**INSY 4325-001**

 **Information Resource Management**

 **Spring 2013**

Instructor: Sridhar P Nerur Phone: (817) 272-3530

Office: B 518 E-mail: snerur@uta.edu

Class Time: W 7:00-9:50 p.m. Room: SH 331

Office Hours: MW: 4:30 – 5:25 p.m. or by appointment

Class Website: <http://wweb.uta.edu/insyopma/nerur/Courses/insy4325.htm>

**Text Book: *The Adventures of an IT Leader* by Robert D. Austin, Richard L. Nolan, and Shannon O’Donnell, Harvard Business Press, 2009, ISBN: 978-1-4221-4660-6.**

**Prerequisites:** This is the capstone course for Information Systems majors.

**Course Objectives:** The course is designed to provide INSY majors, who already have a strong technical background, a broad managerial view of deployment and management of IT resources. Information technology (IT) has dramatically altered the way organizations conduct business and compete in a global marketplace. The commercialization of the Internet has created new electronic market places, and new channels of supply and distribution. New business models are continuing to emerge and challenge our notion of how best to organize a business. This course aims to discuss the challenges of managing a business in a global networked economy. It provides an understanding of the influence of IT on business decisions from a senior management perspective.

The objectives of the course are to:

1. Provide a process-oriented view of organizations.
2. Provide an understanding of how end-to-end business processes work in organizations.
3. Facilitate an understanding of the role of ERP (enterprise resource planning) systems.
4. Give students a hands-on experience with a real-world ERP system.
5. Expose students to emerging trends in enterprise software development/deployment/architectures, including SOA (service-oriented architecture), cloud-computing, and business intelligence.

**Mode of Instruction:** Concepts will be covered in a lecture format; however, the course relies heavily on hands-on tutorials to demonstrate the concepts discussed in class. Slides/notes will be made available on Blackboard .

**Course Requirements:**

Lab Exercises: Students will have to access SAP’s ERP system to complete the lab exercises. Details will be provided in class. SAP exercises constitute 15% of the grade.

Exams: There will be 6 quizzes, a mid-term, and a final exam. The exams will be primarily based on concepts from the textbook, slides, and readings prescribed for the course.

Case Presentation/Discussions: The class will be divided into groups of 3 (or 4) members for the purpose of case discussions. Details will be provided on the first day of class. Each group will analyze a case and make a presentation to the class. The cases are meant to reinforce concepts taught in the class. Points will be taken off if you do not attend the case presentations. You may purchase your case from the following site:

<http://hbsp.harvard.edu/>

There are no provisions for make-up exams or make-up quizzes. Please plan accordingly!

**Performance Evaluation:**

Case Analysis: 10%

Quizzes: 30%

Mid Term Exam: 20%

Final Exam: 25%

SAP Lab exercises: 15%

# Tentative Course Schedule

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| **Week/Date** | **Chapter/Topic** | **Reading/Assignment/slides** |
| **1 (Jan. 16)** | **Introduction** | **Lecture 1** |
| **2 (Jan. 23)** | **IT Orders of change; Business Models; SAP Intro** | **Articles; slides** |
| **3 (Jan. 30)** | **CIO Role, Challenges, Leadership (ch. 1-3)** | **Quiz 1** |
| **4 (Feb. 6)** | **Cost & Value of IT (ch. 4-5); SAP Accounting** | **Article by Nicholas Carr; Case Presentation** |
| **5 (Feb. 13)** | **Project Management (ch. 6-7)** | **Quiz 2; Case Presentation** |
| **6 (Feb. 20)** | **Project Management continued** | **Case Presentation** |
| **7 (Feb. 27)** | **SAP Sales & Distribution; IT Priorities/Board (ch. 8-9)** | **Case Presentation; Quiz 3** |
| **8 (Mar. 6)** | **SAP Procurement Process; Reliability & Security** | **Case Presentation** |
| **9 (Mar. 20)** | **Mid-Term; Crisis, Damage, & Communication (10-12)** | **Case Presentation** |
| **10 (Mar. 27))** | **SAP Inventory & Warehouse Management; Ch. 13-17** | **Case Presentation; Quiz 4** |
| **11 (Apr. 3)** | **Ch. 13-17 Continued** | **Case Presentation** |
| **12 (Apr. 10)** | **Managing IT Service Delivery; Cloud Computing** | **Articles; Case Presentation; Quiz 5** |
| **13 (Apr. 17)** | **Business Intelligence** | **Case Presentation** |
| **14 (Apr. 24)** | **Case Presentation** | **Quiz 6** |
| **15 (May 1)** | **Case Presentation; Review for finals** |  |
|  | **FINALS on May 8, 2013 from 8:15-10:45 p.m. (PLEASE CHECK YOUR CALENDARS)** |  |

