Fall 2014 - Business Systems Analysis and Design
CISM 4310 Section 01 (crn: # 80368)
Tuesday & Thursday 0800 - 0920
Adamson hall 217
(Syllabus revision: # 073014)

FACULTY DATA:
Dr. Douglas Turner, Professor
Phone: 678.839.5252

OFFICE HOURS:
- by appointment

CRITICAL INFORMATION:
- This syllabus is subject to change by the Professor. To communicate to the class as a whole
  the Professor will post changes on the “Daily Notes” at
  http://www.westga.edu/~dturner/fall14.htm. View the website for daily updates about the
  course. The contents of the daily notes are technically part of the syllabus contract and can
  alter the terms of this syllabus.
- The due dates are posted below in the FALL 2014 SCHEDULE.
- You have the option to submit your deliverables early, but remember that the item first
  submitted is the one graded.
- Deliverables will be graded against the posted criteria. If there is ANY confusion or something
  not clear the student has the obligation to ask the Professor.

COURSE LEARNING OBJECTIVES:
- The following course learning objectives are specific to the BBA Degree in Management
  Information System Learning Goals, they are:
  1. Have acquired at least limited proficiency in a programming language and several software
     packages, beyond spreadsheets and word processing (BBA 3, MIS 1).
  2. Understand the basic principles and concepts of business systems analysis, systems design,
     and data communications (BBA 3, MIS 1).
  3. Apply the above knowledge analogously to other areas of human endeavor (BBA 6).
  4. Critically analyze complex information systems, issues, and problem (BBA 6).

COURSE TIME EXPECTATIONS:
- Beyond the lecture, discussions, development and review time occurring within the scheduled
  course periods, each student should plan to spend a minimum of at least two additional hours
  each day to properly complete this course.
- The additional required time is often represented by business site visits, team meeting, and
  individual curriculum study.
STUDENT RIGHTS AND RESPONSIBILITIES:
- Please carefully review the information at the following link:
  http://www.westga.edu/assetsDept/vpaa/Common_Language_for_Course_Syllabi.pdf.
- The document at this link contains important information pertaining to your rights and responsibilities in this class. Because these statements are updated as federal, state, university, and accreditation standards change, you should review the information each semester.

CREDIT HOUR POLICY (3 credit hours):
- For approximately fifteen weeks, students in this class will generally spend 150 minutes with direct faculty instruction (either face-to-face or online) and work about 360 minutes outside of the classroom each week. This out-of-classroom work may include, but not limited to, reading, assignments, projects, group work, research, and test preparation.

COMMUNICATIONS:
- All e-mails are to be sent to dtturner@westga.edu.
- Your UWG e-mail account is the official individual communication method at UWG.
- Only assigned University of West Georgia e-mails accounts will receive an e-mail response.
- Everyone please check and be sure that you are not over quota in your WESTGA e-mail account. I frequently have messages that bounce back due to this problem. I will not make multiple attempts to contact you via e-mail.
- The only website utilized in this course can be found at http://www.westga.edu/~dturner/fall14.htm.
- No other website or software like Ready2Learn is utilized.
- Even if website is listed as active by the University, no submissions or e-mails are answered within environments such as CourseDen, WebCT, or Ready2Learn.

PREREQUISITES:
- CISM 2335 and CISM 3330.
- It is expected that all students will be familiar with, and have the necessary skills to prepare materials in Excel, Access, and PowerPoint.
- There is no assigned textbook for this course.

REQUIRED SUPPLIES:
- (One per team) blank CD and case (this item will not be returned).
- (One per team) 1” Cardinal Slant-D white binder #26300CB.
- As an example see http://www.staples.com/1-inch-Cardinal-XtraLife-ClearVue-Binder-with-Slant-D-Rings-White/product_404831 (this item will not be returned).
- (One per team) Windows 95 or better based software and hardware, and CD generation and label capability.

