Course Description

Intense competition and continually increasing customer expectations continue to force firms to become more efficient and more responsive in order to thrive. This, together with continuing advances in transportation and communication technology, and rapidly evolving internet-based strategy, has motivated the continuous evolution of the supply chain, and of techniques to manage it. At the same time, these rapid advances and new approaches provide exciting opportunities for managers and firms that are positioned to take advantage of them.

In this course, we will focus on key issues in operations management and information technology (IT). Topics include operations strategies, global operations, just-in-time systems, supply chain management, total quality management, and the interrelationship of IT with various business functions.

We will explore state-of-the-art logistics strategies, models, algorithms and tools for integrating the supply chain in ways that reduce system-wide costs, and improve system-wide service. We will discuss methods which firms can utilize to better deal with the randomness and variation inherent in real-world systems. We will identify new opportunities, issues, and concepts introduced with the growth of the Internet and e-commerce, including exchanges, collaborative forecasting, and others. We will also discuss decision support and information technology, and develop an understanding of the optimization tools used for logistics and supply chain network design.

Credit Hours and Course Expectations

Maintaining Public Health (to be included in syllabi for courses with seated components while campus-wide COVID-19 precautions are in place: E-mail from Office of the Provost - Monday, August 17, 2020 at 10:27 AM)

To protect the health of everyone in this class, students are required to do the following:

- complete the daily health screening from a phone or computer each morning;
- wear a mask or face covering over their nose and mouth before entering the building; and
- stay 6 feet apart from everyone else in the hallway and the classroom.

If you arrive and you have not completed the daily screening, you will be asked to complete it outside of the room. If you arrive without a mask or face covering, I may be able to supply you with one; however, you may be required to return to your residence to get one, or go to a designated location on campus to get a mask or face covering. There are no exemptions or waivers of this policy. If you refuse to wear a mask or face covering, you will not be able to enter the classroom and participate in the class. Refusal to wear a mask or face covering will be reported to the Student Conduct Office based on the Student Conduct Code’s ‘Non-Compliance with Official Requests’ (which
includes public health policy). Remember that the theme of the semester is “We, not Me.” If we each do our part to care about the college community of which we are a part, we will have a productive experience.

Please note that with any temporary illness, students must make arrangements to make up coursework.

*For more information about The Pledge and expectations, go to “Protect New Paltz: A Pledge to Stop the Spread of COVID-19.”*

(For regular semester seated courses) This course is a 3-credit course, which means that in addition to the scheduled lectures/discussions (2.5 hours of contact time per week), students are expected to do a minimum of 5 hours of course-related work each week during the semester. This includes things like: completing assigned readings, participating in lab sessions, studying for tests and examinations, preparing written assignments, completing internship or clinical placement requirements, and other tasks that must be completed to earn credit in the course.

Treat this class as you would your job: prepare by reading the text and doing assigned homework. Arrive promptly and remain in the classroom for the duration of the class period. Please do not exit and reenter the room during class time, except in an emergency situation; turn off your cell phone during class. Be proactive: if you are having a problem with the material being covered, ask questions in class (if you don’t understand something, chances are very good that other students also need clarification), seek help and speak with me during office hours.

**Student Learning Objectives**

After completing this course, students should be able to:

- Employ systematic procedures for analyzing the behavior of large and complex systems such as supply chain networks, collaborative design networks, and enterprise-wide processes.

- Describe the efficient operations of such systems, and the roles and responsibilities of different system participants.

- Assess how a business and its financial results would be affected by its IT infrastructure and the use of various managerial tools.

- Explain how the growth of the Internet and e-commerce has impacted business opportunities and risks, such as IT fraud and security, and discuss the principles for controlling such risks.

- Develop an understanding of the associated information technology and decision support systems, for example, the reporting, transaction support, and management report systems of relational databases.

**Program Goals Supported**

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<th>MBA goals</th>
<th>Globalization</th>
<th>Analytical Skills</th>
<th>Communication</th>
<th>Ethics</th>
<th>Leadership</th>
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Prerequisites

None.

Prerequisites must have been completed with a grade of C- or better. This course must be completed with a minimum grade of C- to meet the requirements of a business major.

Required Text

Information Systems Today: Managing in the Digital World
by Joe Valacich and Christoph Schneider
Publisher: Prentice Hall 8th Edition (8e)
ISBN-10: 0134606515

Website:
http://www.newpaltz.edu/~roztockn/moit.htm

Homework assignments and teaching materials will be distributed on the Blackboard.

Grading

Each student's final numerical score for this course is based on the following items and weights.

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<td>Exam 1</td>
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<td>Exam 2</td>
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<tr>
<td>Exam 3</td>
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<tr>
<td>Final Exam</td>
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<tr>
<td>Homework</td>
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The student will pass in the course if they earn no less than 70%.

