



MGMT 634 Syllabus Table of Contents

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SPRING 2013

MGT 634 – Information Systems Analysis and Design *[3 credit hours]*

Instructor Information

Instructor:	Ranjit Bose, PhD.
E-Mail:	bose@mgt.unm.edu (use only when online systems are not functioning)
Phone:	277-7097
Office:	ASM 2104
Office Hours:	Face-to-Face: By Appt. (In Office or Online or by Phone) Online uses Web Conference Link
Preferred Method of Contact:	Blackboard messages for personal communication Blackboard discussion board for class questions

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Instructor Response Time

Communication

I routinely check Blackboard Learn for postings or messages, Monday (8 am) – Friday (12 pm) and sometimes on the weekend. You can anticipate a 24 to 48 hour response from me, Monday – Thursday. I will try and respond to all weekend (Friday afternoon to Sunday) emails and postings by noon on Monday or earlier.

Grading

Graded assignments are routinely returned to students within one week or the second Monday after an assignment has been submitted for grade.

Course Information

Course Description:

The purpose of this course is to introduce students to the fundamentals of analysis and design of computer-based information systems to meet business requirements. Systems analysis is the study of a current or planned business system and its problems/opportunities, the determination and definition of business needs and information requirements, and the evaluation of alternative solutions. Systems analysis is usually followed or overlaps system design which involves general and detailed specification (i.e., blueprint for construction) of a computer application that meets the requirements determined during systems analysis.

Students will learn the modern object-oriented methodology of systems analysis and design, and their associated techniques that are used by systems analysts at each phase within the systems development cycle. Additionally, students will learn managerial aspects of analysis and design such as project management and information gathering techniques.

Course Objectives:

The overriding objectives for the course are to provide the students with exposure to the theory and practice of systems analysis and design. After successfully completing the course, students will be able to take away the following abilities and skills:

- The understanding of analysis and design for systems development projects.
- The ability to describe and apply the modeling techniques used in analysis.
- Knowledge of how and when to apply this knowledge and ability on actual projects.

Prerequisites:

MGMT 330 or CS 152L or an equivalent programming course

Course Orientation:

All Orientation information can be found in Blackboard Learn under the “Start Here” link on the Course Content Page.

Web Conferencing:

Web conferencing will be used in this course for meeting with the instructor.

For the online sessions, you will need:

- *A USB headset with microphone. Quality entry models are widely available at BestBuy, Walmart or online.*
- *A high speed internet connection is highly recommended for these sessions. A wireless internet connection may be used if successfully tested for audio quality prior to web conferencing.*

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Textbooks and Supplementary Materials

Required Textbook:

Systems Analysis and Design in a Changing World, 6th edition by Satzinger, Jackson and Burd,

published by Course Technology, Cengage Learning, 2012.

Supplementary Materials: Headset w/mic (approx. \$50) for use in the Web Conference Link (used for Online Meetings with Instructor and Group). Students **MUST** use a headset with mic which reduces feedback instead of built-in computer mic.

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Technical Considerations

Required Technology:

In order to access your online courses students need to log onto [Blackboard Learn](#). (<https://learn.unm.edu>). In addition, this course requires students to be able to open, use and read Word, Adobe pdf, and Visio files.

Online Courses Require:

- A high speed Internet connection is highly recommended.
- Supported browsers include: Internet Explorer, Firefox, and Safari. Detailed Supported Browsers and Operating Systems: <http://kb.blackboard.com/pages/viewpage.action?pageId=38830689>

Any computer capable of running a recently updated web browser should be sufficient to access your online course. However, bear in mind that processor speed, amount of RAM and Internet connection speed can **greatly** affect performance.

Online courses perform best on a high speed Internet connection. Those using dial-up connections will experience longer page load times and much slower performance when accessing their online course. Many locations offer free high speed Internet access including [UNM's Computer Pods](#) or one of UNM's many [Statewide Centers](#).

For additional information: see <https://learn.unm.edu>.

For UNM Blackboard Learn Technical Support: (505) 277-5757 (M-F 8am - 5pm) or learn@unm.edu.

For Web Conference Technical Help: (505) 277-0857 or media@unm.edu

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Assessment and Grading

Instructor Expectations:

I welcome all of you to this course. I will help you successfully complete this class, however, I expect your full commitment to this class as well, which includes staying up to date in reading the textbook, using the resources available in Blackboard Learn, watching my videos, timely taking module quizzes, timely completing individual assignments, timely completing discussion assignments, working on completing group project milestones by their deadlines, preparing for exams and following up with questions to the instructor. Your attendance on campus is required for the two exams.

