Business Systems Analysis and Design  
Fall 2016 - CISM 4310-1D (crn: # 80732)  
M / W 0800 – 0915 (Miller 2201)  
Syllabus revision: # 160805

FACULTY DATA:  
Dr. Douglas Turner  
Phone: 678.839.5252  
Miller 2223

OFFICE HOURS:  
- Tuesday 08:00 – 12:00 (via email)  
- Wednesday 09:30 – 11:00, 13:00 – 15:30  
- Or by appointment

COMMUNICATIONS:  
- All e-mails are to be sent to dtturner@westga.edu.  
- Your UWG e-mail account is the official method of individual communication at UWG.  
- Only assigned University of West Georgia e-mails accounts will receive an e-mail response.  
- Emails to the Professor will be normally answered during the next scheduled session of office hours.  
- No e-mails are answered within the CourseDen environments.  
- The CourseDen site will only be used to deliver student assignment grades.  
- The professor will communicate announcements to the class on the “daily notes” document found at: http://www.westga.edu/~dturner/4310/notes.docx.

CRITICAL INFORMATION:  
- This syllabus is subject to change by the professor.  
- Syllabus changes are defined by the revision date stated above on this page.  
- 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 2016 SCHEDULE.  
- You have the option to submit your deliverables early, but remember that the item first submitted is the one that will be graded.  
- Deliverables will be graded against the posted criteria. If there is ANY confusion or something is 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).

PREREQUISITES:  
- 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.
COURSE TIME EXPECTATIONS:
- Beyond the lecture, discussions, development, and review time occurring within the scheduled course period, each student should plan to spend additional hours each day to properly complete this course.
- Additional hours often are represented by business site visits, team meeting, and individual curriculum study.

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.

REQUIRED SUPPLIES BY EACH STUDENT:
- One blank CD and case (item will not be returned) for team submission.
- One (for each student) Twin-Pocket Portfolio with fasteners (similar to Office Depot item 698811) (item will not be returned).
- Windows 95 or better based software and hardware, and CD generation and label capability.

Suggested below but not required:

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.

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 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.
- This is a very time consuming endeavor resulting in the development of a substantial project.
- 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 content and the lack of attention to stated requirements.

COURSE POLICIES:
- While some assignments and materials 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.
- Know from the beginning that this course that are far less structured than most courses!
- Individual initiative and responsibility is required to succeed in this course.
- Acceptance of late work or other time related accommodations require reasonable justification and are subject to the Professor’s approval.
- Ensure that you have a file backup method for the worst case scenario.
STUDENTS RIGHTS AND RESPONSIBILITIES:
- Please carefully review the information at the following link: http://www.westga.edu/UWGSyllabusPolicies/
- 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.
- The University of West Georgia Academic Honesty Policy will be enforced.

ATTENDANCE:
- Attendance is taken daily.
- Attendance is expected every day regardless of the assignment type or location.
- Students are responsible for the discussions and materials covered in class.
- There is one day of grace for attendance.
- Each day missed (beyond grace) as defined by not properly signing the attendance sheet will deduct 2.0 percent from your final grade.
- Failure to participate or engage in class activities will count as NOT ATTENDING class.
- Failure to attend class can cause concurrent loss of both attendance and scheduled activity points.
- Sign in late or leave before being dismissed and you will be counted as NOT ATTENDING.
- Class begins promptly on time.

DELIVERABLE SUBMISSIONS TYPES:
- All submissions are due at the beginning of class time unless otherwise posted.
- A submission of any type that contains any hand written or hand drawn content will receive a grade of zero.

- 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 team notebook as required).
  - A typed cover sheet is required for all individual PIC submissions (you may place all individual submissions under a single cover sheet if you prefer).

- EML
  - Electronic media deliverables are word documents (.docx), power point slides (.ppt), and excel files (.xlsx) that are submitted as e-mail attachments to dturner@westga.edu.
  - Acceptance of your submitted attachments will be based on the time stamp of your sent email from your mywestga account to dturner@westga.edu.
  - Label each attached file with your last name and item number (example: Turner_01.docx)

- PRS
  - Electronic media deliverables presented in front of the class.
  - No additional materials or copies of material are required for turn in.

