



**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



**Course Syllabus- Fall 2022**  
**ISOM 240: Introduction to Management Information Systems (3 Credits)**  
**{{Faculty Name}}**

	<b>Section{{#}}</b>  {{Days}} {{Time}}  <b>TA: {{TA Name}}</b>  {{TA email}} TA Office Hours{{Hours}}	
<p><i>Tutorial:</i> Self-learning using the online Training of Kuwait University (Web: <a href="https://onlinetrain.ku.edu.kw">https://onlinetrain.ku.edu.kw</a>). Student will study by themselves 5 courses related to MS Access and then perform quizzes worth 5%.</p>		
<p><b>Midterm Exam October 30<sup>th</sup>, 2022 6:00 pm- 7:30 pm</b> <b>Final Exam December 27<sup>th</sup>, 2022 2:00 pm – 4:00 pm</b></p>		

**Contact Information:**

*Location:* Lecture room, and LMS platform ( Moodle, MS Teams)  
*Email:* {{faculty email address}}  
*Office:* College of Business Administration-Shadadiya {{Office location}}  
*Office Hours:* {{Days, and hours}}



**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



## Course Description

This course provides students with a focused introduction to the purposes, uses, and value of information systems and information resources in contemporary private organizations. It illustrates how information systems are innovatively employed to provide business intelligence, support decision making, improve business processes, attain competitiveness, augment collaboration with internal and external partners, and introduce innovative products and services. It introduces students to reasons, concepts and methods to design, acquire and implement information systems. The course also illustrates means to effectively manage, secure, and ethically use information resources in rapidly changing business and technological environments.

## Course Learning Objectives (CLOs):

The learning outcomes for this course, listed below, relate to the learning goals of the College of Business Administration Undergraduate Program. Upon successful completion of the course, students will be able to:

- CLO1.** Understand the components of Information Systems, the innovative role it plays in nowadays organizations, and how and why information systems are used today for competitive advantage.
- CLO2.** Understand how various types of information systems provide business intelligence, support decision making, and enable competitive advantage. Students gain hands-on experience with Database Management Systems (DBMS- MS Access), and also applying MS Excel on real life cases.
- CLO3.** Understand how information systems enable globalization, new forms of commerce, collaboration, and partnering with customers and suppliers
- CLO4.** Identify and assess the sourcing alternatives for a new system.
- CLO5.** Understand how to secure information systems resources, mitigate risks, and plan for and recover from disasters.
- CLO6.** Evaluate the ethical concerns that information systems raise in society and the impact of information systems on crime, terrorism, and war.
- CLO7.** Strengthen students' evaluations of business strategies involving IS and identification of problems and opportunities that are amenable to IS solutions.
- CLO8.** Apply IT tools (e.g., DBMS, Spreadsheets) to evaluating IS related business strategies and identifying problems and opportunities amenable to innovative IS solutions.

## CLO Mapping to CBA Skill Based Competency Goals<sup>1</sup>

CLO	Competency Goal				
	Analytical	Communication	Information Technology	Business Ethics	General Business Knowledge
1					I
2			A		
3			R		
4					I
5			I		
6				A	
7	I				
8		R	R		

### Type of Emphases:

- **(I)ntroduce:** Students will be introduced to the skill and their grasp of it assessed in the course.
- **(A)pply:** The course will not cover the skill. Students should have a high-level grasp of the skill and are required to apply it in the course.
- **(R)einforce:** Students should have an introductory-level grasp of the skill and the course will improve their mastery to a higher level.

### Course Content Delivery Strategy

- In person and use of MS Teams for online lectures, and Moodle (With Lockdown Browser and Respondus) for HW, cases, quizzes, Midterm and Final exams (**NOTE: MIDTERM IS UNIFIED ON October/30/2022; FINAL IS UNIFIED ON December/27/2022**). Click the following URL to learn more about how to use Lockdown Browser and Respondus on Moodle: <https://youtu.be/ru00EUcr5SU>
- Use of Power Point
- Hand notes
- Use of websites
- Use of commercial tools: MS Excel, MS Access
- Assignments and cases

<sup>1</sup>CBA Competency Goals can be found at the end of this document

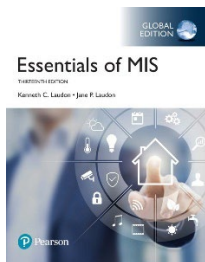


**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



## Required Material:

### Textbook



Kenneth C. Laudon and Jane P. Laudon (2019); Essentials of Management Information Systems, Global Edition, 13th Edition, 517 pp, Print ISBN: 9781292253350, 1292253355; eText ISBN: 9781292253435, 1292253436;

Note: an **electronic version** of the book is available on Unified Moodle. It is **NOT THE SAME edition**. **Refer to Section Names** (not section or page numbers).