Grade Weighting:

ACTIVITY	WEIGHT
Module quizzes – primarily for study purposes	11%
Discussion Assignments	10%
Individual Assignments	24%
Group Project (all three milestones)	15%
Exam I (proctored, in-class, no assistance, administered in UNM main campus on Friday, March 8, from 1:00 pm – 3:00 pm)	20%
Exam II (proctored, in-class, no assistance, administered in UNM main campus on Friday, May 3, from 1:00 pm – 3:00 pm)	20%
Total	100%

Proctored Exams: *If a student lives more than 90 miles outside of the Albuquerque area, students can arrange (with instructor approval) to take these exams at a UNM branch campus or a pre-approved testing site. Students must request approval to take these exams at another testing site four (4) weeks before the exam dates.*

I have no prior opinion about the cutoff scores for a particular letter grade. The common percentages, like above 90% for an A, will be a guide but I reserve the right to either raise or lower them. I will assign positive (e.g., A+), regular (e.g., A) and minus (e.g., A-) letter grades. However, in general:

- the A range is narrow and high (all quiz points, high test scores, and excellent individual assignment and group project submissions);
- the B range is wide (this is the grade all students sort of start out with, better than expected submission will warrant As and less than expected Cs); and
- the C range is fairly low

All really poor submissions, but not exams nor quizzes, can be resubmitted for an approximate C+ so, with sufficient effort, all students should have a really good chance for at least a B. However, grades will be awarded on performance, not effort.

Module quizzes: need to be completed by the due dates per Schedule. They are not due every week so check the class Schedule and note in your calendar the due dates. Once a student starts a quiz,

they will have 20 minutes to complete the quiz, which will have 10 multiple-choice questions. Students can take a quiz only once. There is no make-up for a missed quiz.

Discussion assignments: need to be completed by the due dates per Schedule. Discussion assignment postings can be made as soon as the assignment is opened, which is typically the start day of a module and until it is closed (which is specified). These postings can be viewed by all class members and the instructor. A student is encouraged to post more than one time on different days on the same discussion. The possible points students can get from a discussion assignment are: 0 - student did not post on time, 1.0 – student met the minimum requirements, 1.5: student exceeded the minimum requirements, and 2.0: student substantially exceeded the minimum requirements. Further details explaining these four points on the grading scale will be provided. There is no make-up for a missed discussion assignment.

A discussion helps build a dialogue among all class members. Its purpose is to deepen the understanding of, implications of, and reflect on the question asked for the assignment. It is expected that you will add to the discussion by agreeing, disagreeing, bolstering another's comments, adding another perspective or a contrary perspective, or identifying how you have seen the theoretical underpinning play out in the workplace.

Individual assignments: there will be several relatively small assignments. These assignments are to be done by individuals only (meaning, two or more students cannot work together to come up with the solution) because they are designed to test an individual's comprehension/application of the material learned. These assignments should be submitted by the due date as a WORD attachment. The *Honor Code* (see below) will be in effect. Therefore, the individual assignments will be considered pledged that you have neither given nor received help to or from others in the class. There is no make-up for a missed individual assignment.

Group project: will be performed by instructor-selected groups, consisting of (most likely) four people per group. The group project work will be submitted in milestones (stages). Each milestone will build up on top of the previous milestone; therefore, you cannot afford to not complete a milestone. The project will involve creating different types of models for analysis and design for a specific company. Groups will receive step-by-step information and my guidance through the completion of the project. The group project instructions are posted on the homepage under Group Project.

Exam I and Exam II: will be closed book, closed notes, and not require computer use. They will be paper-pencil/pen based, and will be administered on the scheduled day and time (see above table) in an ASM classroom which is yet to be determined. The format of each exam will be decided by the instructor shortly and communicated to the class. There will be *no make-up exam given for any reason*.

NOTE: Module 1 – Welcome survey, sending a Blackboard Learn message to me, updating your UNM contact information and introduction discussion will count as an Individual Assignment!

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Assignments and Participation

Module – Survival Guide:

1. All information you need for a learning module is found under the corresponding module number and its coverage dates link on the homepage. Each module includes a table of content (TOC).

2. Carefully study the assigned chapter(s) for the module (see the Class Schedule)
3. Read and comprehend my lecture notes (if available for that module)
4. View my video(s) (if available for that module)
5. Go over the PowerPoint slides to test your knowledge/understanding of the material
6. Take the module quiz before the assigned deadline
7. Discussion Board – Use this to post questions about each module’s assignment(s)
8. Ask questions about the assignment(s) or the group project milestone requirements
9. Complete the assignment(s) per the Schedule. Assignments (individual or group project milestones) are not due every week (also, the due dates do not follow any kind of pattern) so check the class Schedule and note in your calendar when assignments are collected. Collected assignment should be submitted as a WORD attachment.
10. For those assignments (individual or group project) that will require some kind of modeling using Visio, remember to save each Visio diagram/model as a JPEG file type first and then insert the JPEG file(s) into WORD before sending it as attachment for grading. Straight Visio embedded in WORD does not look/print well.
11. If you need to post a message only to the instructor use Blackboard Learn messaging and select Ranjit Bose

Note 1: There are no make-ups for missed exams, assignments or quizzes, so note their due dates on your calendar.

