



**Course Outline** [Updated December 22, 2024]

**RSM327H1S**  
**Business Information Systems**  
**Winter 2025**

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Section	Day	Time	Location
LEC5101	Tuesday	5pm-7pm	OI

<b>Instructor Contact Info</b>	<b>Instructor</b>	<b>Email*</b>
	Amy Kwan	Please see contact information on Quercus
	<i>*Please include "RSM327" at the beginning of your email subject line</i>	
<b>TA Contact Info</b>	Please see contact information on Quercus <i>(Please include "RSM327" at the beginning of your email subject line)</i> <b>Note:</b> the TA should be your first point of contact for course content or administrative matters.	

<b>Course Websites</b>	Course Site: <a href="https://q.utoronto.ca/">https://q.utoronto.ca/</a> MyLab IT: via course Quercus site Oracle University: see details on Quercus site
<b>Prerequisite:</b> <b>Exclusions:</b>	N/A CSC340H1
<b>Required Text/Lab:</b>	1) MyLab IT 2) Kroenke, Boyle, Gemino, Tingling, Experiencing MIS, Fifth Canadian Edition, Pearson eText, 2019 MyLab IT with eText ISBN: 9780138118815 3) Oracle University  Note: students can purchase an access code for MyLab IT from the UofT Bookstore. Please Quercus for registration instructions.

## Electronic Course Materials

This course will be using the following electronic course materials:

- MyLab IT will cost \$65.
- Oracle University will cost \$0.

The use of these materials complies with all University of Toronto policies which govern fees for course materials. Access to MyLab IT may be purchased in combination with the eBook.

## Course Scope and Mission

Information Systems (ISs) have been increasingly used by businesses to develop and implement strategies to compete locally and globally. ISs have helped with knowledge-based operations and products; flatter, more flexible and efficient organizations; as well as Information Technology (IT) enabled relationships with customers, suppliers, and stakeholders. In the past century businesses have been one of the principle drivers of grand IT developments and have reaped the highest benefits from it.

In the information era, business and commerce graduates are increasingly required to not only apply, but also develop and manage ISs to streamline management and operations of their businesses, establish electronic commerce, and change the basis of competition in their business. To this effect, graduates need to understand the technology, its trends of developments, its potentials and threats, and be able to identify the needed technological change in their organization, the risks of change, the symptoms of failure to change, and the need to design and manage change.

This course introduces the ways with which ISs have transformed management and operations of our businesses and lives, and how new knowledge-based economies and societies are emerging. The technical foundations of ISs, including computer hardware/software, Databases, communication systems and computer networks will be followed by the organizational framework of ISs; namely the ISs in support of developing and implementing business strategies, management decision and business operations. Based on these foundations, the development and management of ISs infrastructure will be analyzed; concluding the course with the ethical and security issues associated with ISs. No previous background in computing is assumed.

## Evaluation and Grades

Grades are a measure of the knowledge and skills developed by a student within individual courses. Each student will receive a grade on the basis of how well they have command of the course materials, skills and learning objectives of the course.

<b>Evaluation</b>	<b>Weight</b>	<b>Date(s)</b>
Participation (Discussion Board, OracleU, Group Project Teamwork, etc.)	15%	Ongoing
<u>MyLab IT</u> : Badge Earning Activities (Homework is optional/for extra practice)	8%	Ongoing (see schedule)
Quiz 1 (covers weeks 1-5)	12%	In-class Week 6
Quiz 2 (covers weeks 6-10)	12%	In-class Week 11
<u>Group Project</u> :		
Phase 1: Problem and Scope Statements	2%	Sat Feb 15
Phase 2: Business Requirements	8%	Sat Mar 15
Phase 3: Process Flow and IS Design	10%	Sat Mar 29
Phase 4: Group Presentation	8%	Sun Mar 30 and presentation
Final Individual Project	25%	Due Fri Apr 4, 10pm
<b>Total</b>	<b><u>100%</u></b>	

# Course Format and Expectations

## Class Participation

Students are expected to prepare thoroughly and make every effort to attend every class. As class participation is a graded component of the course, students will be evaluated on the following:

- Thoughtful responses
- Understanding and analysis of topic
- Idea generation
- Promoting further discussion
- Respectful active listening
- Attentiveness

While attendance is necessary for students to participate, attendance will not be monitored and simply attending will not result in a high participation grade. Students must actively contribute and participate by exhibiting the components listed above. Class discussion is an essential part of learning, and it is also the most interesting way to conduct a class. Class participation will enhance your presentation and communication skills, which will help you in recruiting and in your career. Students are expected to prepare in advance for classes, attend classes and to contribute to discussions on a constructive and regular basis.

