MANAGING INFORMATION SYSTEMS  
Course Syllabus

Course Mentor: Kimberly Denz, MBA  
Course Type: 135 hours/4 Months (120 Days)/Mentor Supported

A. COURSE DESCRIPTION

Computers and information systems are all around us and affect most every aspect of daily life. Our course introduces students to the techniques and tools of management information systems as well as to database systems and the strategies for managing them. Coverage is given to the latest information technologies, practices, and trends. The course uses real-world examples and case studies, providing skills and knowledge that are easily transferable to the business world.

B. METHOD OF INSTRUCTION

This course is self-paced, independent study, in an online environment. It takes a lot more discipline than an in person class. You are responsible for scheduling your study time and sticking to it regularly. This course will take approximately 135 hours to complete. This includes your reading, module activities, and module exams.

Your course includes either a Kindle book or a PDF textbook. If your course has a Kindle eBook, you do not need a special device. The Kindle Reader App is free and available inside the classroom under Student Resources. Kindle eBooks will be sent to you via email.

Each of your modules consists of reading materials, learning activities, videos, websites, and a module exam. Your module exams determine your grade in the course. The final module of the course involves a cumulative, timed, proctored exam. Your exams include questions from the reading only, however we encourage you to view all the videos and read the associated articles. These materials are an extension of your reading materials and will be great resources for you in the future.

C. LEARNING OUTCOMES

1. Identify the common applications of computers, information and support systems and the internet  
2. Differentiate between the various database designs, computer hardware and systems development life cycle  
3. Recognize the basic strategies for protecting information and avoiding ethical and legal issues  
4. Recall the components of global information systems, enterprise systems and e-commerce  
5. Identify emerging technology and trends
### D. COURSE TOPICS/UNITS

<table>
<thead>
<tr>
<th>Module # and Topics</th>
<th>Module Subtopics</th>
<th>Module Learning Objectives</th>
<th>Assignments</th>
<th>Learning Outcomes</th>
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<tbody>
<tr>
<td>Module 1:</td>
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</tbody>
</table>
| Information Systems: An Overview | • Computer Applications  
• Information System Applications  
• Computer Literacy  
• Information Literacy  
• Transaction Processing Systems  
• Data vs. Information  
• Using Information Systems  
• IT Job Market | • Define computer applications  
• Recall the components of information systems applications  
• Define computer literacy  
• Identify the components of transaction processing systems  
• Differentiate between data and information  
• Recall how to use information systems  
• Identify IT job possibilities | 1. Read Chapter 1  
2. View Chapter 1 PowerPoint  
3. Practice the Learning Activities  
4. Watch the Videos  
5. Review the Webliography (Web Links)  
6. Take the Exam | 1, 2 |
| Module 2:           |                  |                            |             |                  |
| Computers: The Machine Behind Computing | • Computer System and Components  
• Computer Hardware and Software  
• Computer Operations  
• Input, Output, and Memory Devices  
• Computer Classification  
• What is Software?  
• Computer Languages | • Recall characteristics of computer systems and its components  
• Define computer hardware  
• Recognize the definition of computer software  
• Identify major computer operations  
• Differentiate between input, output, and memory  
• Define computer classification  
• Define software  
• Identify the basic computer languages | 1. Read Chapter 2  
2. View Chapter 2 PowerPoint  
3. Practice the Learning Activities  
4. Watch the Videos  
5. Review the Webliography (Web Links)  
6. Take the Exam | 2 |
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<th>Types of Databases</th>
<th>Recall types of databases</th>
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<tr>
<td>Types of Databases</td>
<td>Logical Database Design</td>
<td>Define logical database design</td>
</tr>
<tr>
<td>Components of a DMBS</td>
<td>Recent Trends in Database Design and Use</td>
<td>Identify the components of DMBS</td>
</tr>
<tr>
<td>Data Warehouses</td>
<td>Data Marts</td>
<td>Recall recent trends in database design and use</td>
</tr>
<tr>
<td>Business Analytics</td>
<td>Who Benefits from Big Data?</td>
<td>Define data warehouses</td>
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<tr>
<td></td>
<td></td>
<td>Define data marts</td>
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<tr>
<td></td>
<td></td>
<td>Identify the components of business analytics</td>
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<td></td>
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<td>Recall who benefits from big data</td>
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<thead>
<tr>
<th>Module 4: Personal, Legal, Ethical and Organizational Issues of Information Systems</th>
<th>Privacy Issues</th>
<th>Recall common privacy issues</th>
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<tbody>
<tr>
<td>Privacy Issues</td>
<td>Social Networking and Privacy</td>
<td>Identify fundamentals of social networking and privacy</td>
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<tr>
<td>Ethical Issues of Information Technologies</td>
<td>Ten Commandments of Computer Ethics</td>
<td>Identify ethical issues surrounding information technologies</td>
</tr>
<tr>
<td>Information Technology in the Workplace</td>
<td>Green Computing</td>
<td>Define the ten commandments of computer ethics</td>
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<td>Recall how to use information technology in the workplace</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Identify green computing techniques</td>
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</tbody>
</table>

