observance of religious holidays, expect to be absent or endure a significant hardship during certain days of their academic course or program. Please see, Policy on Religious Accommodations for Students:

https://www.seattleu.edu/media/policies/Policy-onReligious-Accommodations-for-Students---FINAL.PDF

12. Office of institutional equity

Title IX of the Education Amendments of 1972 (Title IX) prohibits discrimination based on sex in educational programs or activities that receive Federal financial assistance. This prohibition includes sexual misconduct, which encompasses sexual harassment and sexual violence. Seattle U remains committed to providing a safe and equitable learning, living, and working environment. Seattle U offers emergency, medical, and other support resources, as well as assistance with safety and support measures, to community members who have experienced or been impacted by sexual misconduct.

Seattle U requires all faculty and staff to notify the University’s Title IX Coordinator if they become aware of any incident of sexual misconduct experienced by a student.

For more information, please visit https://www.seattleu.edu/equity/. If you have any questions or concerns, you may also directly contact the Title IX Coordinator in the Office of
Institutional Equity (email: oie@seattleu.edu; phone: 206.296.2824) University Resources and Policies.