

MGS 614 – Systems Analysis and Design – Spring 2007
Course Syllabus

This syllabus provides a general plan for the course. Deviations may be necessary.

Professor: Dr. Rajiv Kishore
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Class Timings: Tuesdays and Thursdays, 2:00 PM – 3:20 PM, Alfiero 103
Office Hours: Tuesdays and Thursdays: 8:00 AM – 9:00 AM, 11:00 AM – 12:00 noon
Other Days: By appointment
If my office door is closed, please don't knock. I am either not in or I am busy and wouldn't like to be disturbed.

Course Description

This course provides an introduction to the analysis and design of modern-day information systems. The course is designed to familiarize students with the basic concepts underlying this discipline, and the methods, tools, and techniques that are used during the course of analysis and design of such information systems. The central objective of this course is to expose students to the methodology of developing “successful” information systems, success in this context being defined and viewed from the multiple perspectives of different system stakeholders, including system owners, system users, project managers, and system developers. Due emphasis will be placed in this course on the complex nature of information systems, the dynamic and iterative nature of the systems development life cycle (SDLC), and the challenges involved in the socio-technical process of developing and implementing successful information systems. It is important to note that this course is not geared towards the analysis and design of information systems for specific functional areas of an organization such as operations management or marketing, etc. The concepts, methods, tools, and techniques covered in this course are sufficiently broad and general in nature and can be fruitfully utilized and applied in most situations and functional areas and in typical business organizations and settings.

Required Course Materials

- Systems Analysis and Design (Third Edition); by Alan Dennis, Barbara Haley Wixom, and Roberta M. Roth; Wiley, 2006. (Referred to as *DWR* in the rest of the syllabus and other materials).
- Systems Analysis and Design (MGS 614) Cases – List of the cases that will be used in this course is posted on the UBLeans website.
- Several papers will be required for team presentations and individual reports. These papers will be provided free of charge to students via the UBLeans website.
- Microsoft Project Software: This software package will come packaged with a 120 day license and bundled with the DWR textbook (available at the University Bookstore). A 60-day trial version may also be downloaded from Microsoft's website. This software will be used for completing class and project assignments.
- Data Flow Diagramming Software: Visible Analyst Educational Version is preferred (www.visible.com); other free software packages available on the web can also be used instead of the Visible Analyst software for class assignments.

Other Course Resources

DWR textbook resources website is available at <http://he-cda.wiley.com/WileyCDA/HigherEdTitle/productCd-0471073229,courseCd-IS1550.html>. This site contains some very useful links and you are encouraged to use them for your readings, projects and assignments.

Class Format

This class primarily utilizes a student presentation, discussion, and problem-solving format. We will spend a good amount of class time on hands-on problem analysis and problem solving, in-class discussion, and student presentations to convey and reinforce important systems analysis and design concepts, methods and techniques. To make this class format work effectively, it is your responsibility to come prepared to the class so that you can meaningfully present and discuss your viewpoint when called upon to do so, or solve assigned problems concerning the topics on schedule for the day. You are, therefore, expected to read the assigned chapters from the textbook and other assigned material carefully prior to each class session. Pay special attention to the CD Selections case as it provides an example of the actual application of the concepts you will study in a particular chapter.

Grading

Individual Assignments	
One-Page Reports on Cases/Papers	15%
Homework Assignments	40%
Attendance, Class Participation, and Other Short Assignments	5%
Team Assignments	
Case/Paper Presentation	15%
Systems Analysis Project	25%
Total	100%

Final Grading Scale

Percentage Points	Grade
≥ 92.5	A
≥ 90 and < 92.5	A-
≥ 87.5 and < 90	B+
≥ 82.5 and < 87.5	B
≥ 80 and < 82.5	B-
≥ 77.5 and < 80	C+
≥ 70 and < 77.5	C
≥ 60 and < 70	D
< 60	F

Overall Grading Criteria

Grading of all individual and team assignments, presentations, and examinations will be assigned competitively based on the following criteria:

- Creativity and originality; stimulation of new ideas
- In-depth analysis of issues
- Conceptualization and effective communication
- Display of knowledge about course content
- Quality production of graphic material; effective utilization of technology
- Maintenance of schedule and pacing of various activities (All late work is penalized)
- Performance on and completion of minimum assignment requirements

Team Grades

Each team receives a single grade for a team assignment. Each team member in a team is expected to contribute equally to the team project. However, "free riders" will be penalized and will receive a much lower grade than the team grade.

