



**MGMT 320
Business Information Systems
Classroom Lecture
Course Syllabus**

Credit Hours: 3

Academic Term: JAN-2015, #2294: 12 January thru 15 March

Meetings: Wednesday @ 5:15 pm to 10:00 pm, Pacific Time Zone

Location: 8799 Balboa Avenue, Suite 160. Classroom #1, San Diego, CA 92123

Instructor: Daryl Eisner

Office Hours: Before and after class and by appointment.

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Course Description

A management approach to understanding business information systems is introduced in this course. The general characteristics, potential, and limitations of business systems are covered. Major emphasis is on understanding the inputs, processing and outputs of a variety of business systems; the ways in which business systems are interrelated; and the inherent management problems involved in the implementation and control of such systems.

Course Goals

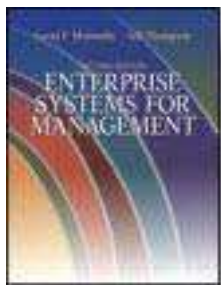
The course is designed to acquaint the student with the fundamentals of business information systems and typical computer applications in the field of management. The course contributes to the overall objectives of the management degree programs by showing the student how to use computer-based systems as management tools.

Learning Outcomes

Upon course completion, students will be able to:

1. Explain the evolution of business information systems and describe its historical role in business organizations. (BSTM PO5)
2. Illustrate the components and architecture of business information systems (logical and physical), and compare their benefits and drawbacks. (BSTM PO3, 5)
3. Describe the impact of organizational structure on information systems and the role of Enterprise Resource Planning (ERP) systems in systems integration (BSTM PO1, 2, 4, 5)
4. Examine in detail the enterprise systems modules and architecture and related benefits and drawback of each structure (BSTM PO2, 3, 5)
5. Evaluate the key issues in ERP implementation, including ethical and legal issues; and understand ERP life cycles. (BSTM PO3, 5)
6. Discuss business process management (BPM) and explain its relationship with BPR. (BSTM PO5)
7. Understand outsourcing, offshore outsourcing and its business and cultural implications as well as the software as a service model (SaaS). (BSTM PO5)
8. Describe supply chain components, processes, and flows and examine the impact of the ERP on supply chain management. (BSTM PO5)
9. Describe the components and architecture of CRM systems and examine the impact of CRM on an organization. (BSTM PO5)

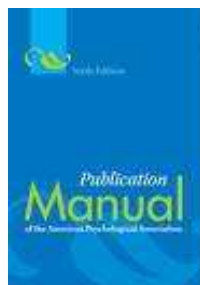
Required Course Materials:



Motiwalla, L. & Thompson, J. (2012). *Enterprise Systems for Management* (2nd ed.). Upper Saddle River, NJ: Pearson.

ISBN: 978-0-13-2142576-3

Suggested Supplemental Materials



American Psychological Association. (2010). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: Author.

ISBN: 978-1-4338-0561-5

In this course, you are required to follow APA Format. Use this website as a reference for the formatting writing style.

(APA website: <http://www.apastyle.org/manual/index.aspx>)

Grading

These are the major assignments in the course and will be the basis for evaluation according to the grading scale shown in the table below.

Grade Scale	
90 – 100	A
80 - 89	B
70 – 79	C
60 - 69	D
59	F

Evaluation Items & Weights	
Discussion and Participation	12%
Review Questions	24%
Case Studies/Research Papers	24%
Group Assignment	20%
Final Exam	20%
Total	100%

Discussions and Participation

This course requires you to participate in weekly module discussions. The discussion forums are located on the Discussion Board. The purpose of this community space is to interact with your peers and your instructor. The purpose of the discussion questions is to explore the content in the module as a class, present new questions to expand the discussions, and to make comments elaborating on the topic relating to business management information systems.

Base your discussion responses on information presented in the module as well as personal knowledge and experience. Post your initial response by the middle of each module's week. Read your peers' posts and reply to two of them. The responses or comments to your peers should contribute any additional insights pertaining to the topic. In order to encourage interaction on the Discussion Board, you are required to try to find opposing responses, post your perspective, and give substantial rationale for agreeing or disagreeing with the responses you chose.