Suggested below but not required:
- (One per team) A laser pointer for the team is an extremely useful tool during presentations.
- (One per team) A reference copy of “Systems Analysis and Design”, Gibson, Michael, and Hughes, Cary (ISBN # 0-87709-247-8). Copies can be found on the Web for as little as $5.00.
METHOD OF INSTRUCTION:
- There are both individual and team graded components in this course.
- The three primary causes of failure in this course are the lack of expectation management with end users, failure to follow project guidelines, and team time management.
- Note that the project methodology presented by the Professor will be used to grade project components and may differ slightly with various authors that may be referenced.
- There will be days during the term that teams will meet as breakout teams outside of the physical classroom (students are held accountable for attendance).
- Grades are impacted by the lack of the quality of detail and attention to stated requirements.

DELEIVERABLE SUBMISSIONS TYPES:
- **ECD** - Electronic media deliverables are word documents (format.doc), power point slides (.ppt), and excel files (.xls) retained by the individual or team and submitted on the project CD.
- **EML** - Electronic media deliverables are word documents (format.doc), power point slides (.ppt), and excel files (.xls) that are submitted as e-mail attachments to dtturner@westga.edu.
- **PRS** – Electronic media deliverables presented in front of the class by teams.
- **PIC** – Printed paper deliverables include printed word documents, printed power point slides, and printed excel files ready to turn to the Professor at the beginning of class or when due as stated. A cover sheet is required for all PIC submissions.

INDIVIDUAL DELIVERABLES:
- Each student will develop an independent DFD project.
- The individual DFD project components are represented by the items 01-08 to be completed and submitted as PIC and ECD on the due dates listed in the SCHEDULE below. Each of the ten items below are valued at 3.0 points each.

  01b. Produce One page report of differentiation to identify the P/S from all other SKU.
  02b. Produce A two page report define the 5Ws of the selected firm.
  02c. Produce The CONTEXT DFD for your select firm.
  03a. Produce Prepare your system level DFD.
  04a. Produce Prepare a one or two paragraph narrative of each entity.
  04b. Produce Prepare a two paragraph narrative of an Atomic process.
  05a. Produce Prepare your first major system level DFD.
  06a. Produce Prepare a bullet list for each system level process.
  07a. Produce Two additional DE compositional DFDs.
  08a. Produce Prepare a word document in MLOG/LOG format.

- All individual deliverables will also be included on the team CD.
- Each student will take a DFD concepts exam and a basic quality systems exam.
- Complete readings as assigned per the schedule.

DEMEANOR:
- The highest degree of professionalism is required when interacting with end users in public.
- **Proper business attire is always required when meeting with end users.**
- Chose your questions carefully for the end users.
- Never promise change to end users as this is only a study.
TEAM DELIVERABLES:
- As teams are self-selected there will be no team reassignments.
- Preferably teams will consist of four members.

**Chose you team carefully as they are with you for the entire term!!!**
- This is a very time consuming endeavor resulting in the development of a substantial project.
- Students can expect to encounter a variety of interesting challenges in learning the concepts of system development and in applying these concepts in real-world situations.
- Learning to effectively use a systems modeling tool will be a part of this process.
- Each team will prepare and present a team DFD project.
- The team DFD project is represented by the items 09–15 and contains the required components to be (Produce) submitted as a team (submission type will vary).
- Each team to prepare five separate class demonstrations (PRS) for review.
- Each team to prepare and submit one notebook (PIC) and a CD (ECD) of the entire team.
- Each team will prepare and present a final project presentation to the class using (PRS) powerpoint slides.
- See the section below **TEAM DEMONSTRATIONS, CD, and NOTEBOOK.**

TEAM DELIVERABLES (details):
- Each team will prepare and present five (5) team DFD demonstrations to the class.
- The objective of a demonstration is to reconcile design and concept questions that your group has encountered, and progress the class at a relative constant pace. To receive credit some member of your team must present. Present nothing and receive nothing, do not attend or participate and receive nothing.
- Coordinate where your problems are with your team, and use those for the class discussion.
- The more attention you pay to the other projects, the more apparent the problems of your own project will become.
- Expect to answer questions and represent in the next demonstration if errors are presented.

