MANA 3330 – Management Information Systems
The University of Texas at Tyler – Soules College of Business

NUMBER/TITLE
MANA 3330 – Management Information Systems

INSTRUCTOR
Dr. Mary Helen Fagan

REQUIRED RESOURCES
1. Business Driven Technology McGraw Hill Connect (Baltzan 7th ed.) You can purchase this required Connect resource (which include online learning modules and an ebook) from either the UT Tyler Bookstore or online from McGraw Hill. Please see our class Canvas site for details before you make your purchase.

2. Other requirements for the class:
   • This class includes hands-on exercises with an enterprise system (SAP). Instructions will be provided for installing the required SAP Graphical User Interface (GUI) software on your computer (not a tablet) to complete these exercises or you can choose to use the SAP GUI software that is installed in the SAP lab.
   • This course includes business analytics exercises. You will need to use Microsoft Office and additional free software applications to complete these class assignments. Information on how to acquire the necessary software will be provided in Canvas.

CLASS MEETING
Section 001 – Tuesday 6:00-8:45 pm. The class will be conducted through face to face meetings and the Canvas learning management system.

COURSE DESCRIPTION/LEARNING OBJECTIVES
This course is a survey of enterprise systems and the tools and techniques for effective data driven decision making. Main topics include business analytics, current trends such as artificial intelligence applications, and enterprise systems (e.g., customer relations management, supply chain management, and enterprise resource planning systems). Prerequisites: COSC 1307 (or equivalent) and MATH 1342 (or equivalent).
   • Understand the key role that information systems play in the success of modern enterprises and the implications of current trends (e.g., the role of artificial intelligence applications and self-service analytics).
   • Understand how enterprise systems such as customer relations management (CRM), supply chain management (SCM), and Enterprise Resource Planning (ERP) systems support key business operations.
   • Understand how databases, business intelligence, and business analytics support data driven decision making and the ability to achieve and maintain a competitive advantage.
   • Demonstrate the ability to use SAP, an enterprise system, to maintain data, support business processes, and enable decision making.
   • Demonstrate the ability to use business analytics tools for data driven decision making.

CONTACT INSTRUCTIONS
For all technical questions and for all emails that concern SAP, use your UT Tyler email account to MANA3330@uttyler.edu. (Dr. Fagan and the class teaching assistant both read and reply to messages sent to this email address). To contact Dr. Fagan about any other matter, please email mfagan@uttyler.edu. In your email, please include your name and section number.

OFFICE HOURS
Scheduled office hours will be on Tuesday from 2:30-5:30 in Business 350.031 and via the Zoom teleconferencing software (see instructions for Zoom in Canvas). If you can’t meet with me during my scheduled office hours face to face or via a Zoom conference, I have an open door policy so please feel free to stop by and see me at any other time when I am in my office. If you wish to schedule a meeting outside my office hours, please email me to set up a
good time for us to meet via Zoom (Dr. Fagan’s meeting ID is 954-580-9204).

WITHDRAW DATES
September 10th is the last day for all registrations and schedule changes (Census Day) and November 5th is the last date during the semester to withdraw from the course with an automatic “W” for your course grade.

TEACHING METHOD
The course objectives will be achieved through a combination of readings, videos, discussion, demonstrations, problem solving exercises, and assignments. Successful achievement of the course objectives will require you to participate, follow instructions carefully, and complete your work by the due dates. Canvas will serve as the online interface to class materials (deadlines and instructions), announcements, grades, etc..

EVALUATION

<table>
<thead>
<tr>
<th>Components</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Business Driven Technology assignments and exams</td>
<td>40%</td>
</tr>
<tr>
<td>2 Current Topics learning activities</td>
<td>15%</td>
</tr>
<tr>
<td>3 Research and Reflection assignments</td>
<td>15%</td>
</tr>
<tr>
<td>4 Business Analytics assignments</td>
<td>15%</td>
</tr>
<tr>
<td>4 Enterprise Systems assignments (See note below)</td>
<td>15%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Note: This class requires the successful completion of the hands-on tasks in the SAP Sales and Distribution assignment in order to pass the class (see Business Analytics section below and assignment instructions).

GRADE DETERMINATION

<table>
<thead>
<tr>
<th>YOUR PERCENTAGE EARNED OUT OF TOTAL POSSIBLE POINTS</th>
<th>FINAL COURSE GRADE YOU WILL EARN</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 to 100%</td>
<td>= A</td>
</tr>
<tr>
<td>80 to 89.99%</td>
<td>= B</td>
</tr>
<tr>
<td>70 to 79.99%</td>
<td>= C</td>
</tr>
<tr>
<td>60 to 69.99%</td>
<td>= D</td>
</tr>
<tr>
<td>Below 60%</td>
<td>= F</td>
</tr>
</tbody>
</table>

Notes:
1) The final grade percentage will not be rounded up. This means there will be no curve at the end of the course when grades are determined. There will be no exceptions to this policy and no extra credit will be given for individual work. Please speak to me at any time if you have questions or concerns regarding your grades in the course and how they are determined.
2) Please be aware that if I have evidence of academic dishonesty you can earn a failing grade for the course. Every incident of suspected scholastic dishonesty will be addressed according university guidelines. Please see the policies in this document and http://www.uttyler.edu/judicialaffairs/scholasticdishonesty.php for more information