Students are strongly encouraged to bring their name cards to every class. Evaluation criteria is administered the instructor. Class participation is important to your understanding of the material. The participation grade will be determined by the **quantity and quality** of your participation. You will not be penalized for wrong answers to the questions raised in class.

## MyLab IT

Working knowledge of MS Excel and MS Access is becoming increasingly important to employers. Students will have an opportunity to practically apply course materials through online labs and simulations. Details about the evaluation will be announced in class.

MyLab IT registration for RSM327:

1. Purchase an Access code from the UofT Bookstore
2. Go to the course Quercus site, click on “MyLab IT and Mastering”
3. Sign in with an existing Pearson account or create an account:
  - **Please ensure you register using the name as displayed on your T-Card**
  - If you have used a Pearson website (for example, MyLab IT, MyMathLab, or MyPsychLab), enter your Pearson username and password. Click **Sign in**.
  - If you do not have a Pearson account, click Create. Write down your new Pearson username and password to help you remember them.
4. Select an option to access your instructor’s online course:
  - Use the access code that you purchased from the UofT bookstore.
  - If you wish to purchase the eText+MyLab IT online, you may do so using a credit card or PayPal, however, important note: if you wish to purchase the MyLab IT access-only (no eText) you must purchase this from the UofT bookstore – this option is only available at the bookstore.
5. Click **Go To Your Course** on the Confirmation page. Under MyLab IT & Mastering New Design on the left, click **RSM327 Winter 2025** to start your work.

## MyLab IT Homework (optional) and Badge Earning Activities (required):

There are 5 MyLab IT homework (optional) and 8 badge-earning activities (required) to be completed over the term through MyLab IT. The 5 MyLab IT homework consists of Excel and Access homework. For badge earning activities, badges in MyLab IT are earned by completing certain activities with a score of 90% or better. Earning badges offers you the opportunity to share your achievements (i.e., badges) on your LinkedIn, Twitter, Facebook, or other social media platforms.

Below is a list of the due date scheduled for MyLab IT homework and badge earning activities:

Homework and Badges	Due Date	Grade
MyLab IT #1 (MS Excel) homework	Sat Jan 18	Optional/bonus
MyLab IT #2 (MS Excel) homework	Sat Jan 25	Optional/bonus
Excel Introductory Badging Activities (2 Badges)	Sun Jan 26	2% for activity 0.5% for earned badges
MyLab IT #3 (MS Excel) homework	Sat Feb 1	Optional/bonus
Excel Comprehensive Badging Activities (2 Badges)	Sun Feb 2	2% for activity 0.5% for earned badges
MyLab IT #4 (MS Access) homework	Sat Mar 1	Optional/bonus
Access Introductory Badging Activities (2 Badges)	Sun Mar 2	2% for activity 0.5% for earned badges
MyLab IT #5 (MS Access) homework	Sat Mar 8	Optional/bonus
Access Comprehensive Badging Activities (2 Badges)	Sun Mar 9	2% for activity 0.5% for earned badges

## Quizzes:

Details will be announced in class and posted on the course website. See Quercus for other allowable aids.

## Group Project:

Groups of 5-7 students will be formed by the third class. The instructor might adjust this number in order to accommodate variations in class sizes. The group will work as a studying unit throughout the term. Students are responsible for finding a group and should inform the instructor of the composition of each group.

**Details for the group project will be posted on the course website.** Late assignments will not be accepted and will receive a mark of zero. The project will run throughout the semester with specified project deliverables at milestone dates which will be announced in class and included in the group project hand-out. Full details of the group projects will be posted on the course site.