Note 2: DO NOT fall behind on completing and checking individual assignments or group project milestones, otherwise you will not be able to successfully prepare and complete the Exam I and Exam II.

Instructor Online Office Hour:

On line office hours can be scheduled by appointment and can use Chat or Elluminate (a web conferencing tool) with a link on the course home page in Learn. Additional time may be allocated if necessary. Students without (not recommended) a headset and mic can still use the online office hour as long as their computer has a speaker and the ability to type questions, but I ask that you have your questions prepared and typed ahead of time to save time; they can be shown in the whiteboard by cutting and pasting or by making the desktop visible with the open file showing. It is also recommended that students test their computer using the link the day before and work with our UNM web-conferencing tech, Chris Borden (newmedia@unm.edu or call 277-0857 or toll-free 1-877-688-8817) to make sure your computer is set up properly.

Blackboard Learn Tracking:

Blackboard Learn automatically records all students’ activities including: your first and last access to the course, the pages you have accessed, the number of discussion messages you have read and sent, chat room discussion text, and posted discussion topics. This data can be accessed by the instructor to evaluate class participation and to identify students having difficulty.

Course Evaluation:

You will be asked to complete a mid-term and final course evaluation survey online for this course. These surveys are completely anonymous and provide useful information to improve this course for next semester’s students. Your participation will be highly appreciated. If you have any questions or concerns about the surveys, please ask the instructor.

Course Interruptions and Scheduled Maintenance

In the event of an unexpected course interruption

If Blackboard is down on the day an assignment or project milestone is due, email the instructor at bose@mgt.unm.edu and let me know the problem you are encountering. **If the instructor confirms that the system was down, the instructor will automatically extend the due date for 24 hours.**

Scheduled Maintenance

Blackboard Learn has a daily scheduled maintenance window from 4:30 am – 5:30 am when Blackboard Learn is not available. There is also a routine maintenance window every Saturday from 6:00 am – 12 noon which may be used for system maintenance. In addition, UNM IT may conduct general system maintenance that affects multiple systems on campus, including Blackboard Learn. The general system maintenance window is on Sundays from 6:00 am – 12 noon. Announcements for the Saturday and Sunday maintenance windows are normally posted in Blackboard Learn two weeks ahead of time to notify users of planned outages.

Course Expectations & Ground Rules

Course Expectations:

- *expect to spend at least 10 hours per week on this course*
- *not scheduling regular and sufficient time each week to work on the class may result in falling behind, not receiving passing grade, or not completing the class*
- *at a minimum, students should read textbook, read my lecture notes (when applicable), view my videos (when applicable) and complete the assignments*
- *students are expected to learn how to navigate in Blackboard Learn*
- *students are expected to communicate with one another frequently and timely in group projects*
- *students are expected to check Blackboard Learn 3-4 times a week for Instructor Announcements, they are important since they keep students informed of changes, helpful hints or exam information*
- *students are expected to use the Blackboard Learn messaging to contact instructor for personal matters as opposed to emailing the instructor at their UNM email address (exception is when Blackboard Learn is down)*
- *students are expected to keep instructor informed of class related problems, or problems that may prevent the student from full participation (send an email when you encounter problems so that the instructor knows you still have intentions of completing the course).*
- *students are expected to address technical problems immediately*
- *students are expected to observe course netiquette at all times*

Netiquette Ground Rules:

- In following with the UNM Student Handbook, all students will show respect to their fellow students and instructor when interacting in this course. Take Netiquette suggestions

seriously. Flaming (personal insults or attacks) is considered a serious violation and will be dealt with promptly. Postings that do not reflect respect will be taken down immediately.

- Respect Others' Copyrights
- Don't type in ALL CAPS
- Use proper grammar and spelling (type your postings in WORD first in order to use spell check then copy and paste into Blackboard Learn)

Incompletes and Instructor Drop Policy:

Incompletes will be given out **only under extreme circumstances** which are not under the control of the student. If you are running into problems with the course, please contact me as early as possible so you do not fall behind. **The instructor may drop a student**, if the student does not complete the **Individual Assignment 1 by the scheduled deadline**. The instructor may also drop a student during the semester, **if a student fails or misses assignments or an exam and does not contact the instructor via Blackboard Learn messaging within one week of the failed/ missed assignment or exam**.