Incomplete Grades

Incomplete ("I") grades are not assigned automatically. They must be requested by the student on the appropriate form and may be approved by the professor in cases of illness or unforeseen circumstances.

Re-Grading

If, in your opinion, an error has been made when grading any of your assignment or examination, call it to the attention of the professor at the earliest during an appointment or through an e-mail. Individual grades are not negotiated but the assignment in question will be re-graded if there has been a grading error.

Attendance and Punctuality

Students are expected to attend all classes and to arrive on time, except when precluded by emergencies, religious holidays, or other extenuating circumstances. Further, it is very distracting for both the students and the instructor when other students come in and out of class after the class has begun. Therefore, you are requested to come to all classes within 5 minutes of the scheduled time and to stay until the end of each class, unless it is absolutely necessary to leave before the end of the class. Grades of students who miss five or more classes will be reduced by one letter grade for the course.

Disruptions and Class Decorum

Students are expected to maintain proper decorum in the classroom at all times. In particular, do not talk with other students while the professor is giving a lecture. Other disruptions are also not allowed in the classroom. Behaviors involving showing of affection, such as holding hands, embracing, kissing, etc. are not allowed in the classroom at any time. Students disrupting the class or violating class decorum may be asked to leave the classroom. Repetitive disruptions and violations of class decorum may lead to disciplinary action as allowed by the university policies. Please refer to UB's policy on acceptable classroom behavior for complete details (<http://www.student-affairs.buffalo.edu/judicial/classroom.shtml>).

General Assignment Guidelines

- You may discuss individual assignments with your team members and your other friends. However, you are expected to work alone and individually while actually preparing the deliverable you will submit for the assigned problem. If you have any doubts about this policy, please discuss them with the professor.
- Please keep a copy of all assignments for yourself before submitting them. I may ask you for a copy of your assignment in the unlikely event of losing it.
- Please provide a cover page on all assignments that should include the student's (or team's) name, student identification number, the course number, the course name, the professor's name, the semester in which the course is being completed, the title of the assignment, and the date of submission
- Please submit all assignments neatly stapled on the left-hand corner. Unstapled assignments will not be accepted as individual pages may get lost
- Do not submit assignments in binders or folders

Team Presentation Guidelines

- Perform an in-depth analysis of the issues involved in the case/problem and develop a solution or your recommendations to the assigned problem/case using the concepts, methods, and techniques that are provided in the chapter and those discussed in class.
- Prepare a PowerPoint presentation to discuss your solution in the class. You have 20 minutes for case/paper presentations and 15 minutes for the systems analysis team

project presentation. Your presentation should be insightful and should provide the class with a good idea of how to actually use the concepts and methods that are pertinent to the assigned problem.

- Provide a printout of your PowerPoint presentation to the professor before your presentation. Please print one slide on one page.
- A grade will be awarded to your team for your team presentation based on the grading criteria discussed above.

One-Page Reports

- Prepare a one-page case/paper report for each team presentation case/paper except for the ones that your team presents.
- The report should contain a type-written summary of the issues and talking points from the case/article pertaining to the topics for which this case has been assigned.
- Please note that this summary is not a summary or a rehash of the case/article itself. Rather, it captures the important aspects of the case/article, issues you will raise, questions you will ask, and comments you will make in class pertaining to the topics for which this case/article has been assigned.
- Also note that a case/article report does not have to necessarily contain specific solutions to problems, although you may identify and include potential solutions in your brief.
- A case/article report should not be more than one page but it can be typed single-spaced.
- The report need not be prepared in a sentence/paragraph structure and it can contain just bullet points under major headings.

Submission of Assignments

- All assignments are due at the beginning of the class on the due date indicated in the course schedule. Assignments received after the due date and time will be penalized at the rate of 10% per day.
- All assignments should be submitted physically to the professor in the class, or in his mailbox with a time stamp from one of the departmental secretaries if it is submitted later than the due date and time.
- E-mail and fax submissions are accepted ONLY under special circumstances (such as out-of-town travel due to business reasons, unable to come to class due to family emergency, etc.). Please check with the professor before submitting your assignment through e-mail or fax.
- If there are non-academic emergency reasons because of which you are not able to submit an assignment on time as per schedule, please let the professor know at the earliest possible opportunity. The professor may grant you an extension without levying any penalty on that particular assignment.