| | | 1. Read Chapter 3 |
| | | 2. View Chapter 3 PowerPoint |
| | | 3. Practice the Learning Activities |
| | | 4. Watch the Videos |
| | | 5. Review the Webliography (Web Links) |
| | | 6. Take the Exam |
| Module 5: Protecting Information Resources | • Risk Associated with Information Technologies  
• Computer and Network Security Safeguards  
• Spyware and Adware  
• Phishing  
• Computer Crime and Fraud  
• Types of Hackers  
• Security Threats  
• Security Measures and Enforcement  
• Guidelines for a Comprehensive Security System | • Recall risk associated with information technologies  
• Identify various computer and network security safeguards  
• Define spyware  
• Define adware  
• Recall the components of phishing  
• Identify fundamentals of computer crime and fraud  
• Recall types of hackers  
• Differentiate between types of security threats  
• Recall various security measures and enforcement  
• Identify guidelines for a comprehensive security system | 1. Read Chapter 5  
2. View Chapter 5 PowerPoint  
3. Practice the Learning Activities  
4. Watch the Videos  
5. Review the Webliography (Web Links)  
6. Take the Exam |
| Module 6: Data Communication: Delivering Information Anywhere and Anytime | • Defining Data Communication  
• Data Communication Components  
• Processing Configurations  
• Types of Networks  
• Network Topologies  
• Major Networking Concepts  
• Wireless and Mobile Networks  
• Wireless Security  
• Convergence of Voice, Video and Data | • Define data communication  
• Recall various data communication components  
• Identify proper processing configurations  
• Recall types of networks  
• Identify network topologies  
• Identify major networking concepts  
• Identify mobile networks and wireless security  
• Recall how voice, video and data correlate | 1. Read Chapter 6  
2. View Chapter 6 PowerPoint  
3. Practice the Learning Activities  
4. Watch the Videos  
5. Review the Webliography (Web Links)  
6. Take the Exam |
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<th>Module 7: The Internet, Intranets, and Extranets</th>
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<td>The Internet</td>
<td>Defining E-Commerce</td>
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<tr>
<td>Navigational Tools</td>
<td>Major Categories of E-Commerce</td>
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<td>Search Engines</td>
<td>B2C E-Commerce Cycle</td>
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<td>Directories</td>
<td>B2B E-Commerce</td>
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<tr>
<td>Web Applications</td>
<td>Mobile and Voice-Based E-Commerce</td>
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<tr>
<td>Intranets</td>
<td>E-Commerce Supporting Technologies</td>
</tr>
<tr>
<td>Extranets</td>
<td>Define e-commerce</td>
</tr>
<tr>
<td>New Trends: The Web 2.0 and Web 3.0 Eras</td>
<td>Differentiate between major categories of e-commerce</td>
</tr>
<tr>
<td>The Next Big Network</td>
<td>Recall B2C e-commerce cycle</td>
</tr>
<tr>
<td></td>
<td>Identify components of B2B e-commerce</td>
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<td></td>
<td>Recognize mobile and voice based e-commerce functions</td>
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<tr>
<td></td>
<td>Recall e-commerce supporting technologies</td>
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<tr>
<td></td>
<td>Define the internet</td>
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<td>Recognize navigational tools</td>
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<td>Recall the functions of search engines</td>
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<td>Identify directories</td>
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<td>Recognize the components of web applications</td>
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<td></td>
<td>Differentiate between intranets and extranets</td>
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<td></td>
<td>Recognize new trends in Web 2.0 and Web 3.0 eras</td>
</tr>
<tr>
<td></td>
<td>Recall discussion of the next big network</td>
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<tr>
<td>1. Read Chapter 7</td>
<td>1. Read Chapter 8</td>
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<tr>
<td>2. View the Chapter 7 PowerPoint</td>
<td>2. View the Chapter 8 PowerPoint</td>
</tr>
<tr>
<td>3. Practice the Learning Activities</td>
<td>3. Practice the Learning Activities</td>
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<tr>
<td>4. Watch the Videos</td>
<td>4. Watch the Videos</td>
</tr>
<tr>
<td>5. Review the Webliography (Web Links)</td>
<td>5. Review the Webliography (Web Links)</td>
</tr>
<tr>
<td>6. Take the Exam</td>
<td>6. Take the Exam</td>
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</tbody>
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## Module 9: Global Information Systems
- Why Go Global?
- E-Business
- Global Information Systems Components
- Requirements of Global Information Systems
- Organizational Structures
- Multinational Structure
- Global Structure
- International Structure
- Obstacles to Using Global Information Systems

