

Course Syllabus

[Jump to Today](#)

 Edit

Point Loma Nazarene University

School of STEM

CIT 4034 Management of Information Systems

Fall 2024 - Hybrid (4 Credit Hours)

Time and Place:	Thursday Evenings	6:00pm – 10:00pm
	Miracosta College room OC4803A	
Final Exam:	December 18, 2024 - 9 PM	

Instructor:	Stephen Hilliard	
	shilliar@pointloma.edu	office: On-line

Office Hours: By appointment

Students are welcome to contact me via email and schedule an appointment. Appointments can be on the phone or via a video conference call.

Text: (Note: the print copy textbook for this course is lent to the students for the duration of the course. Students will be charged if the textbook is not returned at the end of the course).

Information Systems for Managers with Cases, Edition 4.0

Gabriele Piccoli and Federico Pigni.

Point Loma Nazarene University, as a non-profit educational institution, is entitled by law to use materials protected by the US Copyright Act for classroom education. Any use of those materials outside the class may violate the law.

Needed Supplies:

Access to a computer (preferably running windows or a mac with a windows virtual environment), standard office software, and the ability to install software on your computer. You are required to bring your computer to class to more easily access course information. You must bring your textbook to each class sessions. We will be using information from the textbook each week as part of the in-class discussion.

Catalog Description:

This course is designed to provide an in-depth review of modern information systems management strategies and approaches. Topics in the course include management of operational strategy, server and network management practices, data reporting systems, social media management, business and IT strategic alignment, and disaster recovery. A review of incident cases will provide students with an understanding of how the course concepts can be applied in real-world situations.

Course Learning Outcomes:

The course is designed to help you:

1. Define roles of IT managers and CIOs.
2. Describe the meaning of information system success and failure.
3. Categorize information systems according to the hierarchical, functional, and process perspectives.
4. Discuss the basic principles of network economics and information economics.
5. Compare and contrast electronic commerce and electronic business.
6. Identify and discuss the components of the strategic information systems planning process.
7. Compute the total value and added value of new information systems.
8. Explain how to use traditional models of value creation with information systems to identify and craft IT-dependent strategic initiatives.
9. Analyze the potential of IT-dependent strategic initiatives to ensure value appropriation over time.
10. Identify the strategic goals for a company and develop an information systems plan to support the goals.

Institutional Learning Outcomes:

1. Learning, Informed by our Faith in Christ

Students will acquire knowledge of human cultures and the physical and natural world while developing skills and habits of the mind that foster lifelong learning.

2. Growing, In a Christ-Centered Faith Community

Students will develop a deeper and more informed understanding of others as they negotiate complex

professional, environmental and social contexts.

3. **Serving, In a Context of Christian Faith**

Students will serve locally and/or globally in vocational and social settings.

Program Learning Outcomes:

The Point Loma Nazarene University Adult Degree Completion (ADC) CIT program is designed to prepare students for expanded roles within his or her organization through enhanced abilities to:

1. Identify and evaluate information technology infrastructure necessary to meet an organization's business needs.
2. Develop, plan and evaluate appropriate processes for managing information systems and information technology projects.
3. Design, develop, and evaluate software solutions to meet an organization's business needs.
4. Apply their technical knowledge to solve problems.
5. Speak about their work with precision, clarity, and organization (Oral Communication)
6. Write about their work with precision, clarity, and organization (Written Communication)
7. Collaborate effectively in teams.
8. Identify, locate, evaluate, and effectively and responsibly use and cite information for the task at hand (Information Literacy).
9. Gather relevant information, examine information and form a conclusion based on that information (Critical Thinking).
10. Understand and create arguments supported by quantitative evidence, and they can clearly communicate those arguments in a variety of formats (Quantitative Reasoning).
11. Understand the professional, ethical, legal, security, and social issues and responsibilities that come with the implementation and use of information technology.

Program Learning Outcomes Assessed in this Course:

Outcome: Students will be able to design, develop, and evaluate software solutions to meet an organization's business needs.

Assessment Tool: Final Information Systems Solution Report

Outcome: Students will understand the professional, ethical, legal, security and social issues and responsibilities with the implementation and use of information technology.

Assessment Responses to Ethical Case Assignment

Course Organization:

Reading: The assigned reading each week should be completed before class. Lecture, class discussion, and class activities will be based on the assumption that the reading has been completed before the class of a given week.