- ECD
  - Electronic media deliverables are word documents (format.docx), power point slides (.ppt), and excel files (.xlsx) retained by both the individual and team, and submitted on the project CD.

FORMAT OF DOCUMENTS:
- 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) for format, grammar, and punctuation issues.
- Incorrectly submitted EML assignments may result in a significant loss of points (zero points possible) regardless of content quality of the submission.
INDIVIDUAL DELIVERABLES:
- There are four distinct deliverable segments required by each student, the two exams (and one quiz), the initial homework, the student folder (with the individual student project leg), and the student directory on the team CD.

EXAMS
- Each student will take two closed exams; 1) a DFD concepts exam and 2) a production / quality systems exam, each exam is valued at 08.0 points each.

QUIZ
- Each student will take one open note quiz on DFD rules valued at 4.0 points each.

THE INITIAL HOMEWORK LEG (items 01-08)
- To assist in your development of the individual deliverables please read the following pages:
  - The Tool (001.docx)
  - The process rules (002.docx)
  - The MLOGs (003.docx)
  - The “Defined” (004.docx)
  - The “Drilldown” (005.docx)
  - The “Leg” (006.docx)
- Each student will define an individual product or service to model the various DFD phases and components.
- Items 01-08 are to be original work individually completed and not collaborative team work.
- Each of the items below are valued at 2.0 points each.
- All word (.docx) (items 01, 02, 05, 06, 08) will be submitted as EML and ECD.
- All excel (.xlsx) (items 03, 04, 07) will be submitted as PIC and ECD.
- Due dates are listed on the SCHEDULE below.
  01. Produce a one page report (350 words) of differentiation to identify the P/S from all other SKU.
  02. Produce a one page report (350 words) to define the “5Ws” of the selected firm.
  03. Produce your individual CONTEXT DFD for your select firm.
  04. Produce your individual system level DFD.
  05. Produce a one paragraph narrative (100 word) of the three (student selected) entities.
  06. Produce a one paragraph narrative (100 word) of any one specific atomic process.
  07. Produce one major system level DFD.
  08. Produce a word document of a MLOG/LOG format.

THE INDIVIDUAL PROJECT LEG (items 13-14)
- Item 13 will be submitted as PIC as part of the Portfolio (item 14 in the next section STUDENT FOLDER) and as an ECD in item 15.
- Item 13 will utilize the team selected organization (from the TEAM DELIVERABLES below) where each student will individually complete a minimum of 15 DFDs (or more as required) to illustrate at least 20 atomic level processes for 30.0 points.
- Do not expect credit for copied, duplicate, or very similar designed DFDs.
- The value of an individual DFD is based on the number of DFDs submitted. Submit 15 DFDs and each will be worth 2.0 points, submit 30 then each DFD is worth 1.0 point.
- Each error found on each DFD has a 1/3 penalty, thus three or more errors will receive zero points.
- The effect of this type of grading means that if you have three errors or more on each of the 15 minimum required DFDs you have lost 30 points! There is a numerical grade advantage of having more DFDs (without errors).
- See the example “LEG” (006.docx) for content requirements.
THE STUDENT FOLDER
- All item submitted in the student Twin-Pocket Portfolio will be printed.
- The Portfolio (item 14) has a point value of 10.0 points for quality and completeness (above the 30 points for the included DFD work).
- Cover sheet will include your name, course number, and date.
- Section 1 containing items 1-4 team created material (read the “Leg”).
- Section 2 containing the complete student work of item 13 (use items 5-10 from the “Leg” to guide you).
- Section 3 containing the complete student homework work of items 01-08.

THE STUDENT DIRECTORY ON THE CD
- Item 15 is the (ECD) version of sections 2 and 3 from student folder (these are just individual student work items 01-08 and 13) placed in the individual student directory on the team CD, and has a value of 4.0 points.

