**INSY 4325**

 **Information Resource Management**

 **Summer 2012**

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

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

Class Time: TR 5:30 – 7:50 pm Room: COBA 140

Office Hours: TR: 5:00-5:30 pm 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.

Exams: There will be two pop-quizzes and two exams. The exams will be primarily based on concepts from the textbook, slides, and readings prescribed for the course.

**Course Requirements:**

Attendance: You are required to attend all lectures. There will be two pop quizzes, each worth 10% of the grade. Make-up quizzes/exams will not be given under any circumstances. You will not receive a score for your case presentation if you do not show up. Further, you are required to attend presentations made by other groups as well.

Case Discussions: The class will be divided into several groups 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/>

Exams: There will be two quizzes, one midterm and one final exam.

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

**Performance Evaluation:**

Case Analysis: 15%

Quizzes: 20%

Mid Term Exam: 20%

Final Exam (August 2, 2010): 25%

SAP Lab exercises: 20%

# Tentative Course Schedule

**Week Chapter Assignment Case Assignment**

 1 Introduction

 Understanding Business Models

 CIO role, challenges, and leadership

 (Chapters 1-3 of your book)

 SAP Introduction

 2 Cost and Value of IT (Ch. 4-5) **Amazon.com**

 SAP Accounting

 3 Project Management (Ch. 6-7)

 SAP Sales & Distribution

 4 Does IT matter? **Boeing’s e-Enabled Advantage**

IT Priorities/Board (Ch. 8-9) **Volkswagen of America: Managing**

 **IT Priorities**

 5 **Mid Term Exam (All lectures covered in the first 4 weeks)**

 SAP Procurement Process **Royal DSM N.V.**

 6 Crisis, Damage, & Communication (Ch. 10,11,12)

 SAP Materials Management, Inventory & Warehouse Management

 **iPremier Company**

 7 Chapters 13-17 **Ford Motor Co**

 8 Managing IT Service Delivery **Cisco Systems**

 Review **The AtekPC Project Management Office**

July 31, 2012 **Final Exam (Comprehensive)**

**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**

Classes begin June 5, 2012

Last day to drop classes July 19, 2012

Last day of classes July 26, 2012

Final Exam July 31, 2012

**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 an F will be received.

**Academic Honesty:** Academic dishonesty is a completely unacceptable mode of conduct and will not be tolerated in any form at The University of Texas at Arlington. All persons involved in academic dishonesty will be disciplined in accordance with University regulations and procedures. Discipline may include suspension or expulsion from the University.

“Academic dishonesty includes, but is 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.” (Regents’ Rules and Regulations, Part One, Chapter VI, Section 3, Subsection 3.2., Subdivision 3.22).

**Grade Grievances:** The procedure in the 1997 catalog is the following: "The student has one calendar year from the date the grade is assigned to initiate the grievance. The normal academic channels are the department chair or program director, academic dean, and the Provost...."

**Americans With Disabilities Act (ADA):** If you are a student who requires accommodations in compliance with the ADA, please consult with me at the beginning of the semester. As a faculty member, I am required by law to provide “reasonable accommodation” to students with disabilities, so as not to discriminate on the basis of that disability. Your responsibility is to inform me of the disability at the beginning of the semester and provide me with documentation authorizing the specific accommodation. Student services at UTA include the Office for Students with Disabilities (located in the lower level of the University Center) which is responsible for verifying and implementing accommodations to ensure equal opportunity in all programs and activities.

**Student Support Services:** The University supports a variety of student success programs to help you connect with the University and achieve academic success. They include learning assistance, developmental education, advising and mentoring, admission and transition, and federally funded programs. Students requiring assistance academically, personally, or socially should contact the Office of Student Success Programs at 817-272-6107 for more information and appropriate referrals.

**Absences Based on Religious Beliefs:** A student who misses an examination, work assignment, or other project due to the observance of a religious holy day will be given the opportunity to complete the work missed within 15 days following the due date of the assignment, test, or other project missed. To be eligible for such a make-up, the student must notify me in writing of classes scheduled on dates he or she will be absent to observe a religious holy day. Notification must be made within the first 15 (fifteen) class days through either a written correspondence, personal delivered, acknowledged and dated by me or written correspondence sent certified mail, return receipt requested to me. Failure to follow the rules provided above within the time frames listed will result in the absence being considered unexcused.

**Bomb Threats:** If anyone is tempted to call in a bomb threat, be aware that UTA will attempt to trace the phone call and prosecute all responsible parties. Every effort will be made to avoid cancellation of presentations/tests caused by bomb threats. Unannounced alternate sites will be available for these classes. Your instructor will make you aware of alternate class sites in the event that your classroom is not available.

## No Food or Drinks in Classrooms: College policy prohibits food and/or drinks in classrooms and labs. Anyone bringing food and/or drinks into a classroom or lab will be required to remove such items, as directed by the class instructor or lab supervisor.

**Evacuation Procedures:** In the event of an evacuation of the College of Business building, when the fire alarm sounds, everyone must leave the building by the stairs. With the fire alarm system we now have, the elevators will all go to the first floor and stay there until the system is turned off. All those in the North tower side of the building should proceed to the fire escape stairs located on the East and West sides of that wing.

**FOR DISABLED PERSONS**…..please go to the Northeast fire stairs. We have an evacu track chair located on the 6th floor stairwell. We have people trained in the use of this chair and there will be someone that will go to the 6th floor to get the chair and bring it to any lower floor stairwell to assist disabled persons.

Should this be a real emergency, the Arlington Fire Department and UTA Police will also be here to help.