Dates to keep in mind

First class: Tuesday, August 25; Last class: Tuesday, November 24.
No class: November 26-27.
Last date to withdraw from this class: Friday, October 30.
Exam 1: Thursday, September 17, 2020 (tentative)
Exam 2: Thursday, October 8 2020 (tentative)
Exam 3: Thursday, October 29, 2020 (tentative)
Final exam (online): Tuesday, December 8, 2020: 5:00 p.m. - 7:00 p.m.

Expectations

Treat this class as you would your job: prepare by reading the text and doing assigned homework. Arrive promptly and remain in the classroom for the duration of the class period. Please do not exit and reenter the room during class time, except in an emergency situation; turn off your pager or cell phone during class. Be proactive: if you are having a problem with the material being covered, ask questions in class (if you don’t understand something, chances are very good that other students also need clarification), or speak with me during office hours.
Technical Support

If you need help with Hawkmail, Blackboard, Hawksites, Lynda.com, my.newpaltz.edu, password, account or system related issues, contact the Service Desk:
Submit a ticket: support.newpaltz.edu
Email: servicedesk@newpaltz.edu
Call: 845-257-4357
Visit: Humanities, Room 103
For self-directed support, visit the knowledgebase at support.newpaltz.edu.

Policy Statements

- **Inclement Weather policy** - https://www.newpaltz.edu/emergency/policy.html

- Students needing classroom and/or testing **accommodations** related to a disability should contact the [Disability Resource Center](https://haggertyadministrationbuildingrooms205newpaltz.edu) (Haggerty Administration Building, Room 205, 845-257-3020) as close as possible to the beginning of the semester. The DRC will then provide students’ instructors with an Accommodation Memo verifying the need for accommodations. Specific questions about services and accommodations may be directed to Deanna Knapp, Assistant Director (knappd@newpaltz.edu) or Jean Vizvary, Director (vizvaryj@newpaltz.edu).

- As with any course in this university, students are expected to maintain the highest standards of honesty in their college work. Cheating, forgery, and plagiarism are serious violations of academic integrity. Students found guilty of any violation of academic integrity are subject to disciplinary action, up to and including expulsion. New Paltz’s [policy on academic integrity](https://www.newpaltz.edu/emergency/) (rev. October 2017) is found in the Undergraduate Catalog. Sojourner Truth Library’s website contains several excellent resources to help with avoiding plagiarism; see especially [lib.newpaltz.edu/assistance/plag.html](https://lib.newpaltz.edu/assistance/plag.html).

- **Veteran & Military Services**: New Paltz’s Office of Veteran & Military Services (OVMS) is committed to serving the needs of veterans, service members and their dependents during their transition from military life to student life. Student veterans, service members or their dependents who need assistance while attending SUNY New Paltz may refer to [OVMS’s website](https://www.newpaltz.edu/ovms); call 845-257-3120, -3124 or -3074; e-mail npvms@newpaltz.edu; or stop by the Student Union, Room 100 South.

- Users of New Paltz’s computer resources and network facilities are required to comply with the institutional policies outlined in the [Acceptable Uses and Privacy Policy](https://www.newpaltz.edu/itpolicy) and other technology policies, available at [https://www.newpaltz.edu/itpolicy](https://www.newpaltz.edu/itpolicy).

- **Gender discrimination, sexual harassment, sexual assault, sexual violence, stalking, and power-imbalanced sexual/romantic relationships between faculty and students** are strictly prohibited within the SUNY New Paltz community. We encourage students to report, confidentially discuss, or raise questions and concerns regarding potential violations. Reports can be made to the Title IX Office, the department chair and/or the dean of your school. For information on Title IX reporting and support, visit [www.newpaltz.edu/titleix/](https://www.newpaltz.edu/titleix/). The College’s Consensual Relationships Policy can be found at [www.newpaltz.edu/hr/policies.html](https://www.newpaltz.edu/hr/policies.html).

- **Information on electronic SEIs, which students are encouraged to complete**. The fall 2019 end-of-semester SEIs will be administered November 25–December 9. You are responsible for completing the Student Evaluation of Instruction (SEI) for this course and for all your courses with an enrollment of five (5) or more students. I value your feedback and use it to improve my teaching and planning. Please complete the online form during the period.
• **Make-up exams**: a student who is unable to take an examination at the scheduled time must contact the professor prior to the time of the scheduled examination to make alternative arrangements for completing it.

• **Absences**: students who are absent from class should consult Blackboard to view the notes and homework assignments. No formal attendance will be taken. However, in class graded quizzes will be given regularly and missed quizzes cannot be made up.

• **Assignments submitted after the deadline**: Homework assignment will NOT be accepted after the stated deadline.

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**SUNY New Paltz Academic Integrity Policies and Procedures**

Students are expected to maintain the highest standards of honesty in their college work. Cheating, forgery, and plagiarism are serious violations of academic integrity. Students found guilty of any violation of academic integrity are subject to disciplinary action, up to and including expulsion.