### Additional Material

Two case studies will be assigned to groups/teams by Moodle Random Assignment. You will be in a group/team of 3-4 students. The grade will be assigned collectively to all team members (e.g., if the team gets 85%, then all team members will get 85%).

### Presentation

Each group of 3-4 students will present two case studies online using PowerPoint. Each group will post the slides/video on Moodle. A rubric/evaluation criteria will be available for students to check before submission.

### Class Preparation

You need to read distributed cases studies, and to watch selected YouTube Videos before classes.

### Tools to be used

E-plagiarism system (Turnitin: [www.turnitin.com](http://www.turnitin.com)); Cloud system (OneDrive of Microsoft)

### Prerequisites

ISOM 130



## Course Outline

Topic	Reading
Chapter 3: Achieving Competitive Advantage with Information Systems	Only two sections (3.1 and 3.4)
Chapter 9: Achieving Operational Excellence and Customer Intimacy: Enterprise Applications	Only sections (9.1, 9.2, and 9.3)
Chapter 6: Foundation of Business Intelligence Database and Information Management	All sections (6.1, 6.2, 6.3, and 6.4)
Chapter 11: Improving Decision-Making and Managing Knowledge	Only two sections (11.1 and 11.2)
Chapter 8: Securing Information Systems	Only sections (8.1, 8.3, and 8.4)
Chapter 10: E-commerce: Digital Markets, Digital Goods	All sections (10.1, 10.2, 10.3, 10.4, 10.5, and 10.6)
Chapter 12: Building Information Systems and Managing Projects	Only two sections (12.1 and 12.2)
Chapter 4: Ethical and Social Issues in Information Systems	Only two sections (4.1 and 4.2)
Practical component consists of 5 MS Access 2016 courses using e-training of KU ( <a href="https://onlinetrain.ku.edu.kw">https://onlinetrain.ku.edu.kw</a> ). Each student must login using the same username and password used when accessing the SIS portal, <b>study the assigned courses and pass quizzes / turn in certificates that account for 5% of the total grade</b> . Note: If a student completed the certificates previously, then they must be redone. A screenshot of the most recent learning plan must be uploaded to Moodle.	

In addition to the topics listed above, you are responsible to review material from ISOM 130. Review material covers Chapters 1 and 2 with the following topics:

Chapter 1: Business Information Systems in Your Career

Chapter 2: Global e-Businesses and Collaboration

**Key Terms/ Concepts:** Six Objectives/ Big Data and IoT/ What is an Information System?/ Problem Solving Approach/ Bus Process/ Bus Environment/ Levels in the Organization/ Bus Functions/ Business Intelligence/ Enterprise Systems/ IS Department/ Collaboration

## Course Policies

You are responsible for knowing the following policies (“I didn’t know” is NOT an excuse):

- Attendance and Participation:
  - Each student should turn silent his/her mobile at the beginning of class
  - Every student in this course must abide by the Kuwait University Policies (including ERT additions) on Attendance (published in the Student Guide, Chapter 3, Section 13). A copy of the student guide can be accessed online on:  
<http://kuweb.ku.edu.kw/ku/Students/References/index.htm>  
[http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku\\_content/kuw055940.pdf](http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku_content/kuw055940.pdf)



**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



- Be on time for the lecture (remember, class starts on time, NOT 5 minutes later). At the beginning of each lecture, I will take attendance, anyone coming after that time will be considered as late.
- Students must attend the classes they are enrolled in (i.e., no informal switching between sections for the same faculty member or between different faculty members). The same is applied to taking quizzes, midterm, and final exams
  
- Absenteeism:
  - University regulations governing absenteeism are applied to all students. This involves a first warning after **3 hours (not lectures)**, a second warning after additional 3 hours absence and a failure notice for any absence beyond the six hours. Absence with a valid excuse will still count as an absence. But each student is allowed two absences (no questions asked), after that, each absence will be counted.
  
- Exams and Quizzes (**ONLINE on YOUR LAPTOP- NO handheld devices**)
  - Make-up quizzes and exams: **No make up for quizzes.** Midterm and final exams will be executed according to plans. In case Moodle fails for uncontrolled reasons, the exam will be re-scheduled the next Saturday (after the initial plan date) and at the same timing. **If you have Covid (during Midterm/ Final Exam time), then submit documentation of PCR/ Civil ID to the Committee to decide on your case. For the Midterm, if your documentation is approved, you will be invited to complete a makeup (at a time set by the committee). For the Final, if your documentation is approved, an "I" (Incomplete) will appear in the KU portal and you will be invited to complete the makeup the first week of the following academic term.** You must inform your instructor and share the results of a PCR test at least 4-5 days before and exam to be eligible for a make-up.
  - **Moodle will be used with LockDown browser and Respondus monitoring system (or comparable systems). Make sure you access Moodle using Google Chrome.** LockDown Browser must be installed on laptop or desktop. Be sure to install LockDown Browser and Respondus BEFORE the exam date by taking the compatibility test in Moodle (for technical help, please see your TA). **You are responsible for having a working computer (Systems Updates and Lockdown/ Respondus Updates) Fully Charged and with working Internet BEFORE THE EXAM.**
  - **Exams will NOT be administered using handheld devices like iPhone or iPad (even if it has worked in past exams).** You need a desktop or laptop with a Camera and Microphone for the ENTIRE EXAM.
  - During the exam, Respondus monitoring system will record your exam session using the camera so please follow the Dress Code and make sure you take the exam in a quiet environment. Your face must be visible and sound on for the ENTIRE EXAM with NO HEADPHONES.