Make-Up Policy

- Due to the fast-paced nature of this course, make up assignments will only be allowed under extenuating circumstances of a non-academic nature. Students will need to discuss their individual situation with the professor during the office hours.
- In case of other personal needs, such as business travel or job interviews, students are allowed to swap their individual presentations with other students. A student is allowed to use the UBlearns portal to send an e-mail to other students for this purpose.

Academic Honesty

The professor strongly believes in academic honesty. Please See UB and SOM Policies about Academic Honesty in the UB and SOM Catalogs. The first instance of academic dishonesty will result in a grade of zero for the work involved. The second occurrence during the

semester will result in a failing grade for the course. **The above code will be strictly enforced. Please do not attempt to test level of enforcement.** Please refer to UB's academic integrity policies and procedures (<http://www.grad.buffalo.edu/policies/index.php>) and SOM code of ethics and standards of academic integrity (<http://www.mgt.buffalo.edu/mba/handbook/>) for complete details.

Special Needs Policy

If you have a disability (physical, learning, or psychological) which may make it difficult for you to carry out the course work as outlined and/or requires accommodations such as recruiting note takers, readers, or extended time on exams and assignments, please contact both the Office of Disability Services, 25 Capen Hall, 645-2608, and the professor during the first week of class. ODS will provide you with information and review appropriate arrangements for reasonable accommodations. I will be happy to make reasonable accommodations to help you succeed in this course.

Miscellaneous

- Students do not have permission to sell notes, handouts, or recordings of class lectures, presentations, and discussions.
- The main mode of communication between the professor and students during off-class hours will be the UBLearns portal. You are responsible to regularly check UBLearns for any announcements as well as e-mails directed to your official UB e-mail address.

My Teaching Philosophy

I am genuinely interested in a quality learning experience for you and a quality teaching experience for me. My principal concern as a professor for this course is that you learn and develop skills in this essential area of information systems. I believe that the learning process will be effective when you as a student get fully involved in the course work and complete all the assigned readings and other course assignments in a diligent manner and on time.

I intend to act mostly as a facilitator and coach in this course. I will share my knowledge, understanding, and experience in the area of systems analysis and design with you by way of lectures, class discussion, and other guidance that I will provide to you throughout the course. However, it is you – the individual student – who is the real player in this game, and it is, therefore, you whose effort will determine how much learning will ultimately take place. The learning that takes place will consequently determine your performance on the case reports, exams, projects, and other assignments, and the grade you will earn in this course.

I hope you enjoy learning the material covered in this course as much (or more ☺) as I enjoy teaching it! Good luck!! And welcome aboard!!!

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Date		Readings/Software	Assignments
01/16/2007	<ul style="list-style-type: none"> • Course Introduction 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Team Information
01/18/2006	<ul style="list-style-type: none"> • Systems Failure 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Ewusi Mensah Systems Failure Paper Team Presentation • Keil Software Project Risks Paper Team Presentation
01/23/2006	<ul style="list-style-type: none"> • Systems Development Methodologies 	<ul style="list-style-type: none"> • Chapter 1 	<ul style="list-style-type: none"> • One Page Team Systems Analysis Project Synopsis • "Living on Internet Time" Case Team Presentation
01/25/2006	<ul style="list-style-type: none"> • Combining Systems Development Methodologies • Agile Methods 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Agile Methods Team Presentation (based on Martin Fowler Website URL provided)
01/30/2006	<ul style="list-style-type: none"> • Business IT Alignment and Strategic IT Planning 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Henderson IBM Systems Journal Paper Team Presentation
02/01/2006	<ul style="list-style-type: none"> • Systems Request • Feasibility Analysis 	<ul style="list-style-type: none"> • Chapter 2 	<ul style="list-style-type: none"> •
02/06/2006	<ul style="list-style-type: none"> • Project Management Approach • Project Estimation using Function Point Analysis 	<ul style="list-style-type: none"> • Chapter 3 	<ul style="list-style-type: none"> •
02/08/2006	<ul style="list-style-type: none"> • Developing Custom Methodology for Project Planning • Project Plan Development • Project Management Best Practices 	<ul style="list-style-type: none"> • MS Project 	<ul style="list-style-type: none"> •
02/13/2006	<ul style="list-style-type: none"> • IT Enabled Work Systems and Analysis Approach; • IT-Enabled Business Transformation 	<ul style="list-style-type: none"> • Chapter 4 pp. 101-108 	<ul style="list-style-type: none"> • Venkatraman IT-Enabled Transformation Paper Team Presentation
02/15/2006	<ul style="list-style-type: none"> • IT-Enabled Business Transformation (contd.) 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Xerox A and B Cases Team Presentation
02/20/2006	<ul style="list-style-type: none"> • Functional and Non-Functional (operational, performance, security, and cultural) Requirements • Requirements Analysis 	<ul style="list-style-type: none"> • Chapter 4 pp. 108-116 	<ul style="list-style-type: none"> •

