

RYERSON UNIVERSITY

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

(C)ITM 100 – Foundations of Information Systems

COURSE OUTLINE FOR 2020-2021

1.0 PREREQUISITE(S)

None

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 virtual consultation during scheduled consultation hours. Information on the consultation format is provided in the D2L course shell. If you wish to make an appointment, kindly do so via email to ensure the professor is available.
- E-mail Usage & Limits:

Students are expected to monitor and retrieve messages and information sent through D2L and Ryerson email on a frequent and consistent basis. In accordance with the policy on Ryerson student email accounts ([Policy 157](#)), Ryerson requires that any electronic communication by students to Ryerson faculty or staff be sent from their official Ryerson email account. Messages from other accounts may be disregarded.

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 student 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 OBJECTIVES AND LEARNING OUTCOMES

Learning outcomes describe what students are expected to have learned or achieved; as a result, they usually describe what students will be capable of doing, or what evidence will be provided to substantiate learning.

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 and hands-on elements to accomplish its learning objectives.

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.

5.0 TEXTS & OTHER READING MATERIALS

Lecture

Title: Management Information Systems: Managing the Digital Firm, (16th Edition)

Author(s): Kenneth C. Laudon, Jane P. Laudon

Publisher: Pearson

ISBN: 978-0135191927

Lab

Title: Skills for Success with Microsoft Excel 2016 Comprehensive

Author(s): Margo Chaney, Lisa Hawkins, Shelley Gaskin

Publisher: Pearson

ISBN: 978-0134479507

6.0 TEACHING METHODS

In Fall 2020 this course will be taught will be taught remotely in virtual classrooms. Instruction will take place at scheduled hours, following the approach outlined in D2L Brightspace. You will not be required to attend the Ryerson University campus to complete this course.

7.0 EVALUATION, ASSESSMENT AND FEEDBACK

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 Assignments	20%
Excel Labs	30%
Group Work	20%
Participation	10%
Final Exam	20%
Total	100%

NOTE: Students must achieve a course grade of at least 50% to pass this course.

- ❖ At least **20%** of student's grade based on individual work will be returned to students prior to the last date to drop a course in [good academic standing](#).

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:

[Student Learning Support > Online Resources > Writing Support Resources](#)

- [APA Basic Style Guide](#)

[Ryerson Library Citations and Style Guides](#)

- [APA Style](#)

8.0 PLAGIARISM DETECTION

(Please delete the following two (2) points if NOT relevant for your course)

Turnitin

Turnitin.com is a plagiarism prevention and detection service to which Ryerson subscribes. It is a tool to assist instructors in determining the similarity between students' work and the work of other students who have submitted papers to the site (at any university), internet sources, and a wide range of books, journals and other publications. While it does not contain all possible sources, it gives instructors some assurance that students' work is their own. No decisions are made by the service; it generates an "originality report," which instructors must evaluate to judge if something is plagiarized.

Students agree by taking this course that their written work will be subject to submission for textual similarity review to Turnitin.com. Instructors can opt to have student's papers included in the Turnitin.com database or not. Use of the Turnitin.com service is subject to the terms-of-use agreement posted on the Turnitin.com website. Students who do not want their work submitted to this plagiarism detection service must, by the end of the second week of class, consult with their instructor to make alternate arrangements.

Even when an instructor has not indicated that a plagiarism detection service will be used, or when a student has opted out of the plagiarism detection service, if the instructor has reason to suspect that an individual piece of work has been plagiarized, the instructor is permitted to submit that work in a non-identifying way to any plagiarism detection service.

Virtual Proctoring (if used in this course)

Online exam(s) within this course use a virtual proctoring system. Please note that your completion of the exam will be recorded via the virtual platform and subsequently reviewed by your instructor. The virtual proctoring system provides the instructor with a recording that only includes video where possible indications of suspicious behaviour are identified. Recordings will be held for a limited period of time in order to ensure academic integrity is maintained.

Access to a computer that can support remote recording is your responsibility as a student. The computer should have the latest operating system, at a minimum Windows (10, 8, 7) or Mac (OS X 10.10 or higher) and web browser Google Chrome or Mozilla Firefox. You will need to ensure that you can complete the exam using a reliable computer with a webcam and microphone available, as well as a high-speed internet connection. Please note that you will be required to show your Ryerson OneCard prior to beginning to write the exam. In cases where you do not have a Ryerson OneCard, government issued ID is permitted.