09a. **Produce Team DFD demonstration_1** – Team project proposal.
- The project proposal is **ECD, PIC, and PRS**.
  - Each team will offer a single point of contact (name, e-mail, and telephone number) for the Professor to use as an information clearinghouse to the team.
  - Each team will submit and present a timed five minute proposal to the class.
    - There must be at least enough major level processes for one per team member (those processes at the context level).
- Limited electronic delivery (.ppt) may be used.
- The project proposal submission will include:
  - The Organization’s name, Organization’s contact name, telephone number and address (The organization should have minimum of ten members).
  - Listing of team members, each member’s e-mail address, and the name and telephone number of the contact member.
  - Description of team organizational structure chart of associated duties.
  - Identify which DFD leg each student wishes to be assigned.
    - Brief description of objectives and time line for the DFD project.
    - **History of the firm (include the description of the business).**
10a. **Produce Team DFD demonstration_2 (PRS)** - Context and Systems level DFDs.

11a. **Produce Team DFD demonstration_3 (PRS)** - All entity dictionary descriptions, two examples of data store content with M-LOGs.

12a. **Produce Team DFD demonstration_4 (PRS)** - Open review, present at least two questions concerning your project.

13a. **Produce Team DFD demonstration_5 (PRS)** - Review of a completed single “leg” DFDs (with process names, process descriptions, data flow labels, and M_Log). This is the last opportunity to engage in questions concerning methodology and project requirements.

14a. **Produce (PRS)** Each team will present the final project to the class.
- The (ppt.) presentation will have a run time of between 10.0 to 12.0 minutes. PRACTICE!
- You will be scheduled a 16 minute block of time that includes two minute for front end set up.
  - Content considerations:
    - Title screen
    - Discussion of firm and current applications
      - Who owns it, and why the firm exist.
      - What is the nature of that specific business market (i.e; competitors).
      - A description of the current hardware/processes.
      - A discussion of the problems observed with the current system.
    - Explanation of the components of a DFD.
    - Explanation of entities used.
    - Decomposition of specific ddf legs as defined by the team.
    - Discussion of suggested process changes.
  - This is a research presentation, place a strong emphasis on TECHNICAL information, and do not spend a great deal of time stating the obvious or common knowledge issues.
  - Do not just read the slides!

15a. **Produce (PIC)** Each team to prepare and submit a notebook containing the individual student DFD decompositions.
- Include a cover page on notebook.
- Each student submission should be behind individual tabs.
- Each project note book will have a minimum of 30 atomic level processes.
- The DFD leg will comply with the graphical and data standards utilized at the team level.
- Atomic level processes will be differentiated from non-atomic processes by a consistent color or graphics defined by the team.
- The Context DFD is used to graphically identify the project entities.
- The System DFD is used to graphically identify the major process.
- Data flow tables are utilized on every DFD except the Context and System level DFDs.
- A data dictionary for all entities and all processes will be included.
- A MLOG break down for all data stores will be included.
15b. **Produce (ECD)** Each team will prepare and submit a CD.

- Prepare a thorough history and business description of the firm.
- Define and thoroughly describe the project application.
- Define all users and expected usage of data supplied by your application.
- Define existing logical system, user requirements, and logical proposed system using DFD specifications and analysis/design dictionary entries.
- The CD will include all of the notebook material and all individual student materials.
- The project CD will have a printed label. The CD submission will be submitted in a clear CD case (with the label visible).
- The printed label will include the team name, the company of study, semester and year, Dr. Turner CISM 4310, and the names of the team members.

**CD FILE LAYOUT FOR SUBMISSION:**

directory: sec_I (team project details)
  - file: proposal.doc
  - file: history.doc
  - file: proposal.ppt (optional)
  - file: context.xls (current context and system level DFDs)
  - file: entities.doc
  - file: mlogs.xls
  - file: pres.ppt (team final presentation)
directory: sec_II (complete DFD decomposition)
directory: sec_III
  - sdir:<student's last name>
    - file: 1b
    - file: 2b
    - file: 2c
    - file: 3a
    - file: 4a
    - file: 4b
    - file: 5a
    - file: 6a
    - file: 7a
    - file: 8a