Should there be any concern about contribution, group members' should inform the instructor as soon as possible. The instructor reserves the right to award the mark of zero to any student who is working ineffectively in a group. Peer evaluations may be undertaken to ensure that all members of each group are contributing equally; that is, the contribution of each member of the group will be assessed by all members of the group at the end of the term and appropriate rescaling of each individual's grade for group work may be made. Your peer evaluation would need to be conducted transparently amongst your group members.

## Final Assessment/Project:

The final assessment/project will be held during the last week of classes. Details will be announced in class and posted on the course website. See Quercus for other allowable aids.

## *Team or Group Assignments*

The Group Project requires students to work in teams of 5-7. Learning to work together in teams is a crucial transferrable skill you will use not only in your coursework, but also in your future careers. Support is available if you encounter common teamwork challenges such as:

- Team members feeling left out of the team.
- Team members not responding in a timely manner to communication.
- Division or quality of work among team members being unequal or unfair.

Consult the [Centre for Professional Skills Teamwork Resources page](#) for tips, strategies, and best practices. You can also [book an appointment with a teamwork mentor](#) through the RC Centre for Professional Skills Writing Centre. Teamwork mentors can help you resolve or mitigate conflict, strategize on planning, or improve team communication.

If you are a student registered with Accessibility Services, and extensions are one of your academic accommodations, consult with your Accessibility Advisor about the teamwork in this course.

## *Writing Assignments or Presentations*

The Group Assignment (presentation component) is intended to help you develop your communication skills. How well you communicate your ideas, in writing or orally, will be considered in the evaluation of the assignment. In your written assignments, you should aim for clarity, strong organization, concision, professionalism, and correct grammar. Your presentations should reflect strong planning and organization, clarity of speech, and an engaging demeanour. Sources, whether in written or presentation assignments, should always be correctly attributed.

Support is available through the RC Centre for Professional Skills (CPS) for students who would like help or feedback on their writing or speaking (presentations). CPS offers both individual and group appointments with trained writing instructors and presentation coaches who are familiar with the RC program and common types of business assignments. You can also access your college Writing Centres for help with written assignments.

You can [book an appointment with a writing or presentation coach](#) through the RC Centre for Professional Skills Writing Centre. For more information about writing centres, student supports, and study resources, see the [Writing and Presentation Coaching academic support page](#).

## *Missed Tests and Assignments*

Students who miss a term test or assignment for reasons entirely beyond their control (e.g. illness) may request special consideration **within 2 business days** of the missed midterm/test/assignment due date.

In such cases, students must:

1. Complete the Request for Special Consideration form: <https://uoft.me/RSMConsideration>
2. Provide documentation to support the request, e.g. Absence Declaration from [ACORN](#), medical note etc.

**Please note:** As of September 2024, students may use the Absence Declaration on ACORN **\*one time per term\*** to report an absence and request consideration. **Any subsequent absence will require a [Verification of Illness form](#) or other similar relevant documentation.**

Students who do not submit their requests and documentation within 2 days may receive a grade of 0 (zero) on the missed course deliverable.

Missed MyIT Lab badging activities will be provided with a 48-hour extension. For missed quizzes, arrangements will be made for a make-up quiz or assignment before the next class.

### *Late Assignments*

All assignments are due on the date and at the time specified in Quercus and MyLab IT. Late submissions will normally be penalized by 20% if the assignment is not received on the specified date, at the specified time. A further penalty of 10% will be applied to each subsequent day.

Students who, for reasons beyond their control, are unable to submit an assignment by its deadline must obtain approval from the instructor for an extension. Supporting documentation will be required as per the policy on missed tests and assignments.

## Statement on Equity, Diversity and Inclusion

The University of Toronto is committed to equity, human rights and respect for diversity. All members of the learning environment in this course should strive to create an atmosphere of mutual respect where all members of our community can express themselves, engage with each other, and respect one another's differences. U of T does not condone discrimination or harassment against any persons or communities.

## Commitment to Accessibility

The University is committed to inclusivity and accessibility, and strives to provide support for, and facilitate the accommodation of, individuals with disabilities so that all may share the same level of access to opportunities and activities offered at the University.

If you require accommodations for a temporary or ongoing disability or health concern, or have any accessibility concerns about the course, the classroom or course materials, please [email Accessibility Services](#) or visit the [Accessibility Services website](#) for more information as soon as possible. Obtaining your accommodation letter may take up to several weeks, so get in touch with them as soon as possible. If you have general questions or concerns about the accessibility of this course, you are encouraged to reach out to your instructor, course coordinator, or Accessibility Services.