	Techniques		
02/22/2006	<ul style="list-style-type: none"> Requirements Analysis Techniques 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Arrow Electronics A and B Cases Team Presentation
02/27/2006	<ul style="list-style-type: none"> Requirements Gathering Techniques Information Quality 	<ul style="list-style-type: none"> Chapter 4 pp. 116-135 	<ul style="list-style-type: none"> Kim et al. Information Quality Paper Presentation
03/01/2006	<ul style="list-style-type: none"> Team Project Time 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Homework Assignment #1 due
03/06/2006	<ul style="list-style-type: none"> Initial Team Project Presentations 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 15-minute Team Systems Analysis Project Presentation – Teams 1 through 4. Submit
03/08/2006	<ul style="list-style-type: none"> Initial Team Project Presentations 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 15-minute Team Systems Analysis Project Presentation – Teams 5 through 8.
03/13/2006	SPRING BREAK		
03/15/2006	SPRING BREAK		
03/20/2006	<ul style="list-style-type: none"> Process Modeling – DFDs (cont'd.) 	<ul style="list-style-type: none"> Chapter 6 	<ul style="list-style-type: none">
03/22/2006	<ul style="list-style-type: none"> Process Modeling – DFDs (cont'd.) 	<ul style="list-style-type: none"> Visible Analyst 	<ul style="list-style-type: none">
03/27/2006	<ul style="list-style-type: none"> Process Modeling – DFDs (cont'd.) 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
03/29/2006	<ul style="list-style-type: none"> Agile Integration Modeling 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Zhang et al. Agile Integration Modeling Language Paper Presentation
04/03/2006	<ul style="list-style-type: none"> Open Period for Review, Q&A, and Hands-on Work 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Homework Assignment #2 due
04/05/2006	<ul style="list-style-type: none"> Acquisition Strategies; Outsourcing 	<ul style="list-style-type: none"> Chapter 8 pp. 257-269 	<ul style="list-style-type: none"> Kishore et al. Outsourcing Relationships Paper Presentation Swinarski et al. Vendor Capabilities in Outsourcing Paper Presentation
04/10/2006	<ul style="list-style-type: none"> Acquisition Strategy – Outsourcing 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Cathay Pacific Case Team Presentation
04/12/2006	<ul style="list-style-type: none"> Systems Construction 	<ul style="list-style-type: none"> Chapter 13 	<ul style="list-style-type: none"> Foremostco Case Team Presentation
04/17/2006	<ul style="list-style-type: none"> Current (Draft) DFDs and ERD for Team Systems Analysis Project – Review and Feedback by Professor 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> All students should attend class and work in their respective teams.
04/19/2006	<ul style="list-style-type: none"> Systems Implementation Project Risk Management 	<ul style="list-style-type: none"> Chapter 14 	<ul style="list-style-type: none"> Gibson Project Management Paper Team Presentation
04/24/2006	<ul style="list-style-type: none"> ERP Packages ERP Implementation 	<ul style="list-style-type: none"> www.sap.com 	<ul style="list-style-type: none"> Cisco Systems Case Team Presentation

04/26/2006	• Team Project Time	•	•
05/01/2007	Final Systems Analysis Team Project Report Due --- Class concludes ☺ Best wishes for a successful career ☺☺		