

Course Syllabus

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Point Loma Nazarene University

School of STEM

CIT 4034 Management of Information Systems

Spring 2025 - Hybrid (4 Credit Hours)

Time and Place:	Thursday Evenings	6:00 pm – 10:00 pm
	Grossmont College - 34-170	
Final Exam:	May 8, 2025 - 9 PM	

Instructor:	Mark Nissan	
	mnissen@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.*

ISBN: 978-1-943153-50-3

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 the 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.

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 provide a reasoned 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 they are not currently using it.

Activity Point Distribution:

Activity	Points	Percent
Chapter Quizzes	260	22%
Mini Case Discussion Response and Leading	145	12%
Weekly Case Study Discussion Response and Leading	135	12%

Class Participation	190	16%
Ethics Case Response	30	3%
IS Plan Report and Presentation	160	14%
Final Exam	250	21%
Total	1,170	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%
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
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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 - The first two sections of the assignment can be accepted up to four days late with a 10%-point deduction for each day late.

Technical Support:

Please contact IT Services (ITS) at 619-849-2222 for technical support if your account gets locked out or you need a password reset. If you call after hours (between 6 pm and 11 pm), and the matter is urgent, you may leave a voice mail message and mark the message as urgent. The on-call technician will respond to you within 30 minutes.

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.

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, iA Writer, Marmot, Botowski) 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 unless explicitly called for in the assignment instructions. If you have any doubts about using AI, please gain permission from the instructor.


E-mail and Messages:


It is expected that students regularly use e-mail. The instructor will periodically send you information and updates via e-mail and/or via canvas. In the first week of class you must activate your PLNU e-mail account if you are not currently using it. Please send questions about specific problems or course details to the instructor by posting them in Canvas so that all members of the class can see the response.

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**.













Additional Course Information:













Additional PLNU policies and practices  (<https://docs.google.com/document/d/1RcF7S-KrVqgSVzclL1SnUjTlalcySL8l/edit?usp=sharing&oid=116164865489739533893&rtpof=true&sd=true%20>) that apply to this course can be found at the following link:














<https://docs.google.com/document/d/1RcF7S-KrVqgSVzclL1SnUjTlalcySL8l/edit?usp=sharing&oid=116164865489739533893&rtpof=true&sd=true> 
(<https://docs.google.com/document/d/1RcF7S-KrVqgSVzclL1SnUjTlalcySL8l/edit?usp=sharing&oid=116164865489739533893&rtpof=true&sd=true>)













Course Summary:








Date	Details	Due
Sun Mar 16, 2025	 <u>Week 01 Overview</u>	to do: 11:59pm
Thu Mar 20, 2025	 <u>CIT4034-18 FA23 - Management Of Information Systems</u> (https://canvas.pointloma.edu/calendar?event_id=170176&include_contexts=course_78460)	6pm to 10:30pm
	 <u>Academic Honesty Verification Statement</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148926)	due by 6pm
	 <u>Chapter 01 Mini-Case Discussion Question Response</u>	due by 6pm

Date	Details	Due
	(https://canvas.pointloma.edu/courses/78460/assignments/1148932)	
	 Chapter 01 Quiz (https://canvas.pointloma.edu/courses/78460/assignments/1148914)	due by 6pm
	 Chapter 02 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/78460/assignments/1148933)	due by 6pm
	 Chapter 02 Quiz (https://canvas.pointloma.edu/courses/78460/assignments/1148923)	due by 6pm
	 Chapter 03 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/78460/assignments/1148934)	due by 6pm
	 Chapter 03 Quiz (https://canvas.pointloma.edu/courses/78460/assignments/1148924)	due by 6pm
	 Week 01 In-Depth Case Study, Discussion Response (https://canvas.pointloma.edu/courses/78460/assignments/1148957)	due by 6pm
	 Class Participation - Week 1 (https://canvas.pointloma.edu/courses/78460/assignments/1148945)	due by 11:59pm
Sun Mar 23, 2025	 Week 02 Overview	to do: 11:59pm
Thu Mar 27, 2025	 Chapter 04 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/78460/assignments/1148935)	due by 6pm
	 Chapter 04 Quiz (https://canvas.pointloma.edu/courses/78460/assignments/1148919)	due by 6pm
	 Chapter 05 Mini-Case Discussion Question Response (https://canvas.pointloma.edu/courses/78460/assignments/1148936)	due by 6pm
	 Chapter 05 Quiz (https://canvas.pointloma.edu/courses/78460/assignments/1148915)	due by 6pm