The combined Discussion Board and participation activities contribute 12% to your final grade.

*This syllabus was developed for online learning by Amro Saud
MGMT_320_Online_Syllabus_1013*

Chapter Review Questions

Chapter review questions reinforce material presented from the textbook, presentations, and discussions. Your responses to the questions will assist in understanding the material and demonstrate your knowledge. The course requires you to complete and submit the module review questions before the end of the week.

When answering the module review questions, you need to use the terminology from the module and readings.

The combined Review Questions assignments contribute 24% to your final grade.

Case Studies/Research Papers

There are multiple case studies and research papers in the course. Each case study is an in-depth example that illustrates how prominent businesses and organizations implement the theoretical concepts you learn. They provide a broader, integrated critical thinking process that will help you to expand and clarify your understanding of the material covered in this module.

When answering the case study questions, you need to use the terminology from the module and readings.

The combined Case Study and Research Paper assignments contribute 24% to your final grade.

Group Assignment

Because you learn best when actively involved in the process, the course contains a group project activity called the Business Project Proposal. Groups will have a maximum of four students. Individual groups will coordinate their activities and work cohesively for the duration of the course to complete the project proposal activity.

For group work to be successful, it is important that all group members participate equally according to their group roles and complete all responsibilities fully and on time.

Communication and collaboration must be open, honest, respectful, and contribute productively to the objectives and outcomes of the group's mission. A peer evaluation is taken in consideration when grading group activities.

The instructions, guidelines, and the rubric for the Business Project Proposal are posted in the first module and the Resources page. The group assignment contributes 20% to your final grade.

Final Exam

At the end of Module 9, you will be presented with the cumulative final exam that will measure your understanding of the course contents and how well you have mastered the learning outcomes contained in this syllabus. It contains 14 multiple-choice, 10 true/false, and 4 essay questions, which are randomly select from a large pool of questions. There are no duplicate exams.

The final exam contributes 20% to your final grade.

Library

Embry-Riddle Aeronautical University has one of the most complete library collections of aviation-related resources in the world.

- **ERAU Libraries:** <http://library.erau.edu/>
- **Hunt Library Worldwide: Information, Services, Help**
 - **Worldwide Library: Basic Training**
 - **Worldwide Library: Ask-a-Librarian**
 - **Reference: Research Request**

Contact Information

- Hours: Monday - Friday 8:00 a.m. - 5:00 p.m. Eastern Time
- Telephone: 1-800-678-9428 or 386-226-6947
- Email: library@erau.edu

RefWorks

RefWorks, a research tool included with the library databases, has guidance in how to collect and use references, write a paper, and create a bibliography. You must access RefWorks through ERNIE. From the *My ERNIE* tab, scroll down to *Admin Services* and choose the *Library Databases* link. Scroll down or “Jump to” *RefWorks*. You must enter your user name and password to use *RefWorks*. If you have any questions about this product, or how to access it, please contact the Hunt Library

Course Policies

Academic Integrity

Embry-Riddle is committed to maintaining and upholding intellectual integrity. All students, faculty, and staff have obligations to prevent violations of academic integrity and take corrective action when they occur. The adjudication process will involve imposing sanctions which may include, but are not limited to, a failing grade on the assignment, a failing grade in a course, suspension or dismissal from the University, upon students who commit the following academic violations:

1. **Plagiarism:** Presenting the ideas, words, or products of another as one's own. Plagiarism includes use of any source to complete academic assignments without proper acknowledgement of the source. Reuse or resubmission of a student's own coursework if previously used or submitted in another course, is considered self-plagiarism, and is also not allowed under University policy.
2. **Cheating:** A broad term that includes, but is not limited to, the following:
 - a. Giving or receiving help from unauthorized persons or materials during examinations.
 - b. The unauthorized communication of examination questions prior to, during, or following administration of the examination.
 - c. Collaboration on examinations or assignments expected to be, or presented as, individual work.