## Plagiarism Detection

Normally, students will be required to submit their course essays to the University's plagiarism detection tool for a review of textual similarity and detection of possible plagiarism. In doing so, students will allow their essays to be included as source documents in the tool's reference database, where they will be used solely for the purpose of detecting plagiarism. The terms that apply to the University's use of this tool are described on the [University's Plagiarism Detection Tool FAQ](#) page from Centre for Teaching Support & Innovation.

## Generative Artificial Intelligence (AI) / ChatGPT

It is recognized that Generative AI, i.e., ChatGPT, Bing, etc. may be used in some courses. For this course,

- Use of Generative AI tools is allowed for self-study and as a learning aid. However, students are accountable for their own work and being aware of the potential limitations and risks of using these tools.
- Students may not use artificial intelligence tools for assignments, taking tests, writing research papers, creating computer code, or completing major course assignments. However, these tools may be useful when gathering information from across sources and assimilating it for understanding.

## Academic Integrity

Academic Integrity is a fundamental value essential to the pursuit of learning and scholarship at the University of Toronto. Participating honestly, respectfully, responsibly, and fairly in this academic community ensures that the U of T degree that you earn will continue to be valued and respected as a true signifier of a student's individual work and academic achievement. As a result, the University treats cases of academic misconduct very seriously.

[The University of Toronto's Code of Behaviour on Academic Matters](#) outlines the behaviours that constitute academic misconduct, the process for addressing academic offences and the penalties that may be imposed. You are expected to be familiar with the contents of this document. Potential offences include, but are not limited to:

### In papers and assignments

- Using someone else's ideas or words without appropriate acknowledgement.
- Submitting your own work in more than one course without the permission of the instructor.
- Making up sources or facts.
- Obtaining or providing unauthorized assistance on any assignment (this includes collaborating with others on assignments that are supposed to be completed individually).

### On test and exams

- Using or possessing any unauthorized aid, including a cell phone.
- Looking at someone else's answers.
- Misrepresenting your identity.
- Submitting an altered test for re-grading.

### Misrepresentation

- Falsifying institutional documents or grades.
- Falsifying or altering any documentation required by the University, including (but not limited to) medical notes.

All suspected cases of academic dishonesty will be investigated by the procedures outlined in the *Code of Behaviour on Academic Matters*. If you have any question about what is or is not permitted in the course, please do not hesitate to contact the course instructor. If you have any questions about appropriate research and citation methods, you are expected to seek out additional information from the instructor or other U of T or RC resources such as the RC Centre for Professional Skills, the College Writing Centres or the Academic Success Centre.

## Email

At times, the course instructor may decide to communicate important course information by email. As such, all U of T students are required to have a valid UTmail+ email address. You are responsible for ensuring that your UTmail+ email address is set up and properly entered on ACORN. For more information visit the [Information Commons Help Desk](#).

Forwarding your utoronto.ca email to a Gmail or other type of email account is not advisable. In some cases, messages from utoronto.ca addresses sent to Gmail accounts are filtered as junk mail, which means that important messages from your course instructor may end up in your spam or junk mail folder.

## Recording Lectures

Lectures and course materials prepared by the instructor are considered by the University to be an instructor's intellectual property covered by the Canadian Copyright Act. Students wishing to record a lecture or other course material in any way are required to ask the instructor's explicit permission and may not do so unless permission is granted. Students who have been previously granted permission to record lectures as an accommodation for a disability are excepted. This includes tape recording, filming, photographing PowerPoint slides, Quercus materials, etc.

If permission for recording is granted by the instructor (or via Accessibility Services), it is intended for the individual student's own study purposes and does not include permission to "publish" them in any way. It is forbidden for a student to publish an instructor's notes to a website or sell them in any other form without formal permission.