- Recognize why you should go global
- Recall global information systems components
- Identify the requirements of global information systems
- Identify organizational structures
- Recognize fundamentals of multinational structures
- Recall global structure
- Identify international structure
- Define obstacles to using global information systems

1. Read Chapter 9
2. View the Chapter 9 PowerPoint
3. Practice the Learning Activities
4. Watch the Videos
5. Review the Webliography (Web Links)
6. Take the Exam

## Module 10: Building Successful Information Systems
- Systems Development Life Cycle
- Phase 1: Planning
- Phase 2: Requirements Gathering and Analysis
- Phase 3: Design
- Phase 4: Implementation
- Phase 5: Maintenance
- New Trends in Systems Analysis and Design

- Define systems development life cycle
- Recall components of phase 1: planning
- Recognize principles of phase 2: requirements gathering and analysis
- Recognize the fundamentals of phase 3: design
- Identify fundamentals of phase 4: implementation
- Define phase 5: maintenance
- Identify new trends in systems analysis and design

1. Read Chapter 10
2. View the Chapter 10 PowerPoint
3. Practice the Learning Activities
4. Watch the Videos
5. Review the Webliography (Web Links)
6. Take the Exam
<table>
<thead>
<tr>
<th>Module 11: Enterprise Systems</th>
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<th>Module 12: Management Support Systems</th>
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</thead>
<tbody>
<tr>
<td>Supply Chain Management</td>
<td>Define supply chain management</td>
<td>Types of Decisions in an Organization</td>
</tr>
<tr>
<td>Customer Relationship Management</td>
<td>Recall customer relationship management principles</td>
<td>Decision Support Systems</td>
</tr>
<tr>
<td>CRM Applications</td>
<td>Differentiate between various CRM applications</td>
<td>DSS Capabilities</td>
</tr>
<tr>
<td>Personalization Technology</td>
<td>Recognize personalization technology fundamentals</td>
<td>Roles in the DSS Environment</td>
</tr>
<tr>
<td>Knowledge Management</td>
<td>Define knowledge management</td>
<td>Executive Information Systems</td>
</tr>
<tr>
<td>Enterprise Resource Planning</td>
<td>Recall enterprise resource planning</td>
<td>Group Support Systems</td>
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<td>Geographic Information Systems</td>
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<td></td>
<td>Guidelines for Designing a Management Support System</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Differentiate between types of decisions in an organization</td>
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<td></td>
<td></td>
<td>Recognize decision support systems</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recall DSS capabilities</td>
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<tr>
<td></td>
<td></td>
<td>Identify roles in the DSS environment</td>
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<tr>
<td></td>
<td></td>
<td>Define executive information systems</td>
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<td></td>
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<td>Recognize group support systems</td>
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<td></td>
<td></td>
<td>Define geographic information systems</td>
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<tr>
<td></td>
<td></td>
<td>Recall guidelines for designing a management support system</td>
</tr>
</tbody>
</table>

1. Read Chapter 11
2. View the Chapter 11 PowerPoint
3. Practice the Learning Activities
4. Watch the Videos
5. Review the Webliography (Web Links)
6. Take the Exam
### Module 13: Intelligent Information Systems