**TROUBLE SHOOTING:**

- Each team is expected to maintain adequate control of back up programs and data.
- Loss of a system or data is not an acceptable response to project requirements and consultation reviews.
- Each team must organize and manage itself to effectively meet the requirements of the Professor and the user for whom you will be developing a system.
- It is strongly recommended that members of each team be assigned the task of contact point, archive librarian, hardware specialist, software specialist, quality assurance proof reader (text), diagram flow consistency proof reader, treasurer, prototype coordinator, and presenter.
- You may discover other major tasks that should be assigned as well.
- Consider assigning a primary and secondary role to each team member.
- However, all team members should be knowledgeable in all aspects of the project.
OTHER PROJECT DETAILS:
- Never, never pass up an opportunity to meet with you team.
- The final project should address functional problems in the original organizational design.
- Your project should meet the requirements of the end user.
- The project should be creative and explained thoroughly and clearly.
- **MAINTAIN BACK UP COPIES WITHIN YOUR TEAM. DISKS DO FAIL!**
- Consider the use of a father, grandfather, great grandfather method of data backup.
- Consider keeping a running list of data flow names to prevent duplication.
- Utilize the same printing format required for the word processing of the project.
- Do not expect approval if the team has a minimal grasp of the organization to be studied or is not adequately prepared to discuss organizational particulars.
- Quality issues (graphics, text, grammar, spelling, etc.) can severely damage a project grade.

ATTENDANCE:
- Attendance is taken daily or at the discretion of the Professor.
- Attendance is expected every day regardless of the assignment, whether it is in class, in the break out rooms, or at the work site with the end users.
- Each day missed as defined by not properly signing the attendance sheet will deduct 1.5 percent from your final grade.
- There is no day of grace from class assignments or obligations.
- Failure to participate or engage in class activities will count as NOT ATTENDING class.
- Loss of attendance credit and the loss of scheduled activity points can occur concurrently when you fail to attend class.
- Even if you sign in and **YOU ARE LATE TO CLASS or LEAVE BEFORE BEING DISMISSED** will cause a 1.0 percent deduction from your final grade.

FORMAT OF DOCUMENTS:
- The first submission received will be graded against the requirements, turn in what you wish to be graded the first time, there are no “corrected copies” or “do-overs”!
- Submission variances found between **ECD, EML, and PIC** will result in a lower score or grade.
- As this is a business course all submissions will be of business content and quality.
- Point deductions (including 0 points issued) for format, grammar, and punctuation errors.

EVALUATION:
- The total grade is based on a 10 point scale.
  - Individually generated grades (50 percent)
    Individual DFD contributions (01_08) 30.0 %
    Quality exam 10.0 %
    DFD exam 10.0 %
  - Team generated grades (50 percent)
    Team DFD demostrations_1 - 5 (09_13) (2.0 points each) 10.0 %*
    Project presentation to the class (14) 08.0 %*
    Overall notebook detail quality (group portions of the book) (15a) 16.0 %*
    Project CD (including individual components) (15b) 16.0 %*
* Properly submitted peer evaluations will alter 50% of the above items
TEAM PEER EVALUATIONS:
- Peer evaluations incorrectly submitted or late are not valid.
- Peer evaluations are **EML** (see schedule).
- The team peer evaluation template is posted as “team_eval_template.xls”.
- Use values ranges from 0% and 100%, in increments of five points, without self-assessment.
- Peer evaluations are confidential; no feedback will be given except in the form of a single individual student grade.
- Peer evaluations will be collected in class on the published date.

COURSE POLICIES:
- While assignments may be returned to the student(s) for correction and evaluation, all material submitted as part of the course requirements become the property of the Professor.
- As this course is designed to be centered on teamwork incomplete grades are not given.
- The Professor retains the right to subjectively evaluate an individual student's grade upward in appropriate cases based upon observed performance.
- Within class all computer screens and cell phones are to remain off unless told otherwise.
- Note from the outset that this course that are **far less structured** than most courses!
- Individual initiative and responsibility is required to succeed in this course.
- Plan you time carefully, acceptances of late work would require extraordinary circumstances and are subject to the Professors approval.
- A legitimate and verifiable physician or court related written excuse is required to prevent attendance point loss.
- Ensure that you have a file backup method for the worst case scenario.