CLASS DESIGN AND POLICIES

Class Structure
- Detailed instructions and the deadlines for each assignment and the exams are provided in Canvas. You should plan to spend approximately four to six hours a week, on average, for this class during the semester.
- Deadlines will not be extended unless circumstances occur that affect the ability of everyone in the class to complete an assignment/exam before the deadline (e.g., a system outage).
- Academic expectations: All assignments must be individually and independently completed and must represent the effort of the student turning in the assignment. Please see the section entitled “Student Standards of Academic Conduct” in the UT Tyler Policies section of this document for more information regarding the expectations that
apply in this course to individual course work.

**Business Driven Technology Assignments**
- Each textbook chapter has multiple associated assignments in Connect. In order to receive credit for these Connect assignments you must access these assignments via the weekly class pages in Canvas. Links to the Connect assignments are set up such that you can work ahead on these assignments. There will be also be two exams that cover assigned chapters from the Business Driven Technology materials. These exams will be set up such that you will have to take them within a specified window of time in Canvas.

**Current Topics Learning Activities**
- During the semester you will be assigned a number of learning activities covering current topics in enterprise systems and analytics (e.g., artificial intelligence, machine learning, ethical issues, etc.). Most of these assignments involving watching videos and answering questions using PlayPosit, an interactive learning tool.

**Research and Reflection Assignments**
- During the semester you will have a number of assignments that will ask you to do some research, synthesize information, and answer assignment questions in discussion board posts and/or short paper write-ups. In completing these assignments it is critically important that you follow the instructions in regard to making sure that anything you submit contains only: 1) your own original words, and possibly 2) quotes and paraphrases that are all correctly cited per the instructions (which includes information on how to check your assignment submissions with Turnitin). Please pay careful attention to these instructions, be extremely accurate in keeping track of your sources, and cite everything correctly as failure to pay attention to these requirements can result in academic integrity issues and its associated consequences for your class grade.

**Business Analytics Assignments**
- Business Analytics assignments are part of a course module that extends across multiple weeks in the semester. These assignments are designed to: 1) ensure you have mastery of the basic database and spreadsheet skills that were part of the prerequisite for this course (COSC 1307), and 2) to extend your business analytics competencies by exploring advanced tools that enterprises use to support data driven decision making (e.g., Excel PowerPivot, Microsoft Power BI, and Tableau).

**Enterprise Systems Assignments**
- Enterprise Systems assignments are part of a course module that extends across multiple weeks in the semester. This topic and associated assignments with SAP, an Enterprise Resource Planning (ERP) software package, are key parts of the learning objectives for this course. As part of the Soules College of Business agreement with the SAP University Alliance, business students earn a SAP Student Recognition award if they satisfactorily complete three business classes that each contain significant hands-on experience using SAP. In order to ensure that students gain the necessary SAP hands-on experience that is required in order to meet the requirements to qualify for this SAP award, this class requires successful completion of the hands-on tasks in the SAP Sales and Distribution assignment in order to pass the class. More detailed information is provided in the module assignment instructions.
  o **Important note:** All questions regarding SAP and any technical questions regarding the class must be emailed to MANA3330@uttyler.edu (an email account that is accessed by both Dr. Fagan and the class teaching assistant). In your emails regarding SAP, make sure you include your SAP user name, section number, and very complete specific information regarding the issue you are encountering (including screen clips). You should expect a response to emails received by 5 pm sometime the next day, except for emails that are received on Friday (which may not receive a response until the following Monday). However, if you do not send your email to the specified address and do not include the needed information, there could be a significant delay in getting a response that addresses your email effectively.

**CLASS SCHEDULE**

The semester covers sixteen weeks: fourteen weeks of class assignments/activities, Thanksgiving holiday break, and finals.
week. The course materials are provided in the Canvas learning management system in weekly folders that contain information on the learning activities that should be worked on/completed each week. The class schedule is set up so that each week of the class ends on Friday at 5 pm CDT. This means that the assignments that are due each week must be completed before this time.

- Please note that this is a tentative class schedule which is subject to revision/change during the semester as schedule/circumstances warrant. Any changes to this schedule will be posted in Canvas.