## Other Useful Links

- [Become a volunteer note taker](#)
- [Accessibility Services Note Taking Support](#)
- [Credit / No-Credit in RSM courses](#)
- [Rotman Commerce Academic Support](#)
- [Where to find teaching assistant opportunities](#)

## URL links for print

- ACORN: <http://www.acorn.utoronto.ca/>
- Email Accessibility Services: [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca)
- Accessibility Services website: <http://studentlife.utoronto.ca/as>
- University's Plagiarism Detection Tool FAQ: <https://uoft.me/pdt-faq>
- The University of Toronto's Code of Behaviour on Academic Matters: <http://www.governingcouncil.utoronto.ca/policies/behaveac.htm>
- Information Commons Help Desk: <http://help.ic.utoronto.ca/category/3/utmail.html>
- Become a volunteer note taker: <https://studentlife.utoronto.ca/program/volunteer-note-taking/>
- Accessibility Services Note Taking Support: <https://studentlife.utoronto.ca/service/note-taking-support/>
- Credit / No-Credit in RSM courses: <https://rotmancommerce.utoronto.ca/current-students/degree-requirements/credit-no-credit-option/>
- Rotman Commerce Academic Support: <https://rotmancommerce.utoronto.ca/current-students/academic-support/>
- Book an appointment with a writing or presentation coach: <http://uoft.me/writingcentres>
- Writing and Presentation Coaching academic support page: <https://rotmancommerce.utoronto.ca/current-students/academic-support/writing-and-presentation-coaching/>
- Centre for Professional Skills Teamwork Resources page: <https://rotmancommerce.utoronto.ca/teamwork-resources>
- Book an appointment with a Teamwork Mentor: <http://uoft.me/writingcentres>



## RSM327 WINTER 2025 – WEEKLY CLASS SCHEDULE\*

Class	Date	Topic(s)	Readings	Deliverables
1	Jan. 7	The Importance of MIS	Ch.1	
2	Jan. 14	Business Process and Decision Making	Ch.2 / OracleU	<b>Sat Jan 18:</b> MyLab IT #1 (MS Excel)
3	Jan. 21	Productivity, Innovation, and Strategy; <i>Hardware and Software (self-study)</i>	Ch.3 / OracleU Ch.4 (ss)	<b>Sat Jan 25:</b> MyLab IT #2 (MS Excel) <b>Sun Jan 26:</b> Excel Introductory (2 Badges)
4	Jan. 28	Database and Content Management / <i>Introduction &amp; Overview of Group Project</i>	Ch.5 / OracleU	<b>Sat Feb 1:</b> MyLab IT #3 (MS Excel) <b>Sun Feb 2:</b> Excel Comprehensive (2 Badges)
5	Feb. 4	Acquiring Information Systems through Projects	Ch.10 / OracleU	
6	Feb. 11	In-class Quiz 1 and ERP Financials BP Discussion	OracleU	<b>Sat Feb 15:</b> Group Project Phase 1
		February 17-21: No Classes (Reading Week)		
7	Feb. 25	Business Requirements and Process Flow Charts; The Cloud	Quercus Ch.6 / OracleU	<b>Sat Mar 1:</b> MyLab IT #4 (MS Access) <b>Sun Mar 2:</b> Access Introductory (2 Badges)
8	Mar. 4	Organizations and Information Systems <b>Guest Speaker(s) (tbc)</b>	Ch.7 / OracleU	<b>Sat Mar 8:</b> MyLab IT #5 (MS Access) <b>Sun Mar 9:</b> Access Comprehensive (2 Badges)
9	Mar. 11	Decision Making and Business Intelligence; <i>Social Networking, eCommerce and the Web (ss)</i> <b>Career Panel in BT (tbc)</b>	Ch.8 / OracleU Ch.9 (ss)	<b>Sat Mar 15:</b> Group Project Phase 2
10	Mar. 18	Structure, Governance and Ethics; Managing Information Security and Privacy <b>Guest Speaker(s) (tbc)</b>	Ch.11, 12 / OracleU	
11	Mar. 25	In-class Quiz 2 and ERP Financials BP Discussion	OracleU	<b>Sat Mar 29:</b> Group Project Phase 3 <b>Sun Mar 30:</b> Group Project Phase 4
12	Apr. 1	Group Project Presentations	N/A	
13	Apr. 4	Final Individual Project	N/A	Due: Fri Apr 4, 10pm

\*Schedule is subject to revision. Group project will be announced in class and posted on the course website. Last day to drop course without academy penalty is March 10, 2025.