Chapter Quizzes: Quizzes are open book and will focus on having read and understood the reading assignment. Quizzes will be taken online using Canvas before class and will be available a week before they are due. Each quiz will have 10 questions and students will have 10 minutes to complete the quiz. A quiz may be taken up to two times with the highest score recorded. Each quiz is due before we discuss the topic in class. This is to encourage students to complete the reading prior to class discussion. Missed quizzes will receive zero points and there will be NO make-up for missed quizzes.

Mini-Case Discussion Question Response: Each chapter of the textbook will have a mini-case with discussion questions. Students will be assigned one or more of the discussion questions and post a response to those questions in canvas before the beginning of class (**quality content over quantity of content**). Please refer to the mini case discussion response file in the "Modules" section. Participation in the class discussion regarding the mini-case is expected and two points will be deducted from the mini-case discussion response grading if the student is absent or does not participate. **One student will be assigned to lead each mini-case discussion and will submit an outline of ideas and questions they might use as a personal reference to help promote discussion of the case during class. The outline is due before the start of case. No credit for the outline will be earned if submitted after the start of the class.**

In-depth Weekly Case Study Discussion Question Response: Each week student teams will be assigned a case study (found at the back of the textbook). Each week a student team will read the case and respond to one or more of the discussion questions. **Responses should be 150+ words and should incorporate concepts from assigned chapters from that week. Late discussion responses will not be accepted.** Participation in the class discussion regarding the weekly case study is expected and two points will be deducted from the case study discussion response grading if the student is absent or does not participate. **A small team of students will be assigned to lead each weekly case discussion and will submit an outline of ideas and questions they might use as a personal reference to help promote discussion of the case during class. One student from the team will need to submit the outline before the start of class. No credit will be earned if the outline is submitted after the start of the class.**

Session Participation: Each week students will be evaluated for class participation. The total points available in each session will be 20 pts. Participation in this context means providing comments, asking questions, answering questions, or presenting a current event related to the course material. Participation will NOT include the presentation of case material that is already assigned to a student and/or team.

Extra Credit: One extra credit assignment is available once per term worth up to a possible 28 points, or 2.5% of your total points for the course. The extra credit assignment is to select one of the "Extra Credit" readings available in each module and then use the mini-case outline to review one of these readings and turn it in by the Week 07 class meeting.

Information Systems Solution: Each student will prepare a **2000 - 3000 word report** on a company (real or made up), the company's strategic goals, and a plan to implement Information Systems to meet one or two of those goals. Students are encouraged to discuss potential report scenarios with the instructor prior to beginning to develop the report. The report will be due before the last class session and each student will present their solutions to the class. Papers should cite sources using the APA format.

Ethics Cases: During the last class session, students will respond to a set of ethics cases. No preparation for this activity is required beyond what has already been covered in the course and the CIT program. Credit will be given to students who respond to each case.

Final Exam: A final exam will be given in class during the final class session. The final exam will cover all material throughout the course. The exams will be closed book and closed note and will include multiple choice and problem-solving questions. **If you miss an exam for a school function, you must make arrangements to take it in advance. If you miss an exam without giving the instructor prior notice, there is a good chance you will receive a zero unless, of course, there was clearly an emergency. All exams must be taken using the host computer Operating System. The use of a Virtual Machine is not permitted.**

Email and Messages:

Students are expected to regularly use their PLNU email. The instructor will periodically send you information and updates via email and/or canvas. Students **must** activate their PLNU email account a week prior to the first-class session if you are not currently using it.

Activity Point Distribution:

Activity	Points	Percent
Chapter Quizzes	260	23%
Mini Case Discussion Response and Leading	145	13%
Weekly Case Study Discussion Response and Leading	135	12%
Class Participation	140	13%
Ethics Case Response	15	1%
IS Plan Report	130	13%
IS Plan Presentation	30	3%
Final Exam	250	22%
Total	1,105	100%

Grading Scale:

Students **must earn 60% or more of the available points in the class and 50% or more of the points on the final exam** to earn a passing grade in the course.