Ignorance of the academic integrity policies does not constitute a defense. It is the student’s responsibility to understand and to adhere to this policy.

**Definitions**

Cheating is defined as giving or obtaining information by improper means when meeting any academic requirements. The reuse for academic credit of the same work in more than one course without knowledge or consent of the instructor(s) is a form of cheating and is a serious violation of academic integrity.

Forgery is defined as the alteration of college forms, documents, or records, or the signing of such forms or documents by someone other than the proper designee.

Plagiarism is the representation, intentional or unintentional, of someone else’s words, ideas, or images as one’s own. Since works are the property of an author or publisher, plagiarizing is a form of larceny punishable by fine. When using another person’s words in a paper, students must place them within quotation marks or clearly set them off in the text and give appropriate citation. When students use only the ideas and change the words, they must clearly identify the source of the ideas with appropriate citation. Plagiarism, whether intentional or unintentional, is a violation of the property rights of the author plagiarized and of the implied assurance by the students when they hand in work that it is their own.

**Course-based integrity violations**

For course-based integrity violations, faculty members are responsible for (i) compiling appropriate evidence materials (the course syllabus, assignment, and evidence of the academic integrity violation) and (ii) making the initial determination of the grade for the assignment and any additional academic penalty to be imposed based on the degree of severity of violation. In general, academic penalties include reprimand, failure on the individual assignment, resubmission of the assignment, additional work for the course, or a failing grade in the course.

The grade for the assignment and the academic penalty are generally within the faculty member’s decision-making purview. A penalty that includes potential failure for the course requires the review and approval of the divisional Dean.

In any case in which a faculty member seeks to render a penalty that exceeds a reprimand the faculty member must inform the student in writing of the alleged violation and penalty. This communication should occur at the time that the graded assignment is returned to the students in the class. From the date that the assignment is returned to the class (or the student has been informed of the integrity violation), then a student charged with an integrity violation has ten (10) business days to appeal to the divisional Dean.

If the faculty member seeks to impose a penalty that includes failure for the course, then the faculty member should consult with the department Chair and Dean prior to any communication with the student or otherwise inform the student that an additional academic penalty may be levied after consultation with the divisional Dean.
No later than three (3) business days after notifying a student of any alleged course-based integrity violation, the faculty member must communicate in writing to the Department Chair and divisional Dean the nature of the violation, the penalty imposed, and provide copies of the evidence materials.

After reviewing the materials submitted by the faculty member, the divisional Dean will write a letter to the student that confirms the integrity violation and the penalty; this letter will be copied to the faculty member, the department Chair, the Dean of Students, and the Provost. In those instances in which the penalty calls for failure in the course, the divisional Dean will render the final decision as to whether course failure is warranted, and will communicate this decision in writing to the student, copying the faculty member, the department Chair, the Dean of Students, and the Provost.

Per the procedure outlined in the undergraduate catalog, a student electing to appeal the divisional Dean’s decision has ten (10) business days from the date of the notification letter to submit an appeal to the Academic Appeals Committee. Students with an open academic integrity case, in which the penalty has not been finalized, or students who have been assigned a failing grade in the course due to an integrity violation are not permitted to withdraw from the class. Students who have received a lesser penalty may still withdraw under the normal withdrawal policies and deadlines. Any graduate student who seeks to appeal a decision regarding a violation of academic integrity should follow the “Graduate Appeals Procedures” outlined in the “Graduate Academic Policies Handbook.”

The Dean of Students will maintain a record of any violation, consistent with New York State policy.

Approved by faculty on 10/20/2017. Enacted on 10/26/2017

School of Business — Statement of Ethics

We, the members of the SUNY New Paltz School of Business community, are committed to practicing the highest standards of ethical behavior and demonstrating integrity in all we do. We practice these standards and expect them to be demonstrated by others not only in our business dealings, but in all our relationships. Ours is a culture of integrity. For us, ethical behavior means adhering to certain standards in both public and private.

The school maintains a system (including software and web-based resources), by which students are well informed, educated and required to acknowledge by electronic signatures, the ethics, honesty and integrity standards of the School of Business, and the consequences of violating those standards. Once a student completes the training program, he/she shall be treated equally regardless of their previous educational experience and cultural norms. Instructors are encouraged to remind students of our ethics, honesty and integrity standards at the beginning of each course.

Tentative Schedule

This outline is tentative and intended as a guide for planning purpose and it will be adjusted as class progresses. Check Blackboard and the class web page regularly for updates.

1. Managing in the Digital World
2. Gaining Competitive Advantage through Information Systems
3. Managing the Information Systems Infrastructure and Services
4. Enabling Business-to-Consumer Electronic Commerce
5. Enhancing Organizational Communication and Collaboration Using Social Media
6. Enhancing Business Intelligence Using Information Systems
7. Enhancing Business Processes Using Enterprise Information Systems
9. Developing and Acquiring Information Systems
10. Securing Information Systems