RYERSON UNIVERSITY

Ted Rogers School of Information Technology Management
and G. Raymond Chang School of Continuing Education

COURSE OF STUDY
2017-2018

(C)ITM 100 – Foundations of Information Systems

1.0 PREREQUISITE

There are no prerequisites for this course.

2.0 INSTRUCTOR INFORMATION

- Name:
- Office Phone Number:
- E-mail address:
- Faculty/course web site(s): https://my.ryerson.ca
- Office Location & Consultation hours:
    - Your instructor is available for personal consultation during scheduled consultation hours which are posted on their office door or on the course shell in D2L Brightspace. However, you are advised to make an appointment by e-mail or by telephone before coming to ensure that the professor is not unavoidably absent.
- E-mail Usage & Limits:

Students are expected to monitor and retrieve messages and information issued to them by the University via Ryerson online systems on a frequent and consistent basis. ***Ryerson requires that any official or formal electronic communications from students be sent from their official Ryerson E-mail account.*** As such emails from other addresses may not be responded to.

3.0 CALENDAR COURSE DESCRIPTION

Information systems are an integral part of all business activities and careers. This course is designed to introduce students to contemporary information systems and demonstrate how these systems are used throughout global organizations. The focus of this course will be on the key components of information systems - people, software, hardware, data, and communication technologies, and how these components can be integrated and managed to create competitive advantage. Through the knowledge of how IS provides a competitive advantage, students will gain an understanding of how information is used in organizations and how IT enables improvement in quality, speed, and agility.

This course also provides an introduction to systems and development concepts, technology acquisition, and various types of application software that have become prevalent or are emerging in modern organizations and society.

4.0 COURSE OVERVIEW

Information systems are an integral part of all business activities. This course is designed to introduce students to contemporary information systems and demonstrate how these systems are used throughout global organizations. The focus will be on the key components of information systems - people, processes, software, hardware, data, and communication technologies, and how these components can be integrated and managed to create competitive advantage. Students will gain an understanding of how information technology enables improvement in quality, speed, and agility. This course emphasizes active learning integrating on-line, face-to-face, and hands-on elements to accomplish its learning objectives.

5.0 COURSE OBJECTIVES

Upon completing this course, students should be able to:

Learning Outcomes
1. Understand why and how information systems are used today with the ability to distinguish competitive advantage versus competitive necessity. Understand the role of information systems in the globalization of economic and cultural activities with an awareness of new applications and technologies that provide new forms of communication and collaboration.
2. Explain the technology, people, and organizational components of information systems and how they interact. Identify and understand the functions and inter-connections of major components of an information systems infrastructure such as hardware, software, networks, and database systems.
3. Understand how enterprise systems strengthen relationships between customers (through CRM systems) and suppliers (through SCM systems) and how these systems are used to enforce organizational structures and processes. Comprehend the role of Enterprise Resource Planning (ERP) systems, which integrate internal and external management of information across an entire organization.
4. Understand how to secure information systems resources, focusing on both human and technological safeguards. Be able to identify potential threats to information systems and understand methods that reduce risks as well as plan for, and recover from, disasters.
5. Understand how an information system can provide the information needed to build business intelligence that supports decision making within different levels and functions of the organization.
6. Evaluate the ethical concerns that information systems raise in society and the impact of information systems on crime, terrorism, and war.
7. Apply analytical and problem solving skills to business problems using spreadsheet software.

6.0 EVALUATION

The grade for this course is composed of the mark received for each of the following components:

Evaluation Component	Percentage of the Final Grade
Case Reports	10%
2 Lab Quizzes (10% x 2)	20%
Midterm Exam	20%
Final Exam	50%
Total	**100%**

*** To pass the course, the student must achieve a score of 50% or higher in their *Final Grade* AND pass the "Strategies for Success" component**

Citation Format for Essays and Term Papers
All essay assignments, term paper and other written works must adhere with APA citation format. Technical errors (spelling, punctuation, proofing, grammar, format, and citations) and/or inappropriate levels of language or composition will result in marks being deducted. You are encouraged to obtain assistance from the Writing Centre (www.ryerson.ca/writingcentre) for help with your written communications as needed.

You can find APA guidelines and academic referencing from the following online resources:

a) Ryerson Writing Support Web site:
http://www.ryerson.ca/content/dam/studentlearningsupport/resources/citation-conventions/APA%20Basic%20Style%20Guide.pdf

b) Ryerson Library for APA style guide: https://library.ryerson.ca/guides/style/

7.0 POSTING OF GRADES

- All grades, on assignments or tests must be posted or made available to students through the return of their work. Grades on final exams must be posted. However, as there may be other consideration in the determination of final grades, students will receive their official final grade in the course only from the Registrar. Final official course grades may not be posted or disclosed anywhere by an instructor.
- Posting of grades on the Course Management System (D2L Brightspace) is preferred. If grades are posted in hard copy they must be posted numerically sorted by student identification number after at least the **first four digits** have been removed. Instructors must inform students in all course management documentation of the method to be used in the posting of grades. Students who wish not to have their grades posted must inform the instructor in writing.
- Some graded work will be returned to students prior to the last date to drop a course without academic penalty.