Date	Details	Due
	 <u>Week 02 In-depth Case Study, Discussion Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148958)	due by 6pm
	 <u>Class Participation - Week 2</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148946)	due by 11:59pm
Sun Mar 30, 2025	 <u>Week 03 Overview</u>	to do: 11:59pm
	 <u>Chapter 06 Mini-Case Discussion Question Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148937)	due by 6pm
	 <u>Chapter 06 Quiz</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148918)	due by 6pm
	 <u>Chapter 07 Mini-Case Discussion Question Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148938)	due by 6pm
Thu Apr 3, 2025	 <u>Chapter 07 Quiz</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148930)	due by 6pm
	 <u>Week 03 In-depth Case Study, Discussion Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148959)	due by 6pm
	 <u>Class Participation - Week 3</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148947)	due by 11:59pm
Sun Apr 6, 2025	 <u>Week 04 Overview</u>	to do: 11:59pm
	 <u>Chapter 08 Mini-Case Discussion Question Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148939)	due by 6pm
Thu Apr 10, 2025	 <u>Chapter 08 Quiz</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148928)	due by 6pm

Date	Details	Due
	 <u>Chapter 09 Mini-Case Discussion Question Response</u> https://canvas.pointloma.edu/courses/78460/assignments/1148940	due by 6pm
	 <u>Chapter 09 Quiz</u> https://canvas.pointloma.edu/courses/78460/assignments/1148925	due by 6pm
	 <u>IS Solution Plan - First two sections</u> https://canvas.pointloma.edu/courses/78460/assignments/1148952	due by 6pm
	 <u>Mid-Course Survey</u> https://canvas.pointloma.edu/courses/78460/assignments/1148916	due by 6pm
	 <u>Week 04 In-depth Case Study, Discussion Response</u> https://canvas.pointloma.edu/courses/78460/assignments/1148960	due by 6pm
	 <u>Class Participation - Week 4</u> https://canvas.pointloma.edu/courses/78460/assignments/1148948	due by 11:59pm
Sun Apr 13, 2025	 <u>Week 05 Overview</u>	to do: 11:59pm
Fri Apr 18, 2025	 <u>MIS Course Insights - Not accepted late</u> https://canvas.pointloma.edu/courses/78460/assignments/1148931	due by 11:59pm
	 <u>Ethics Cases</u> https://canvas.pointloma.edu/courses/78460/assignments/1148921	due by 11:59pm
Sun Apr 20, 2025	 <u>Response Post Reminder</u>	to do: 11:59pm
	 <u>Week 06 Overview</u>	to do: 11:59pm
Thu Apr 24, 2025	 <u>Chapter 10 Mini-Case Discussion Question Response</u> https://canvas.pointloma.edu/courses/78460/assignments/1148941	due by 6pm
	 <u>Chapter 10 Quiz</u> https://canvas.pointloma.edu/courses/78460/assignments/1148922	due by 6pm

Date	Details	Due
	 <u>Chapter 11 Mini-Case Discussion Question Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148942)	due by 6pm
	 <u>Chapter 11 Quiz</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148927)	due by 6pm
	 <u>Week 06 In-depth Case Study, Discussion Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148961)	due by 6pm
	 <u>Class Participation - Week 6</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148949)	due by 11:59pm
Sun Apr 27, 2025	 <u>Week 07 Overview</u>	to do: 11:59pm
Thu May 1, 2025	 <u>Chapter 12 Mini-Case Discussion Question Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148943)	due by 6pm
	 <u>Chapter 12 Quiz</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148917)	due by 6pm
	 <u>Chapter 13 Mini-Case Discussion Question Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148944)	due by 6pm
	 <u>Chapter 13 Quiz</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148929)	due by 6pm
	 <u>Week 07 In-depth Case Study, Discussion Response</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148962)	due by 6pm
	 <u>Class Participation - Week 7</u> (https://canvas.pointloma.edu/courses/78460/assignments/1148950)	due by 11:59pm
Sun May 4, 2025	 <u>Week 08 Overview</u>	to do: 11:59pm

Date	Details	Due
Wed May 7, 2025	 <u>IS Solution Plan Final Report - 24 hours before class</u> https://canvas.pointloma.edu/courses/78460/assignments/1148953	due by 6pm
	 <u>IS Solution Plan Presentation - 24 hours before class</u> https://canvas.pointloma.edu/courses/78460/assignments/1148954	due by 6pm
Thu May 8, 2025	 <u>Official Course Evaluation</u> https://canvas.pointloma.edu/courses/78460/assignments/1148956	due by 6pm
	 <u>Final Exam</u> https://canvas.pointloma.edu/courses/78460/assignments/1148920	due by 10pm
	 <u>Class Participation - Week 8</u> https://canvas.pointloma.edu/courses/78460/assignments/1148951	due by 11:59pm
	 <u>Mini Case Lead Outline: Observe, Analyze and Judge</u> https://canvas.pointloma.edu/courses/78460/assignments/1148955	
	 <u>Weekly Case Lead Team Outline: Observe, Analyze and Judge</u> https://canvas.pointloma.edu/courses/78460/assignments/1148963	