**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



- Any suspicious behavior during the exam will earn the student a ZERO in the assessment. Academic dishonesty will not be tolerated: cheating/plagiarism and the like will earn the student an “F” in the course.
  - Every student in this course must abide by the Kuwait University Policy on Cheating and Plagiarism (published in the Student Guide, Chapter 3, Section 2; p. 22). A copy of the student guide can be accessed online on: [http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku\\_content/kuw055940.pdf](http://kuweb.ku.edu.kw/cs/groups/ku/documents/ku_content/kuw055940.pdf)
  - If you have **special needs** (e.g., any type of disability, pregnancy, diabetes, etc.), please make sure you inform the instructor (**within the FIRST WEEK of class**). You can also check with Associate Dean for Student Affairs office for other rights and duties.
  - **The instructor will NOT answer any questions during the exam including clarification questions. Furthermore, dictionary use is prohibited during exams.**
  - If you have any doubt related to a question(s) on quizzes or exams you need to flag the question(s) and insert a comment with your full name, section, and the reason for flagging the question(s). Failure in doing so will result in not reviewing flagged question(s).
- **Grading:**
    - There are **NO** collaborations in quizzes and exams - this will be considered **cheating**. Plagiarism will also be considered as cheating.
    - Late submission will NOT BE ACCEPTED
    - You are responsible to upload cases and MS Access certificates to Moodle, and before you click submit, download the same case/certificate on a different machine to view it. Instructors cannot be responsible for unsubmitted or corrupt files (students will receive a zero), and will not extend deadlines because of this issue.
    - Writing Style: Students must refer to APA writing style for their assignments and report writing. Refer to the English Language Center for help (For more details see <http://www.easybib.com/guides/citation-guides/apa-format>).
    - **After a grade is posted (quizzes, assignment, case study, midterm, ... etc), you will have two days to discuss it with your instructor or teaching assistant (TA). After that, the grade is FINAL and released.**
    - For the final exam, the final grades will be posted after 12 hours
    - Negotiation of the final grade is neither accepted nor discussed.
    - There will be **NO ROUNDING UP OR DOWN** once your grade is finalized (for example, 89.99% is B+ not A-).
  - Students cannot contact instructors or TAs out of normal hours to get help if they have a technical issue and will not get an extension for deadlines to solve technical problems.
  - Students are responsible for the content/ instructions etc. on LMS (Moodle/ MS Teams) as well as emails. For example, your instructor will not remind you of due dates.
  -



## Grade Distribution

Category	Percentage	Unified?	Notes
<b>Final Exam</b>	40%	Yes	<b><i>December 27<sup>th</sup>, 2022 between 2PM and 4PM.</i></b> 2 Hrs exam. Moodle announcement will state sections included and number/ types of questions. All questions are developed and reviewed by class committee (TESTBANK NOT USED FOR THIS EXAM).
<b>Midterm Exam</b>	30%	Yes	<b><i>October 30<sup>th</sup>, 2022, between 6:00 PM until 7:30PM.</i></b> 1.5 Hrs exam. Moodle announcement will state sections included and number/ types of questions. All questions are developed and reviewed by class committee (TESTBANK NOT USED FOR THIS EXAM).
<b>Case Studies</b>	10%	Yes	2 cases  <b>Each student must present (video and audio) and start with introducing his/her name.</b>
<b>Lab</b>	5%	Yes	5 MS Access 2016 courses using the e-training of KU ( <a href="https://onlinetrain.ku.edu.kw">https://onlinetrain.ku.edu.kw</a> ) <b>after completing chapter 6.</b>  <b>Each student must login using the same username and password used when accessing the SIS portal, study the assigned courses and pass quizzes that account 5% of the total grade. <u>Student must show your instructor digital certificates that account 5% of the total grade (remark: you get a digital certificate if you succeed and get higher than 70%).</u></b>  If you are repeating the class and have old certificates, you must re-watch the videos and complete the exam once again upload your certificates and take a screenshot of the Learning plan to show you have re-watched the videos. (you will have to attach 6 files (5 certificates, and the learning plan))
<b>Quizzes</b>	10%	Yes	<b><i>3 quizzes (drop one) – closed book and notes – one attempt In-class and online through Moodle (15 minutes)</i></b> <ul style="list-style-type: none"> <li>• Quiz 1: Chapters 3 and 9 (10 questions)</li> <li>• Quiz 2: Chapters 11 (10 questions)</li> <li>• Quiz 3: Chapters 8 and 10 (10 questions)</li> </ul> <b>Bonus Quizzes:</b> <ul style="list-style-type: none"> <li>• Compatibility Quiz (general questions)</li> <li>• Review Quiz (Chapters 1 and 2)</li> </ul>