This course falls under all UNM policies for the last day to drop courses, etc. Please see <http://www.unm.edu/studentinfo.html> or the [UNM Course Catalog](#) for information on UNM services and policies. Please see the [UNM academic calendar](#) for course dates, the last day to drop courses without penalty, and for financial disenrollment dates.

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Student e-Readiness

Online classes are often incorrectly thought to be easier than in person classes. Online courses are not correspondence courses. They are designed to mirror in person classes and due to the self-discipline required they can be more challenging than in person classes. If this is your first online class please take UNM's Online Class Readiness Quiz at <http://statewide.unm.edu/online/get-started/online-ready-quiz.html>

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Online UNM Resources

- **Libraries:** <http://www.unm.edu/libraries>
- **CAPS** <http://caps.unm.edu/> - CAPS is a free-of-charge educational assistance program available to UNM students enrolled in classes.

- **Online Writing Lab (OWL)** - <http://caps.unm.edu/writing/owl> - students may submit academic papers required for UNM course or degree fulfillment or application submissions online for proofreading.
- **CAPS Virtual Tutoring Lab** - <http://caps.unm.edu/online/vtl> - Students can chat with a tutor in 5 subjects depending upon availability.
- **Smarthinking** - <http://caps.unm.edu/online/smarthinking/cas> Smarthinking™ is a Washington, D.C. based organization that provides online tutoring and academic support for university students 24 hours a day, 7 days a week in various common courses.

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Students with Disabilities

Qualified students with disabilities will be provided reasonable and necessary academic accommodations if determined eligible by the Accessibility Resource Center (<http://as2.unm.edu/>). Please refer to UNM's Disability Policy for further information, <http://pathfinder.unm.edu/common/policies/academic-adjustments.html>

The American with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodations of their disabilities. If you have a disability requiring accommodation, please contact me immediately to make arrangements as well as Accessibility Services Office in 2021 Mesa Vista Hall at 277-3506 or <http://as2.unm.edu/index.html>. Information about your disability is confidential.

If you are a qualified person with disabilities who might need reasonable accommodations in academic settings, please communicate with me as soon as possible so that we may make appropriate arrangements to meet your needs. Frequently, we will need to coordinate accommodating activities with other offices on campus, so that course materials can be made available in alternative formats.

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Technical Support

Students are responsible for meeting course deadlines. If you experience technical problems, please exercise one or all of the following options:

- Online Student Support w/contact info at <http://statewide.unm.edu/online/support/>
- NMEL Help Desk at learn@unm.edu
- Media/web-conferencing Tech Support at media@unm.edu or 505-277-0857 or

1-877-688-8817

- UNM's Knowledge Base - http://fastinfo.unm.edu/prod/index_student.php
- Call Erik Jaderlund at 277-1931, M-F during business hours or email him at ecjade@unm.edu. He cannot answer questions related to course content but can help you with any other snags you may have

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Copyrighted Materials

All materials in this course fall under copyright laws and should not be downloaded, distributed, or used by students for any purpose outside this course.

<http://www.unm.edu/~counsel/general/copyright.htm>

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Academic Integrity

Each student is expected to maintain the highest standards of honesty and integrity in academic and professional matters. Dishonesty is defined as a lack of truth, honesty or trustworthiness. Cheating is defined as influencing or leading by deceit. Deceit is defined as intending to mislead and commonly suggests a false appearance.

Students should be familiar with UNM's [Policy on Academic Dishonesty](#) and the [Student Code of Conduct](#) which outline academic misconduct defined as plagiarism, cheating, fabrication, or facilitating any such act.

Examples (not exhaustive) of dishonest behavior include:

- Uses or attempts to use unauthorized aids in examinations or other academic assignments to be submitted for evaluation
- Misrepresentation of data, results or sources for papers or reports
- Copying another student's work

Anderson School of Management faculty, staff and students commit to values of trust, honesty, integrity, and accountability. We will not tolerate academic dishonesty. **By enrolling in any course at Anderson, the student accepts the Anderson Academic Honesty Code and affirms the following pledge: I will not lie, cheat, fabricate, plagiarize or use**

any other dishonest means to gain unfair academic advantage.

Any violation of the code of conduct will be taken very seriously and appropriate sanctions will be applied. For full text of Anderson's Academic Honesty Code, please visit <http://www.mgt.unm.edu/honesty>

Closing Remarks:

If you have any questions, concerns, special needs, or require special assistance, please inform me at the beginning of the semester. I will work with you to find an appropriate accommodation. I aim to make this class beneficial for everyone in it.

You are responsible for all of the information contained in this syllabus and in the online class materials. If you have any questions or you don't understand any of the class policies and procedures, please ask me to explain them to you. **I reserve the right to make changes to this syllabus, the schedule or any of the class policies and procedures. If I do make any changes, however, I will notify the class using the Blackboard Learn Announcements.**

Good luck with the class, and have a great semester!

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