- What is Artificial Intelligence?
- Expert Systems
- Case-Based Reasoning
- Intelligent Agents
- Fuzzy Logic
- Artificial Neural Networks
- Genetic Algorithms
- Natural-Language Processing
- Integrating AI Technologies into Decision Support Systems
- Contextual Computing: Making Mobile Devices Smarter
- Define artificial intelligence
- Identify expert systems
- Recall fundamentals of case-based reasoning
- Define roles of intelligent agents
- Recognize fuzzy logic principles
- Define artificial neural networks
- Recall genetic algorithms
- Identify natural-language processing
- Recognize how to integrate AI technologies into decision support systems
- Define contextual computing principles

1. Read Chapter 13
2. View the Chapter 13 PowerPoint
3. Practice the Learning Activities
4. Watch the Videos
5. Review the Webliography (Web Links)
6. Take the Exam

### Module 14: Emerging Trends, Technologies and Applications

- Trends in Software and Service Distribution
- Virtual Reality
- Radio Frequency Identification: An Overview
- Quick Response Codes
- Biometrics: A Second Look
- Trends in Networking
- Nanotechnology
- Recognize trends in software and service distribution
- Recall virtual reality principles
- Define radio frequency identification
- Recognize quick response codes
- Define biometrics
- Recognize trends in networking
- Define nanotechnology

1. Read Chapter 14
2. View the Chapter 14 PowerPoint
3. Practice the Learning Activities
4. Watch the Videos
5. Review the Webliography (Web Links)
6. Take the Exam

### E. TEXTBOOK(S) AND REQUIRED MATERIALS

- Textbook (required): **MIS 6** by Hossein Bidgoli
  
  *(All required materials are included in your tuition, there are no additional fees.)*
- Kindle Reader (if applicable)
F. GRADING RUBRIC

We use a percentage system for grading quizzes.

A = 90-100%
B = 80-89%
C = 70-79%
D = 60-69%
F = 0-59%

<table>
<thead>
<tr>
<th>Total Points</th>
<th>Percentage Average</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>1350 - 1500</td>
<td>90 – 100%</td>
<td>A</td>
</tr>
<tr>
<td>1200 - 1349</td>
<td>80 – 89%</td>
<td>B</td>
</tr>
<tr>
<td>1050 - 1199</td>
<td>70 – 79%</td>
<td>C</td>
</tr>
<tr>
<td>900 - 1049</td>
<td>60 – 69%</td>
<td>D</td>
</tr>
<tr>
<td>0 - 899</td>
<td>0 – 59%</td>
<td>F</td>
</tr>
</tbody>
</table>

G: PROCTORED FINAL EXAM

The final module of this course consists of a one hour, 50 question, cumulative proctored exam proctored by ProctorU. You will need to have access to a webcam, microphone and a computer in order to take the proctored final exam. You will need to create an account at https://go.proctoru.com prior to scheduling your final exam. From there, you can select your exam and create an appointment. Possible dates for the exam will appear in a calendar. All exams need to be scheduled 72 hours in advance in order to not incur any additional cost. The normal fee for proctoring is covered in your tuition. If you need to take an exam sooner than 72 hours there will be an additional fee.

Once you are logged in to take the exam, you will be introduced to your proctor who will walk you through the proctoring process. You will need to hold up your government issued photo ID to help the proctor authenticate your identity. Then, the proctor will be have you pan the webcam 360 degrees around the room so they can see the surroundings. This step is followed to ensure there are no unauthorized materials in the workspace. During the exam, the proctor is using screen-sharing and audible programs to monitor your surroundings to ensure academic integrity.

To learn more about the proctoring process, go to: http://proctoru.com/portal/ed4online.

H: SYSTEM REQUIREMENTS

Internet Connection

- Broadband or High-Speed - DSL, Cable, and Wireless Connections
*Dial-Up internet connections will result in a diminished online experience. Classroom pages may load slowly and viewing large audio and video files may not be possible.

**Hardware Requirements**

- Processor - 2GHz Processor or Higher
- Memory - 1 GB RAM Minimum Recommended

*While our courses are accessible through multiple mobile learning platforms, some courses may include a CD or DVD with the Textbook, so you may need access to a computer with CD-ROM or DVD Drive.