The grading scale for the course, in percentages of the maximum points, is:

A	92.50 - 100%	C	72.50 - 77.49%
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A-	90.00 - 92.49%	C-	70.00 - 72.49%
B+	87.50 - 89.99%	D+	67.50 - 69.99%
B	82.50 - 87.49%	D	62.50 - 66.49%
B-	80.00 - 82.49%	D-	60.00 - 62.49%
C+	77.50 - 79.99%	F	0 - 59.99%

Credit Hour Information: Distribution of Student Learning Hours

In the interest of providing sufficient time to accomplish the stated course learning outcomes, this class meets the PLNU credit hour policy for a 4-unit class delivered over 7 weeks. Specific details about how the class meets the credit hour requirements can be provided upon request. It is anticipated that you will spend a minimum of 37.5 participation hours per credit hour in your course. The estimated time expectations for this course are shown below:

Activity	Hours
Reading and Online Quizzes	52
In-Class Meetings and Exams	28
Mini-Case Responses	20
Weekly Case Study Responses	15
IS Solution Report	30
Exam Preparation	5
TOTAL	150

Late Homework/Classwork:

Late assignments will be accepted to four days late, with 10 percent off per day. The IS solution plan report and presentation are due 24 hours before the last class session. These items can be submitted up to 24 hours late but

will receive a 10%-point deduction. These assignments will not be accepted after the start of the final class. The IS solution plan - first two sections assignment can be accepted up to four days late with a 10%-point deduction for each day late.

University Mission:

To Teach ~ To Shape ~ To Send

Point Loma Nazarene University exists to provide higher education in a vital Christian community where minds are engaged and challenged, character is modeled and formed, and service becomes an expression of faith. Being of Wesleyan heritage, we aspire to be a learning community where grace is foundational, truth is pursued, and holiness is a way of life.

Department Mission:

The Mathematical, Information, and Computer Sciences department at Point Loma Nazarene University is committed to maintaining a curriculum that provides its students with the tools to be productive, the passion to continue learning, and Christian perspectives to provide a basis for making sound value judgments.

Attendance:

PLNU Attendance and Participation Policy:

Attendance is expected at each class session. In the event of an absence you are responsible for the material covered in class and the assignments given that day.

Regular and punctual attendance at all synchronous class sessions is considered essential to optimum academic achievement. If the student is absent for more than 10 percent of class sessions (virtual or face-to-face), the faculty member will issue a written warning of de-enrollment. If the absences exceed 20 percent, the student may be de-enrolled without notice until the university drop date or, after that date, receive the appropriate grade for their work and participation. In some courses, a portion of the credit hour content will be delivered asynchronously and attendance will be determined by submitting the assignments by the posted due dates. See Academic Policies in the Graduate and Professional Studies Catalog. If absences exceed these limits but are due to university excused health issues, an exception will be granted.

For example: In a four-unit 8-week hybrid course, a student may be de-enrolled after missing five hours of synchronous class time (counting the first week's activities as four hours if assignments are not submitted).

Academic Accommodations:

PLNU is committed to providing equal opportunity for participation in all its programs, services, and activities in accordance with the Americans with Disabilities Act (ADA). Students with disabilities may request course-related accommodations by contacting the Educational Access Center (EAC), located in the Bond Academic Center (EAC@pointloma.edu or 619-849-2486). Once a student's eligibility for an accommodation has been determined,

The EAC will work with the student to create an Accommodation Plan (AP) that outlines allowed accommodations. The EAC makes accommodations available to professors at the student's request.

PLNU highly recommends that students speak with their professors during the first two weeks of each semester/term about the implementation of their AP in that particular course. Accommodations are not retroactive so clarifying with the professor at the outset is one of the best ways to promote positive academic outcomes.

Students who need accommodations for a disability should contact the EAC as early as possible (i.e., ideally before the beginning of the semester) to ensure appropriate accommodations can be provided. It is the student's responsibility to make the first contact with the EAC. Students cannot assume that because they had accommodations in the past, their eligibility at PLNU is automatic. All determinations at PLNU must go through the EAC process. This is to protect the privacy of students with disabilities who may not want to disclose this information and are not asking for any special accommodations.

Artificial Intelligence (AI) Policy:

You are allowed to use Artificial Intelligence (AI) tools (e.g., ChatGPT, Gemini Pro 1.5, GrammarlyGo, Perplexity, etc) to generate ideas, but you are not allowed to use AI tools to generate content (text, video, audio, images) that will end up in any work submitted to be graded for this course. If you have any doubts about using AI, please gain permission from the instructor.