**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



			<ul style="list-style-type: none"> <li>• Pre-midterm quiz (general questions)</li> <li>• Pre-final quiz (general questions)</li> </ul> <p><b>Note: You are responsible to download, install, and update to the latest version both Respondus and Lockdown browser BEFORE a quiz. Those actions will NOT be allowed in class.</b></p>
<b>Other</b>	5%	NO	<i>Pop-up quizzes, participation, attendance, HW, ...etc.</i>
<b>Total</b>	<b>100%</b>		

### Grade distribution

Range	Grade
>= 95%	A
90%-94.99%	A-
87%-89.99%	B+
83%-86.99%	B
80%-82.99%	B-
77%-79.99%	C+
73%-76.99%	C
70%-72.99%	C-
65%-69.99%	D+
60%-64.99%	D
<= 59.99	F

### Guidelines: How to send me e-mails in order to recognize you

For many of us, e-mail is an important way to communicate. Using e-mails well can help us communicate effectively. Please observe the following guideline when you send me emails **(if you do not comply to the following rules you will get points deduction):**

- Include an informative subject line starting with IS 240 (and your section number). For example, if you include in the subject line "IS 240- Sec 01A: Missing Class Today", I would have known immediately what the message was about.
- Make sure your e-mail is set up to show your name correctly in recipients' inboxes and not a nickname such as "pinky". If you use a nickname then consider your e-mail as ignored/ deleted.
- Start and end positively. Even if the e-mail is something negative, such as a complain, begin with positive words, such as Dear Dr Z and end the same "Thank you".



**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



- Keep paragraphs relatively short. Long paragraphs tend to be hard to read in e-mail. Therefore break your message into short paragraphs.
- Select one language when sending me e-mails and write me either in English or in Arabic. However don't mix the two. It is bad for you and your image.
- Avoid use of "chat" language such as plz for "please", 2 for "to/too/two", etc.
- Include your name and KU ID at the end of the email.
- Proofread your e-mail before sending it to me.

## Important Dates

Item	Date
Bonus Compatibility Quiz 1% Bonus	Week of September 25 Deadline: October 6 11:59 PM
Bonus Quiz (Review Chapters 1 & 2) 1% Bonus	Week of October 9
Quiz 1 (Chapters 3 & 9)	Week of October 23
Bonus Pre-midterm 1% Bonus	October 29 Deadline: 11:59 PM
Midterm Exam (Chapters 3 & 9)	October 30 (6 pm – 7:30 pm)
Last Day to Withdraw	November 3
Quiz 2 (Chapter 11)	Week of November 6
Case Study 1	November 17
Quiz 3 (Chapter 8 & 10)	Week of December 4
Case Study 2	December 15
MS Access Lab	December 22
Last day of classes	December 22
Bonus Pre-final 1% Bonus	December 26 Deadline: 11:59 PM
Final Exam (Chapters 6, 8, 10, and 12)	December 27 (2 pm – 4 pm)

**Note: your instructor will NOT remind you of the above dates.**

## FINALLY



**Kuwait University**  
**College of Business Administration**  
**Information Systems & Operation Management**  
**(ISOM)**



In general, your ideas, comments, suggestions, questions, grade challenges, etc. are welcome and encouraged, if you feel the need to share your thought. However, **No part of your grade will be based on anything other than your coursework and attendance.**

- If a student decides to bring a parent/uncles/aunts (relatives) or **anyone to discuss or change a grade, that student will automatically lose 10% of their total grade.** Keep in mind your grades are private and I have no right to disclose any information to another person. If a student decides to resort to nepotism, also known as Wasta, to request alteration of a grade the student will automatically lose 10% of their total grade.
- “I am a senior and I need an A in the class to graduate because my GPA is low” or “I need a B+ because I am on probation” this is your own doing you will get a B+ or an A only if you (EARN IT), the professor will not entertain such excuses. “Please reduce my grade to a C- so I can repeat the course” is also not entertained.
- I promise to give you RESPECT / FAIRNESS / and QUALITY in return I expect the same courtesy from you towards me and your fellow class mates.