



Course Syllabus Spring 2022
ISOM352 - Management Support Systems [3 credits]
Dr. Kamel Rouibah

Lecture Time: Sunday, Thursday and Thursday: 352-01A (13:00 to 13:50) [Classroom B2: 1048]

Contact Information

Location: ISOM Department but by MS Teams

Office: A2 1018, 2nd floor close to the ISOM secretary department

Office Hours By MS Teams; also Sunday & Tuesday from 12:00 to 13:00

Email: kamel.rouibah@ku.edu.kw → [Complete short survey by clicking here: https://forms.gle/utUUvapYZAP6DrSy9](https://forms.gle/utUUvapYZAP6DrSy9)

Social Media: NA

Teaching Assistant:

Name: NA

Location: NA

Email: NA

Office Hours: NA

Tutorial: Self-learning using the online Training of Kuwait University (Web: <https://onlinetrain.ku.edu.kw/ldap/>). **Students will study by themselves two selected courses then performed 2 quizzes that accounts 10 %**

Course Description:

This course enables students to acquire a broad understanding of management support systems, their components, business applications, and evaluation

Course Learning objectives [CLO]

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:

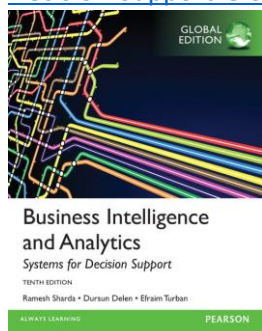
1. Understand the concepts and components of DSSs and Business intelligence (BI), the **innovative** roles they play in nowadays organizations, and how and why are used **[ISOM1]**
2. Strengthen students' knowledge on how **DSS and BI systems** support of managerial decision making, and enable competitive advantage. **[LG2, LG3]**
3. Identify and assess the sourcing alternatives for a DSS / BI systems **[ISOM4]**
4. Apply DSS and BI systems using appropriate tools (e.g., DBMS, Spreadsheets) on cases that involve identify problems and opportunities amenable to **innovative** IS solutions **[LGT2, LG3, LGT5]**.

Course Content Delivery Strategy

- Mixed course: Face to face and MS teams for lectures and Quizzes, midterm face to face
- Hand notes (send by emails)
- Use of commercial free tools: MS Excel, MS Access
- Assignments and cases

Required Material:

Textbook: Turban, Sharda, and Delen (2014) Decision Support and Business Intelligence Systems, Global Edition Global Edition:
<https://www.pearson.com/uk/educators/higher-education-educators/program/Turban-Business-Intelligence-and-Analytics-Systems-for-Decision-Support-Global-Edition-10th-Edition/PGM1045383.html>



Additional Material: Selected YouTube Videos, case studies and newspapers articles/ scientific papers will be assigned to students.

Presentation Each group of 4 students will make two presentations using PowerPoint [one case study and one scientific paper related to DSS or BI].

Assignments Three assignments –based on MS Excel and MS ACCESS will be assigned to students

Tools to be used: E-plagiarism system will be used for the final project (Turnitin: www.turnitin.com); Cloud system (One Drive of Microsoft) and MS Teams for students' communication

Course Outline:

Topics	Title/chapter
Introduction & Overview of Inf. Systems	Hand note from Dr Kamel
Types of Information Systems & DSS & BI	Headnote from Dr Kamel
An Overview of Business Intelligence, Analytics, and Decision Support	Chapter 1
Foundations and Technologies for Decision Making	Chapter 2
Self-study of two courses (https://onlinetrain.ku.edu.kw). Each student must login using the same username and password used when accessing SIS portal, study the two selected courses and passes 2 quizzes that account 10% of the total grade [each 5%]. I will assign the two courses during the ongoing course	
Invited speaker about DSS and BI from KOC [need to be confirmed]	
Business Reporting, Visual Analytics, and Business Performance Management	Chapter 4
Text Analytics, Text Mining, and Sentiment Analysis	Chapter 7
Model-Based Decision Making: Optimization and Multi-Criteria Systems	Chapter 9
Modeling and Analysis: Heuristic Search Methods and Simulation	Chapter 10
Automated Decision Systems and Expert Systems	Chapter 11
Knowledge Management and Collaborative Systems	Chapter 12
Big Data and Analytics	Chapter 13

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

- **Attendance and Participation:** 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://www.kuniv.edu/cs/groups/ku/documents/ku_content/kuw055940.pdf. Be on time for the lecture (remember, class starts on time, NOT 5 minutes later). At the beginning of each lecture (after 5 minutes of the class start), I will take attendance, anyone coming after that time will be considered as absent, and will result in an automatic deduction of 0.5 points per extra absence from your overall grade.
- **Absenteeism:** University regulations governing absenteeism are applied to all students. This involves a first warning after 3 hours, 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
- **Cheating and Plagiarism:** 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://www.kuniv.edu/cs/groups/ku/documents/ku_content/kuw055940.pdf

الفصل الثاني الجرائم والعقوبات المادة (2)

يعاقب بالحبس مدة لا تتجاوز ستة أشهر وبغرامة لا تقل عن خمسمائة دينار ولا تتجاوز ألفي دينار أو بإحدى هاتين العقوبتين ، كل من ارتكب دخولاً غير مشروع إلى جهاز حاسب آلي أو إلى نظامه أو إلى نظام معالجة إلكترونية للبيانات أو إلى نظام إلكتروني مؤتمت أو إلى شبكة معلوماتية.