8.0 TOPICS – SEQUENCE & SCHEDULE

Session	Weekly Topic with Learning Objectives	Reading
1	Information Systems in Business Today • Define an information system and explain how it works • Explain how information systems are transforming business, and why they are essential for running a business today • Explain academic disciplines that study information systems and how each contributes to an understanding of information systems	Laudon et al. Chapter 1
2	How Businesses Use Information • Describe business processes and how they are related to information systems • Explain how systems serve the different management groups in a business • Describe the importance of systems for collaboration and social businesses • Describe the role of the information systems function in a business	Laudon et al. Chapter 2
3	Ethical and Social Issues in Information Systems • Describe ethical, social, and political issues raised by information systems • Explain specific principles for conduct that can be used to guide ethical decisions • Understand how information systems affected laws for establishing accountability, liability, and the quality of everyday life	Laudon et al. Chapter 4
4	Case Discussion 1	
5	IT Infrastructure • Describe IT infrastructure, and the stages and drivers of IT infrastructure evolution • Describe the components of IT infrastructure • Explain the challenges of managing IT infrastructure and management solutions	Laudon et al. Chapter 5
6	Databases and Information Management • Explain the major capabilities of database management systems (DBMS)	Laudon et al. Chapter 6

	• Describe the principal tools and technologies for accessing information from databases to improve business performance and decision making • Understand why information policy, data administration, and data quality assurance are essential for managing the firm's data resources	
	Midterm examination	Laudon et al. Chapters 1, 2, 4, 5, 6
7	Telecommunications, the Internet, and Wireless Technology • Describe the principal components of telecommunications networks • Explain the different types of networks • Explain how the Internet and Internet technology work, and how they support communication and e-business • Describe the principal technologies and standards for wireless networking and Internet access	Laudon et al. Chapter 7
8	Emerging Technologies • Describe the current trends in computer hardware platforms • Describe the current computer software platforms and trends	Laudon et al. Chapters 5 and 7
9	Case Discussion 2	
10	Securing Information Systems • Understand why information systems are vulnerable to destruction, error, and abuse • Describe the business value of security and control • Identify the components of an organizational framework for security and control • Explain the most important tools and technologies for safeguarding information resources	Laudon et al. Chapter 8
11	E-commerce: Digital Markets and Digital Goods • Describe the unique features of e-commerce, digital markets, and digital goods • Explain the principal e-commerce business and revenue models • Understand how e-commerce transformed marketing	Laudon et al. Chapter 10

	• Identify the role of m-commerce in business, and the most important m-commerce applications	
12	Enhancing Decision Making • Describe the different types of decisions, and how the decision making process work • Understand how information systems support the activities of managers and management decision making • Explain how business intelligence and business analytics support decision making	Laudon et al. Chapter 12, Section 11.4
	Final Examination	All of the above

9.0 TEACHING METHODS

The course will be taught using a combination of both a lecture and a laboratory environment. The lectures and other class activities are essential for preparing for the midterm and final exams where the weekly lab assignments are essential for preparing for the lab quizzes.

10.0 TEXTS & OTHER READING MATERIALS

Lecture
Title: Management Information Systems: Managing the Digital Firm, 15th Edition
Author: Laudon and Laudon
Publisher: Pearson
ISBN: 978-0134639710

Lab
Title: Skills for Success with Microsoft Excel 2016 Comprehensive
Authors: Margo Chaney Adkins and Lisa Hawkins
Publisher: Pearson
ISBN: 978-0134479507

11.0 VARIATIONS WITHIN A COURSE

All sections of a course (Day and CE sections) will follow the same course outline and will use the same course delivery methods, methods of evaluation, and grading schemes. Any deviations will be posted on D2L Brightspace once approved by the course coordinator.

12.0 OTHER COURSE, DEPARTMENTAL, AND UNIVERSITY POLICIES

- For more information regarding course management and departmental policies, please consult the **'Appendix of the Course of Study'** which is posted on the Ted Rogers School of Information Technology Management website, http://www.ryerson.ca/content/dam/itm/documents/cos/Appendix.pdf. This appendix covers the following topics:

12..1 Attendance & Class Participation
12..2 Email Usage
12..3 Request for Academic Consideration
- **12..3.1** Ryerson Health Certificate
- **12..3.2** Academic Accommodation for Students with Disabilities
- **12..3.3** Religious, Aboriginal or Spiritual Observance
- **12..3.4** Re-grading and Recalculation

12..4 Examinations & Tests
- **12..4.1** Period of Prohibition from Testing
- **12..4.2** Make-Up of Mid-Term Tests, Assignments and Other Assessments During the Semester
- **12..4.3** Make –Up of Final Exams
- **12..4.4** Missing a Make-Up

12..5 Late Assignments
12..6 Standard of Written Work
12..7 Academic Grading Policy
12..8 Academic Integrity
- **12..8.1** Turnitin.com

12..9 Student Rights