**PC Software Requirements**

- Operating Systems - Windows Vista, Windows 7, Windows 8 or 8.1
- Microsoft Office 2007, 2010 or 2013 or a Word Processing application to save and open Microsoft Office formats (.doc, .docx, .xls, .xlsx, .ppt, .pptx)
- Internet Browsers - Google Chrome is highly recommended
  - Cookies MUST be enabled
  - Pop-ups MUST be allowed (Pop-up Blocker disabled)
- Kindle Reader App is needed for many of our courses (No special equipment needed. This can be downloaded for FREE onto your computer.)
- PowerPoint Viewer (if you do not have PowerPoint)
- Adobe PDF Reader
- QuickTime, Windows Media Player &/or Real Player

**MAC Software Requirements**

- Operating Systems - Mac OS x 10 or higher with Windows
- Mac office programs or a Word Processing application to save and open Microsoft Office formats (.doc, .docx, .xls, .xlsx, .ppt, .pptx)
- Internet Browsers - Google Chrome is highly recommended
  - Cookies MUST be enabled
  - Pop-ups MUST be allowed (Pop-up Blocker disabled)
- Kindle Reader App is needed for many of our courses (No special equipment needed. This can be downloaded for FREE onto your computer.)
- PowerPoint Viewer (if you do not have PowerPoint)
- Adobe PDF Reader
- Apple QuickTime Media Player
- If your course has a CD-ROM or DVD included, you **may** need to have Microsoft Window Operating Systems over Bootcamp (Bootcamp is a free download from Apple’s website) or Windows setup with Parallels.

**I: INFORMATION, POLICIES AND GUIDELINES**

**Accommodations of Disability Policy**

Managing Information Systems
It is the policy of Ed4Online, LLC, (Ed4Online.com) to provide an appropriate environment to optimize learning of educational materials. Anyone that needs additional assistance for a disability can contact Ed4Online to make additional accommodations, when available. Ed4Online can be contacted by emailing info@ed4online.com or by calling 800-939-0734.

Online Etiquette & Courtesy

Online communications need to be composed with fairness, honesty and tact. Spelling and grammar are very important in an online course. What you put into an online course reflects on your level of professionalism. It is important not to take disagreement personally. Responses to different ideas and observations need to be objective. Being objective means maintaining boundaries and not making personal attacks on the ability of others or making statements that have the potential to be taken personally. An important part of online learning is discussion. Differences in thinking are good because our knowledge is broadened. Because we have differences, we will have conflict. The important thing is to handle conflict in a way that does not create defensiveness which blocks learning. Here are online references that discuss online netiquette http://www.albion.com/netiquette/corerules.html

Academic Integrity

Ed4Online expects students to exhibit academic integrity through their educational experiences and to avoid all forms of academic dishonesty. Academic dishonesty, which includes but is not limited to plagiarism, collusion, abuse of resource materials, cheating on an examination, or other academic work to be submitted, is subject to disciplinary action. Students are allowed to reference course materials while taking quizzes and tests due to their emphasis on application; however, exams must be taken independently.

Students found responsible for an act or acts of academic dishonesty will be subject to academic and disciplinary sanctions. Academic sanctions may include withdrawal from the course with a grade of F and/or a reduction of a grade in the course. Disciplinary sanctions may include suspension for a specified period of time, permanent separation from the program, and/or filing of criminal charges.

No certificate of completion will be given if the course is completed by anyone other than you. When you enroll in the course you are stating under penalty of perjury that you, and not another person, studied the material in its entirety and completed all requirements. By registering for this course, you understand that it may be a crime to make false statements or to falsify documents submitted.

Best Practices for Online

Ed4Online provides instruction in an online learning environment. An online learning environment needs structure for effective communication to occur. Below is a list of guidelines for effective online communication:

- Stay engaged and on-task in your course.
- Utilize good time management skills.
- Read your messages in the message system.
- Communicate with a respectful, professional tone in discussion threads (collaborative learning).
• Uphold the standards of Academic Integrity set forth by this company.
• Avoid typing in all caps. Typing in all caps in the online environment is viewed as SHOUTING and should not be used. If you wish to place emphasis on an important passage, use bold.
• Recognize that you are participating in an online dialogue. Use correct spelling and grammar in all forms of your writing.
• Utilize Netiquette standards in all forms of communication.