فإذا ترتب على هذا الدخول إلغاء أو حذف أو إتلاف أو تدمير أو إفشاء أو تغيير أو إعادة نشر بيانات أو معلومات ، فتكون العقوبة الحبس مدة لا تتجاوز سنتين والغرامة التي لا تقل عن ألفي دينار ولا تتجاوز خمسة آلاف دينار أو بإحدى هاتين العقوبتين.

فإذا كانت تلك البيانات أو المعلومات شخصية فتكون العقوبة الحبس مدة لا تتجاوز ثلاث سنوات والغرامة التي لا تقل عن ثلاثة آلاف دينار ولا تتجاوز عشرة آلاف دينار أو بإحدى هاتين العقوبتين.

Exams and Quizzes

- Make-up quizzes and exams: No make up for quizzes (unless you have strong case/arguments). Midterm and final exams **will be executed according to plans**.
- If you have special needs (e.g., any type of disability, pregnancy, diabetes, etc.), please make sure you inform your instructor (**within the FIRST WEEK of class**). You can also check with Associate Dean for Student Affairs office for other rights and duties.

Grading:

- There are **NO** collaborations in quizzes and exams. This will be considered **cheating**. Plagiarism will also be considered as cheating. All cheating cases will be reported to Associate Dean of Student Affairs.
- Late submission of assignments or exams will NOT BE ACCEPTED unless you have a valid excuse and deduction will be applied **[-25 if late submission]**
- Writing Style for the final project: 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, midterm), you will have two days to discuss it with your instructor.** 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.

Grading:

The scores in this course will be the weighted average of the following items:

Exam	Description	Weight
Final exam	<u>June 11st, 2022 between 11 AM and 1 PM</u> . 2 Hrs exam. Announcement will state sections included and number/ types of questions. All questions are developed and reviewed by Dr Kamel Rouibah	30%
Midterm	<u>April 22th, 2022</u> . 2 Hr exam. Announcement will state sections included and number/ types of questions. All questions are developed by Dr Kamel Rouibah	20%
Project	Develop and online survey related to DSS or BI about current issues & applications in Kuwait, and distribute the survey	20%
Lab	Two courses will be selected from the online training of Kuwait University (https://onlinetrain.ku.edu.kw) and each student must login using the same username and password used when accessing the SIS portal, study the assigned courses and passes quizzes that account 10% of the total grade..	10%
Quizzes	4 quizzes, best 3 will be used in grading (lowest will be dropped).	10%
Assignment	3 assignments, and select best two <ul style="list-style-type: none"> • Assignment 1: Selection of a scientific paper related to assessment of DSS using survey and presentation • Assignment 2: Selection of a case study presentation • Assignment 3: MS Excel assignment based on sensitive analysis and Pivot table 	10
	Total	100%
	Attendance	-0.5 per non-attendance

Grade Distribution:

Grade	Range	Points
A	≥ 95	4.00
A-	≥ 90 and < 95	3.67
B+	≥ 87 and < 90	3.33
B	≥ 83 and < 87	3.00
B-	≥ 80 and < 83	2.67
C+	≥ 77 and < 80	2.33
C	≥ 73 and < 77	2.00
C-	≥ 70 and < 73	1.70
D+	≥ 65 and < 70	1.30
D	≥ 60 and < 65	1.00
F	< 60	0.00

Important Dates

Item	Date
Midterm	<u>April 22th, 2022</u>

Last day to withdraw	April 7 th , 2022
Final Exam	June 11 st , 2022 [08:00-10:00]

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. For example, if you include in the subject line "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 Kamel and end the same "Thank you"**.
- 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 too bad for you and your image.
- Ovoid use of "chat" language such as plz for "please", 4u= For You 2 "two", etc.
- Proofread your e-mail before sending it to me.

General Policy

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.
- 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.

CBA Vision:

To be the leading provider of quality business education in the region.

CBA Mission:

As part of Kuwait University, the leading national institution of higher education, the College of Business Administration is committed to providing quality business education, engaging in research and community services to contribute to the socio-economic development of the country.

Undergraduate Program Learning Goals:

LG1. Ethical Skills: A CBA graduate shall be able to recognize ethical issues present in business environment, analyze the tradeoffs between different ethical perspectives, and make a well-supported ethical decision.

Student Learning Objectives:

- 1.1. Identify the ethical dimensions of a business decision.
- 1.2. Recognize and analyze the tradeoffs created by application of competing ethical perspectives.
- 1.3. Formulate and defend a well-supported recommendation for the resolution of an ethical issue.

LG2. IT and Computer Skills: A CBA graduate shall demonstrate capabilities in using general-purpose computer applications

Student Learning Objectives:

- 2.1. Use a word-processing application to type and format a business document.
- 2.2. Use a data-processing application to analyze or solve a business problem.
- 2.3. Use a presentation-making application to prepare a slideshow for a business issue.

LG3. Communication Skills: A CBA graduate shall be able to communicate effectively in a wide variety of business settings.

Student Learning Objectives:

- 3.1. Deliver clear, concise, and audience-centered presentations.
- 3.2. Write clear, concise, and audience-centered business documents.

LG4. Analytical Skills: A CBA graduate shall be able to apply quantitative and qualitative methods to solve business problems.

Student Learning Objectives:

- 4.1. Use appropriate tools to solve a given business problem.
- 4.2. Analyze business problems using suitable business theories and techniques.
- 4.3. Structure logic and frame quantitative analysis to solve business problems