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic/Assignments</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Ends August 31 Getting Started tasks; multiple Canvas assignments</td>
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<tr>
<td>2</td>
<td>Ends Sept. 7  Business Driven Technology (Ch. 1); multiple Canvas assignments</td>
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<tr>
<td>3</td>
<td>Ends Sept. 14 Identifying Competitive Advantage (Ch. 2); multiple Canvas assignments</td>
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<tr>
<td>4</td>
<td>Ends Sept. 21 Strategic Initiatives for Implementing Competitive Advantage (Ch. 3); multiple Canvas assignments</td>
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<tr>
<td>5</td>
<td>Ends Sept. 28 Measuring the Success of Strategic Initiatives assignments (Ch. 4); multiple Canvas assignments</td>
</tr>
<tr>
<td>6</td>
<td>Ends Oct. 5 Organizational Structures that Support Strategic Initiatives (Ch. 5); multiple Canvas assignments</td>
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<tr>
<td>7</td>
<td>Ends Oct. 12 Valuing and Storing Organizational Information – Databases (Ch. 6); multiple Canvas assignments</td>
</tr>
<tr>
<td>8</td>
<td>Ends Oct. 19 Exam #1; Mandatory SAP Sales and Distribution assignment midpoint milestone; Accessing Organizational Information – Data Warehouses (Ch. 7); multiple Canvas assignments</td>
</tr>
<tr>
<td>9</td>
<td>Ends Oct. 26 Understanding Big Data and its Impact on Business (Ch. 8); multiple Canvas assignments</td>
</tr>
<tr>
<td>10</td>
<td>Ends Nov. 2 Enabling the Organization – Decision Making (Ch. 9); multiple Canvas assignments</td>
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<tr>
<td>11</td>
<td>Ends Nov. 9 Extending the Organization – Supply Chain Management (Ch. 10) &amp; Building a Customer Centric Organization (Ch. 11); multiple Canvas assignments</td>
</tr>
<tr>
<td>12</td>
<td>Ends Nov. 16 Mandatory SAP Sales and Distribution assignment final deadline; Integrating the Organization from End to End (Ch. 12); multiple Canvas assignments</td>
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<tr>
<td>13</td>
<td>Ends Nov. 23 Thanksgiving Holiday break</td>
</tr>
<tr>
<td>14</td>
<td>Ends Nov. 30 Creating Innovative Organizations (Ch. 13); multiple Canvas assignments</td>
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<tr>
<td>15</td>
<td>Ends Dec. 7th Exam #2; Turn in semester Research and Reflect assignment; Ebusiness (Ch. 14); multiple Canvas assignments</td>
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<tr>
<td>16</td>
<td>Ends Dec. 14th Finals week</td>
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**UT TYLER POLICIES**

**UT Tyler Honor Code**

Every member of the UT Tyler community joins together to embrace: Honor and integrity that will not allow me to lie, cheat, or steal, nor to accept the actions of those who do.

**Students Rights and Responsibilities**

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: [http://www.UTTyler.edu/wellness/rightsresponsibilities.php](http://www.UTTyler.edu/wellness/rightsresponsibilities.php)

**Campus Carry**

We respect the right and privacy of students 21 and over who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at [http://www.UTTyler.edu/about/campus-carry/index.php](http://www.UTTyler.edu/about/campus-carry/index.php)

**UT Tyler a Tobacco-Free University**

All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community, including students, faculty, staff, University affiliates, contractors, and visitors.
Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products. There are several cessation programs available to students looking to quit smoking, including counseling, quitlines, and group support. For more information on cessation programs please visit www.uttler.edu/tobacco-free.

**Grade Replacement/Forgiveness and Census Date Policies**

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at http://www.uttler.edu/Registrar. Each semester’s Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar. Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract. The Census Date is the deadline for many forms and enrollment actions of which students need to be aware. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a “W” grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

**State-Mandated Course Drop Policy**

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

**Disability/Accessibility Services**

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University of Texas at Tyler offers accommodations to students with learning, physical and/or psychological disabilities. If you have a disability, including a non-visible diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD, or you have a history of modifications or accommodations in a previous educational environment, you are encouraged to visit https://hood.accessiblelearning.com/UTTyler and fill out the New Student application. The Student Accessibility and Resources (SAR) office will contact you when your application has been submitted and an appointment with Cynthia Lowery, Assistant Director of Student Services/ADA Coordinator. For more information, including filling out an application for services, please visit the SAR webpage at http://www.uttler.edu/disabilityservices, the SAR office located in the University Center, # 3150 or call 903.566.7079.

**Student Absence due to Religious Observance**

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

**Student Absence for University-Sponsored Events and Activities Revised 01/18**

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

**Social Security and FERPA Statement**

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

**Emergency Exits and Evacuation**
Everyone is required to exit the building when a fire alarm goes off. Follow your instructor’s directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

Student Standards of Academic Conduct
Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

i. “Cheating” includes, but is not limited to:
   - copying from another student’s test paper;
   - using, during a test, materials not authorized by the person giving the test;
   - failure to comply with instructions given by the person administering the test;
   - possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed “crib notes”. The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;
   - using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
   - collaborating with or seeking aid from another student during a test or other assignment without authority;
   - discussing the contents of an examination with another student who will take the examination;
   - divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructors has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
   - substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
   - paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;
   - falsifying research data, laboratory reports, and/or other academic work offered for credit;
   - taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and
   - misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.

ii. “Plagiarism” includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another’s work and the submission of it as one’s own academic work offered for credit.

iii. “Collusion” includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.

iv. All written work that is submitted will be subject to review by plagiarism software.

UT Tyler Resources for Students
- UT Tyler Writing Center (903.565.5995), writingcenter@uttyler.edu
- UT Tyler Tutoring Center (903.565.5964), tutoring@uttyler.edu
- The Mathematics Learning Center, RBN 4021, this is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses.
- UT Tyler Counseling Center (903.566.7254)