- d. Fraud and deceit, that include knowingly furnishing false or misleading information or failing to furnish appropriate information when requested, such as when applying for admission to the University.

! Note: The Instructor reserves the right to use any form of digital method for checking plagiarism. Several electronic systems are available and other methods may be used at the Instructor's discretion.

Online Learning

This course is offered through ERAU Worldwide Online (Blackboard) and runs **nine (9)** weeks. The first week begins the first day of the term and ends at midnight EDT/EST (as applicable) seven days later. Success in this course requires in-depth study of each module as assigned, timely completion of assignments, and regular participation in forum discussions.

Late work should be the exception and not the rule and may be downgraded at the discretion of the Instructor, if accepted at all. Unless all work is submitted, the student could receive a failing grade for the course. Extensions may be granted for extenuating circumstances at the discretion of the Instructor and only for the length of time the Instructor deems appropriate. The most important element of success in an online course is to communicate with your Instructor throughout the term.

Conventions of "online etiquette," which include courtesy to all users, will be observed. Students should use the Send Email function in Blackboard for private messages to the Instructor and other students. The class Discussion Board forums are for public messages.

! It is highly recommended that students keep electronic copies of all materials submitted as assignments, discussion board posts and emails, until after the end of the term and a final grade is received. When posting responses in a discussion forum, please confirm that the responses have actually been posted after you submit them.

Course Schedule

Modules	Titles / Topics	Activities
1	Introduction to Enterprise Systems for Management	1.1 - Discussion: Introductions 1.2 - Reading and Presentation 1.3 - Additional Resources 1.4 - Assignment: Module Review Questions and Module Practice 1.5 - Discussion: ERP Systems** 1.6 - Assignment: Case Study
2	Systems Compatibility and Integration	2.1 - Reading and Presentation 2.2 - Additional Resources 2.3 - Assignment: Module Review Questions and Module Practice 2.4 - Discussion: Functional Silos** 2.5 - Assignment: Case Study
3	System Design and Structure	3.1 - Reading and Presentations 3.2 - Additional Resources 3.3 - Assignment: Module Review Questions and Module Practice 3.4 - Discussion: ERP Modules 3.5 - Assignment: Research Paper

4	Lifestyle Development and Implantation Strategies	4.1 - Reading and Presentation 4.2 - Additional Resources 4.3 - Assignment: Module Review Questions and Module Practice 4.4 - Discussion: ERP Implementations 4.5 - Assignment: Case Study 4.6 - Group Assignment: Preliminary Group Project Instructions
5	Implementation Methods	5.1 - Reading and Presentations 5.2 - Additional Resources 5.3 - Assignment: Module Review Questions and Module Practice 5.4 - Discussion: Selection of ERP System 5.5 - Assignment: Research Paper 5.6 - Group Assignment: Project Outline
6	Operations and Production	6.1 - Reading and Presentation 6.2 - Additional Resources 6.3 - Assignment: Module Review Questions and Module Practice 6.4 - Discussion: Knowledge Transfer 6.5 - Assignment: Research Paper 6.6 - Group Assignment: Project Reminder
7	Project Management and Reengineering of the Business Process	7.1 - Reading and Presentations 7.2 - Additional Resources 7.3 - Assignment: Module Review Questions and Module Practice 7.4 - Discussion: System Change** 7.5 - Assignment: Research Paper 7.6 - Group Assignment: Project Reminder
8	Security Management and Global Implications	8.1 - Reading and Presentation 8.2 - Additional Resources 8.3 - Assignment: Module Review Questions and Module Practice 8.4 - Discussion: Software as a Service (SaaS) 8.5 - Group Assignment: Business Project Proposal Submission 8.6 - Peer Evaluation
9	Supply Chain Network and Management	9.1 - Reading and Presentations 9.2 - Additional Resources 9.3 - Assignment: Module Review Questions and Module Practice 9.4 - Discussion: SCM Process 9.5 - Assignment: Research Paper 9.6 - Assignment: Final Exam

**** Please note that these marked discussions will be discussed in class. All others will be required to be submitted online prior to the following week's class.**