Etiquette and Behavior:

Students are expected to actively and positively engage in the adult learning environment. Behaviors that disrupt the classroom environment and interfere with the learning of others are prohibited. Examples of disruptive behavior include talking with other students during a presentation or when others are speaking, texting, gaming, internet browsing, or reading non-course related materials. All cell phones and other electronic communication devices will be turned off at the beginning of class. Tablets and computers are allowed in class for note-taking purposes only, unless otherwise directed by the instructor. Should a student's behavior become disruptive to the productivity of the course they will be asked to leave the classroom and not receive credit for attendance.

In the online environment, students are expected to also be actively and positively engaged in an adult learning environment and consider the complexities of engaging in discussions in an online environment. Disagreeing with each other and engaging in debates about ideas is encouraged to better understand each other's ideas and perspectives. Such discussions should never involve personal comments, offensive or inappropriate language, or either aggressive or passive aggressive verbiage.

Students who wish to share feedback about the course, program, PLNU, or any administration, faculty, or staff should not do so within course discussions, assignments, or projects and should meet one-on-one with the professor or program director. A classroom or an online learning environment is not the proper place to discuss feedback about the university or any university representatives.

Persons not enrolled in the course are not permitted to be present in class. This policy includes family/friends of students and potential students.

When working with PLNU staff, faculty and administrators, and other students, students are expected to communicate and act respectfully. Any aggression or disrespect to any party may result in up to and including suspension from PLNU. See Academic Behavior Policy in the Graduate and Professional Studies Catalog for definitions of behaviors and further policy information

Some Tips About This Class:

- Set aside at least 10 - 15 hours each week to complete learning sessions.
- Come to class fully prepared to participate in learning by completing all assigned reading, reading quizzes, online labs, and videos.
- If you have a question, **ASK**.

Assignments-at-a-Glance

The course summary below lists our assignments and their due dates. Click on any assignment to review it.

Additional Syllabus Information

Additional PLNU policies and practices that apply to this course can be found [HERE](#) 
(<https://docs.google.com/document/d/1kWXiOwPBL5ErYmtZr3xIYH0T-ULM9Bs3kfv-axsWJH8/edit?usp=sharing>)

Course Summary:

Date	Details	Due
Sun Oct 26, 2025	 Week 01 Overview	to do: 11:59pm
Thu Oct 30, 2025	 CIT4034-18 FA23 - Management Of Information Systems (https://canvas.pointloma.edu/calendar?event_id=174371&include_contexts=course_82943)	6pm to 10:30pm
	 Academic Honesty Verification Statement (https://canvas.pointloma.edu/courses/82943/assignments/1209105)	due by 6pm
	 Chapter 01 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/82943/assignments/1209117)	due by 6pm
	 Chapter 01 Quiz (https://canvas.pointloma.edu/courses/82943/assignments/1209106)	due by 6pm

Date	Details	Due
		
	 Chapter 02 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209118	due by 6pm
		
	 Chapter 02 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209109	due by 6pm
		
	 Chapter 03 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209119	due by 6pm
		
	 Chapter 03 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209103	due by 6pm
		
	 Week 01 In-Depth Case Study, Discussion Response https://canvas.pointloma.edu/courses/82943/assignments/1209142	due by 6pm
		
	 Class Participation - Week 1 https://canvas.pointloma.edu/courses/82943/assignments/1209130	due by 11:59pm
		
Sun Nov 2, 2025	 Week 02 Overview	to do: 11:59pm
Thu Nov 6, 2025	 Chapter 04 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209120	due by 6pm
		
	 Chapter 04 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209110	due by 6pm
		
	 Chapter 05 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209121	due by 6pm
		

Date	Details	Due
	 Chapter 05 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209100 	due by 6pm
	 Week 02 In-depth Case Study, Discussion Response https://canvas.pointloma.edu/courses/82943/assignments/1209143 	due by 6pm
	 Class Participation - Week 2 https://canvas.pointloma.edu/courses/82943/assignments/1209131 	due by 11:59pm
Sun Nov 9, 2025	 Week 03 Overview	to do: 11:59pm
	 Chapter 06 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209122 	due by 6pm
	 Chapter 06 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209102 	due by 6pm
	 Chapter 07 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209123 	due by 6pm
Thu Nov 13, 2025	 Chapter 07 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209115 	due by 6pm
	 Week 03 In-depth Case Study, Discussion Response https://canvas.pointloma.edu/courses/82943/assignments/1209144 	due by 6pm
	 Class Participation - Week 3 https://canvas.pointloma.edu/courses/82943/assignments/1209132 	due by 11:59pm
Sun Nov 16, 2025	 Week 04 Overview	to do: 11:59pm