PENALTIES FOR BREACH OF ACADEMIC INTEGRITY:
- Each incidence of academic dishonesty is subject to review and consideration by the instructor, and is subject to a range of penalties including but not limited to failing the assignment, failing the course, and referral to Office of the Vice President for Academic Affairs.
- Signing the attendance sheet for another person, making of any type of copy of, or failing to return a test are all deemed to be violations of the academic integrity.
- Students are responsible for understanding plagiarism. In general, plagiarism is defined as the use of intellectual material produced by another person without acknowledging its source.
- The following are some examples of what is considered plagiarism:
  * Copying of passages from works of others into an assignment, paper, discussion board posting, without acknowledgment.
  * Cutting/pasting information available on the web or online databases.
  * Using the views, opinions, or insights of another without acknowledgment.
  * Paraphrasing another person's characteristic or original phraseology, metaphor, or other literary device without acknowledgment.
FALL 2014 SCHEDULE:

- Changes to this schedule will be posted in the “Daily Notes”.

<table>
<thead>
<tr>
<th>DAY</th>
<th>DATE</th>
<th>MATERIAL COVERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUE</td>
<td>AUG 26</td>
<td>Introduction, discussion, and team assignments.</td>
</tr>
<tr>
<td>THUR</td>
<td>AUG 28</td>
<td>DFD examples.</td>
</tr>
<tr>
<td>TUE</td>
<td>SEP 02</td>
<td>DFD examples (1b, 2b, and 2c due).</td>
</tr>
<tr>
<td>THUR</td>
<td>SEP 04</td>
<td>DFD examples.</td>
</tr>
<tr>
<td>TUE</td>
<td>SEP 09</td>
<td>DFD examples.</td>
</tr>
<tr>
<td>THUR</td>
<td>SEP 11</td>
<td>Introduction to Quality Methodologies.</td>
</tr>
<tr>
<td>TUE</td>
<td>SEP 16</td>
<td>DFD (5a and 6a due).</td>
</tr>
<tr>
<td>THUR</td>
<td>SEP 18</td>
<td>In class team meeting.</td>
</tr>
<tr>
<td>TUE</td>
<td>SEP 23</td>
<td>Demonstration_1 discussion by teams (7a, 8a, and 9a due).</td>
</tr>
<tr>
<td>THUR</td>
<td>SEP 25</td>
<td>Demonstration_1 discussion by teams.</td>
</tr>
<tr>
<td>TUE</td>
<td>SEP 30</td>
<td>Demonstration_2 discussion by teams (10a due).</td>
</tr>
<tr>
<td>THUR</td>
<td>OCT 02</td>
<td>Demonstration_2 discussion by teams.</td>
</tr>
<tr>
<td>TUE</td>
<td>OCT 07</td>
<td>Project work outside of class.</td>
</tr>
<tr>
<td>THUR</td>
<td>OCT 09</td>
<td>Project work outside of class.</td>
</tr>
<tr>
<td>TUE</td>
<td>OCT 14</td>
<td>Demonstration_3 discussion by teams (11a due).</td>
</tr>
<tr>
<td>THUR</td>
<td>OCT 16</td>
<td>Demonstration_3 discussion by teams.</td>
</tr>
<tr>
<td>TUE</td>
<td>OCT 21</td>
<td>Demonstration_3 discussion by teams.</td>
</tr>
<tr>
<td>THUR</td>
<td>OCT 23</td>
<td>Quality methodologies exam</td>
</tr>
<tr>
<td>TUE</td>
<td>OCT 28</td>
<td>Project work inside of class.</td>
</tr>
<tr>
<td>THUR</td>
<td>OCT 30</td>
<td>Project work inside of class.</td>
</tr>
<tr>
<td>TUE</td>
<td>NOV 04</td>
<td>Demonstration_4 discussion by teams (12a due).</td>
</tr>
<tr>
<td>THUR</td>
<td>NOV 06</td>
<td>Demonstration_4 discussion by teams.</td>
</tr>
<tr>
<td>TUE</td>
<td>NOV 11</td>
<td>Project work outside of class.</td>
</tr>
<tr>
<td>THUR</td>
<td>NOV 13</td>
<td>Demonstration_5 discussion by teams (13a due).</td>
</tr>
<tr>
<td>TUE</td>
<td>NOV 18</td>
<td>Demonstration_5 discussion by teams.</td>
</tr>
<tr>
<td>THUR</td>
<td>NOV 20</td>
<td>Demonstration_5 discussion by teams.</td>
</tr>
<tr>
<td>TUE</td>
<td>NOV 25</td>
<td>Thanksgiving break.</td>
</tr>
<tr>
<td>THUR</td>
<td>NOV 27</td>
<td>Thanksgiving break.</td>
</tr>
<tr>
<td>TUE</td>
<td>DEC 02</td>
<td>Presentations (16 minute assigned blocks) (14a due).</td>
</tr>
<tr>
<td>THUR</td>
<td>DEC 04</td>
<td>Presentations (16 minute assigned blocks)</td>
</tr>
<tr>
<td>CD, notebook, emailed team evaluations due at 4:00 pm in my office (15a and 15b due).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