**Note: Details of case presentations will be provided in class.**

**SYLLABUS CHANGES: The instructor reserves the right to make changes to the above syllabus as necessary; students are responsible to be attentive to changes announced in class and/or posted in the class website.**

**Important Dates**

Jan. 30 Census Date

Mar. 11-15 Spring Break

Mar. 29 Last day to drop classes

May 03 Last day of classes

May 04-10 Finals

**UNIVERSITY and COLLEGE POLICIES**

**Tuition:** Students who have not paid by the census date and are dropped for non-payment cannot receive a grade for the course in any circumstances. Therefore, a student dropped for non-payment who continues to attend the course will not receive a grade for the course. Emergency loans are available to help students pay tuition and fees. Students can apply for emergency loans by going to the Emergency Tuition Loan Distribution Center at E.H. Hereford University Center (near the southwest entrance).

**Attendance and drop policy:** Students are required to read and be prepared to discuss the assigned textbook chapters and workbook exercises on the scheduled class days. Class attendance and lateness policies will be discussed during the first week of class. Those policies include by reference all provision for grade adjustment or drop policies included in the applicable Graduate or Undergraduate Catalog in effect at the start of the semester. ***No student will be dropped from the class rolls for never attending or excessive absences.***

A student dropping a course after the Census Date but on or before the appropriate final drop date will receive a grade of "W" ***only*** if at the time of dropping, the student is passing the course (has a grade of A, B, C, or D); otherwise the student will get an “F”.

**Americans with Disabilities Act**: The University of Texas at Arlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including the Americans with Disabilities Act (ADA). All instructors at UT Arlington are required by law to provide "reasonable accommodations" to students with disabilities, so as not to discriminate on the basis of that disability. Any student requiring an accommodation for this course must provide the instructor with official documentation in the form of a letter certified by the staff in the Office for Students with Disabilities, University Hall 102. Only those students who have officially documented a need for an accommodation will have their request honored. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at [www.uta.edu/disability](http://www.uta.edu/disability) or by calling the Office for Students with Disabilities at (817) 272-3364.

**Academic Integrity**: All students enrolled in this course are expected to adhere to the UT Arlington Honor Code:

I pledge, on my honor, to uphold UT Arlington’s tradition of academic integrity, a tradition that values hard work and honest effort in the pursuit of academic excellence.

I promise that I will submit only work that I personally create or contribute to group collaborations, and I will appropriately reference any work from other sources. I will follow the highest standards of integrity and uphold the spirit of the Honor Code.

Per UT System Regents’ Rule 50101, §2.2, suspected violations of university’s standards for academic integrity (including the Honor Code) will be referred to the Office of Student Conduct. Violators will be disciplined in accordance with University policy, which may result in the student’s suspension or expulsion from the University.

**Student Support Services**: UT Arlington provides a variety of resources and programs designed to help students develop academic skills, deal with personal situations, and better understand concepts and information related to their courses. Resources include tutoring, major-based learning centers, developmental education, advising and mentoring, personal counseling, and federally funded programs. For individualized referrals, students may visit the reception desk at University College (Ransom Hall), call the Maverick Resource Hotline at 817-272-6107, send a message to resources@uta.edu, or view the information at [www.uta.edu/resources](http://www.uta.edu/resources).

**Electronic Communication**: UT Arlington has adopted MavMail as its official means to communicate with students about important deadlines and events, as well as to transact university-related business regarding financial aid, tuition, grades, graduation, etc. All students are assigned a MavMail account and are responsible for checking the inbox regularly. There is no additional charge to students for using this account, which remains active even after graduation. Information about activating and using MavMail is available at <http://www.uta.edu/oit/cs/email/mavmail.php>.

**Student Feedback Survey**: At the end of each term, students enrolled in classes categorized as lecture, seminar, or laboratory shall be directed to complete a Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student’s feedback enters the SFS database anonymously and is aggregated with that of other students enrolled in the course. UT Arlington’s effort to solicit, gather, tabulate, and publish student feedback is required by state law; students are strongly urged to participate. For more information, visit <http://www.uta.edu/sfs>.

**Final Review Week**: A period of five class days prior to the first day of final examinations in the long sessions shall be designated as Final Review Week. The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week unless specified in the class syllabus. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week, classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.

Note: Much of this section has been taken from UT Arlington’s syllabus template.