Information will be provided prior to the exam date by your instructor who may provide an opportunity to test your set-up or provide additional information about online proctoring. Since videos of you and your environment will be recorded while writing the exam, please consider preparing the background (room / walls) so that personal details are not visible, or move to a room that you are comfortable showing on camera.

9.0 TOPICS – SEQUENCE & SCHEDULE

Session	Topic	Learning Outcomes	Reading(s)	Activities & Due Dates
1	Information Systems in Business Today	<ul style="list-style-type: none"> • 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 & Laudon: Chapter 1	Case 1
2	How Businesses Use Information	<ul style="list-style-type: none"> • 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 & Laudon: Chapter 2	Case 2

3	IT Infrastructure	<ul style="list-style-type: none"> • 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 & Laudon: Chapter 5	Case 3
4	Case Discussion 1			
5	Databases and Information Management	<ul style="list-style-type: none"> • Explain the major capabilities of database management systems (DBMS) • 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 	Laudon & Laudon: Chapter 6	Case 4
6	Enhancing Decision Making	<ul style="list-style-type: none"> • 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 & Laudon: Chapter 12	Case 5
7	Telecommunications, the Internet, and Wireless Technology	<ul style="list-style-type: none"> • 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 	Laudon & Laudon: Chapter 7	Case 6

		wireless networking and Internet access		
8	E-commerce: Digital Markets and Digital Goods	<ul style="list-style-type: none"> 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 Identify the role of m-commerce in business, and the most important m-commerce applications 	Laudon & Laudon: Chapter 10	Case 7
9	Case Discussion 2			
10	Securing Information Systems	<ul style="list-style-type: none"> 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 & Laudon: Chapter 8	Case 8
11	Emerging Technologies	<ul style="list-style-type: none"> Describe the current trends in computer hardware platforms Describe the current computer software platforms and trends 	Laudon & Laudon: Chapter 5 & Chapter 11	Case 9
12	Ethical and Social Issues in Information Systems	<ul style="list-style-type: none"> 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 & Laudon: Chapter 4	
	Final Examination	Final Examination	All of the above	

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10.0 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.

11.0 OTHER COURSE, DEPARTMENTAL, AND UNIVERSITY POLICIES

For more information regarding course management and departmental policies, please consult the [Course Outline Appendix](#) which is posted on the [Ted Rogers School of Information Technology Management website](#).

NOTE: Students must adhere to all relevant university policies found in their online course shell in D2L and /or on the following URL: [senate-course-outline-policies](#).

The appendix covers the following topics:

- Attendance & Class Participation
- Email Account
- Request for Academic Consideration
- Examinations & Tests
- Late Assignments
- Standard of Written Work
- Academic Grading Policy
- Academic Integrity
- Student Rights

Important Resources Available at Ryerson

- [Academic Accommodation Support](#): Ryerson University acknowledges that students have diverse learning styles and a variety of academic needs. If you have a diagnosed disability that impacts your academic experience, connect with Academic Accommodation Support (AAS). Visit the [AAS website](#) or contact aasadmin@ryerson.ca for more information. Note: All communication with AAS is voluntary and confidential, and will not appear on your transcript.

- [The Library](#) provides research workshops and individual assistance. If the University is open, there is a Research Help desk on the second floor of the library, or go to [Workshops](#).
- [Student Learning Support](#) offers group-based and individual help with writing, math, study skills, and transition support, as well as [resources and checklists to support students as online learners](#).
- You can submit an [Academic Consideration Request](#) when an extenuating circumstance has occurred that has significantly impacted your ability to fulfill an academic requirement.
- [Ryerson COVID-19 Information and Updates for Students](#) summarizes the variety of resources available to students during the pandemic.
- Familiarize yourself with the tools you will need to use for remote learning. The [Continuity of Learning Guide](#) for students includes guides to completing quizzes or exams in D2L or Respondus, using D2L Brightspace, joining online meetings or lectures, and collaborating with the Google Suite.