Date	Details	Due
	 Chapter 08 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209124 	due by 6pm
	 Chapter 08 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209114 	due by 6pm
	 Chapter 09 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209125 	due by 6pm
	 Chapter 09 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209108 	due by 6pm
Thu Nov 20, 2025	 IS Solution Plan - First two sections https://canvas.pointloma.edu/courses/82943/assignments/1209137 	due by 6pm
	 Mid-Course Survey https://canvas.pointloma.edu/courses/82943/assignments/1209104 	due by 6pm
	 Week 04 In-depth Case Study, Discussion Response https://canvas.pointloma.edu/courses/82943/assignments/1209145 	due by 6pm
	 Class Participation - Week 4 https://canvas.pointloma.edu/courses/82943/assignments/1209133 	due by 11:59pm
Sun Nov 23, 2025	 Week 05 Overview	to do: 11:59pm
Fri Nov 28, 2025	 MIS Course Insights - Not accepted late https://canvas.pointloma.edu/courses/82943/assignments/1209116 	due by 11:59pm
Sun Nov 30, 2025	 Ethics Cases https://canvas.pointloma.edu/courses/82943/assignments/1209099	due by 11:59pm

Date	Details	Due
		
	 Response Post Reminder	to do: 11:59pm
	 Week 06 Overview	to do: 11:59pm
	 Chapter 10 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/82943/assignments/1209126)	due by 6pm
		
	 Chapter 10 Quiz (https://canvas.pointloma.edu/courses/82943/assignments/1209101)	due by 6pm
		
	 Chapter 11 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/82943/assignments/1209127)	due by 6pm
		
Thu Dec 4, 2025	 Chapter 11 Quiz (https://canvas.pointloma.edu/courses/82943/assignments/1209113)	due by 6pm
		
	 Week 06 In-depth Case Study, Discussion Response (https://canvas.pointloma.edu/courses/82943/assignments/1209146)	due by 6pm
		
	 Class Participation - Week 6 (https://canvas.pointloma.edu/courses/82943/assignments/1209134)	due by 11:59pm
		
Sun Dec 7, 2025	 Week 07 Overview	to do: 11:59pm
Thu Dec 11, 2025	 Chapter 12 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/82943/assignments/1209128)	due by 6pm
		
	 Chapter 12 Quiz (https://canvas.pointloma.edu/courses/82943/assignments/1209111)	due by 6pm
		

Date	Details	Due
	 Chapter 13 Mini-Case Discussion Question Response https://canvas.pointloma.edu/courses/82943/assignments/1209129 	due by 6pm
	 Chapter 13 Quiz https://canvas.pointloma.edu/courses/82943/assignments/1209107 	due by 6pm
	 Week 07 In-depth Case Study, Discussion Response https://canvas.pointloma.edu/courses/82943/assignments/1209147 	due by 6pm
	 Class Participation - Week 7 https://canvas.pointloma.edu/courses/82943/assignments/1209135 	due by 11:59pm
Sun Dec 14, 2025	 Week 08 Overview	to do: 11:59pm
Tue Dec 16, 2025	 IS Solution Plan Final Report - 24 hours before class https://canvas.pointloma.edu/courses/82943/assignments/1209138 	due by 6pm
	 IS Solution Plan Presentation - 24 hours before class https://canvas.pointloma.edu/courses/82943/assignments/1209139 	due by 6pm
	 Official Course Evaluation https://canvas.pointloma.edu/courses/82943/assignments/1209141 	due by 6pm
Thu Dec 18, 2025	 Final Exam https://canvas.pointloma.edu/courses/82943/assignments/1209112 	due by 10pm
	 Class Participation - Week 8 https://canvas.pointloma.edu/courses/82943/assignments/1209136 	due by 11:59pm
	 Mini Case Lead Outline: Observe, Analyze and Judge	

<https://canvas.pointloma.edu/courses/82943/assignments/1209140>



 [Weekly Case Lead Team Outline:
Observe, Analyze and Judge](#)

<https://canvas.pointloma.edu/courses/82943/assignments/1209148>