THUR DEC 09  DFD exam.
### General Application Rules Chart:

<table>
<thead>
<tr>
<th>NAME</th>
<th>SYMBOL</th>
<th>RULES</th>
<th>LABELS/NUMBER</th>
<th>REQUIRED ENTRY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process</td>
<td>⬦</td>
<td>Each process is unique. DFDs decompose on processes.</td>
<td>Each with unique name and number.</td>
<td>Diagram and Description.</td>
</tr>
<tr>
<td>Stored Data</td>
<td>⬤</td>
<td>Can be nested or reused. Represent the mass logical data stores (MLOG/LOG).</td>
<td>Each with unique name.</td>
<td>Description and MLOG/LOG entry.</td>
</tr>
<tr>
<td>Entity</td>
<td>⬦</td>
<td>Must be reused. Entities represent teams of individuals/function providers.</td>
<td>Each with unique name.</td>
<td>Description.</td>
</tr>
<tr>
<td>Data flow</td>
<td>⬤</td>
<td>Each data flow is unique. Nested, but not modeled. Each line has two Labels. One way linear relationship are rare!</td>
<td>Each with unique name. No label required for linear relationship.</td>
<td>Flow table for DFDs with any ATOMIC PROCESSES.</td>
</tr>
</tbody>
</table>
HOW TO GUIDE:
Your project will NOT require SV/MV designations. Below is an example of a M_LOG composition:

M_LOG CABINET

M_LOG_BACKPACK

M_LOG_CHECK_BOOK

M_LOG_WALLET

LOG_DRIVER_LIC
NAME
SSIN
DOB
LIC_NUMBER
EXPIRE_DATE

LOG_SHELL_CREDIT_CARD
NAME
ACCT_NUMBER
EXPIRE_DATE

M_LOG_ORGANIZER_BOOK

D2L_ACCT_NUMBER
D2L_PASSWORD

LOG_ADDRESS_BOOK
NAMES
HOME_ADDRESS
WORK_ADDRESS
HOME_PHONE_NUMBER
WORK_PHONE_NUMBER
Payment Services

To the process

1. rec_norm_emp_log_computer
2. rec_cont_emp_log_computer
3. rec_emp_reg_data
4. mgnt_reg_supervise
5. req_norm_emp_pmt
6. req_cont_emp_pmt
7. req_mgnt_pmt
8. validate_credit_Check_pmt
9. send_Pmt_credit_data
10. sub_order_pmt_data
11. rec_tax_data
12. req_reg_cash_data

From the process

1. req_norm_emp_log_computer
2. req_cont_emp_log_computer
3. req_emp_reg_data
4. mgnt_correct_supervise
5. rec_norm_emp_pmt
6. rec_cont_emp_pmt
7. update_mgnt_pmt
8. validate_credit_Check_acct
9. rec_decision_credit_data
10. rev_order_pmt_data
11. rev_tax_data
12. rec_reg_change_cash_data