TEAM DELIVERABLES:

PROJECT STRUCTURE
- Chose you team carefully as they are with you for the entire term!!!
- There will be no team peer evaluations in this course.
- Teams will consist of three or four members.
- Three member teams may have a fourth person assigned to the group by the Professor.
- While teams are self-selected the Professor retains the right to reassign team members as required.
- 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.
- Do not expect credit for copied, duplicate, or very similar designed DFDs.
- Each team to discuss a total of four separate focused deliverables (items 09-12).

PROJECT TOPIC SELECTION
- The Professor will assign the company type for team study, or the team will submit a name of a specific organization to study (subject to approval).
- When no specific organization has been assigned, the team will investigate (at least two) similar firms in the surrounding community.
- Using the concepts and observations found at the locations each team will develop their base (context and system level) DFD model.
- Company types may include:
  Florist  Pizza chain  Auto parts
  Gas station  Beauty Salon  Restaurant with catering
  Body shop  Grocery  Cellular services
  Home improvement

PROJECT DEMONSTRATIONS
- The objective of the scheduled demonstrations is to reconcile design and concept questions that your group has encountered, and progress the class at a relative constant pace.
- A team who does not present anything will receive nothing, if you do not attend the class session you will not receive credit for that demonstration.
- Coordinate where your problems are with your team, and use those for the class discussion.
- Expect to answer questions and re-present in the next demonstration if errors are presented.
- Items 09-12 are valued at 3.0 points each.
09. **Produce** Team DFD demonstration_1 (ECD, PIC, and PRS)
   - The project proposal.
     - 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.
     - **Warning, be aware of the required atomic level processes (item 13) that will be needed to complete the requirements.**
     - 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.
     - **1200 word minimum history of the firm (include the description of the business).**

10. **Produce** Team DFD demonstration_2 (PRS) - Context and Systems level DFDs.

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

12. **Produce** Team DFD demonstration_4 (PRS) - Open review, present at least two questions concerning your project. **This is the last opportunity to engage in questions concerning methodology and project requirements.**

16. **Produce** (ECD) Each team will prepare and submit a CD.
   - Item 16 is valued at **08.0 points**.
   - The CD represents both team and student deliverables.
   - The CD will include all of the individual student portfolio material.
   - The printed names of the team members, the semester and year, Dr. Turner CISM 4310.
CD FILE LAYOUT FOR SUBMISSION:

directory: sec_1 (team project details)
  printed file: proposal.docx
  printed:file: history.docx

directory: sec_II (team DFD data)
  printed:file: context.xlsx (current context DFD)
  printed:file: entities.docx (entities data dictionary)
  printed:file: system.xlsx (current system DFD)
  printed:file: syslog.docx (system level process data dictionary)
  printed:file: mlogs.xlsx (all mlogs for the entire project)

directory: sec_III (all individual work)
  subdirectory: Last_name
    subdirectory: item_13
      file: atomic.docx (listing of atomic processes and their ID number)
      file: major.xlsx (major level DFD)
      file: "child_01".xlsx (next lower level DFD)
      file: "child_01"proc.docx (next lower DFD process data dictionary)
  subdirectory: items_01_08
    file: 01 (individual deliverables)
    file: repeat for 02 – 08

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 specific tasks; 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.
- **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.
EVALUATION:
-The total grade is based on a 10 point scale.

Individually generated grades (80 percent)
Items 01-08: Individual deliverables / assignments @ 2.0 16.0 %
“Rules” quiz 04.0 %
Quality exam 08.0 %
DFD exam 08.0 %
Item 13: Individual DFD phases and components 30.0 %
Item 14: Individual completed portfolio 10.0 %
Item 15: Individual components on CD 04.0 %

Team generated grades (20 percent)
Items 09-12 @ 3.0 points 12.0 %
Item 16: Team content on CD 08.0 %

PENALTIES FOR BREACH OF ACADEMIC INTEGRITY:
- Each incidence of academic dishonesty is subject to review and consideration by the professor, 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 is deemed to be a violation of the academic integrity.
- Making of any type of copy or failing to return a test are deemed to be violations of the academic integrity.
- Submitting work for grading that is not of original individual student design is deemed to be a violation 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.
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<thead>
<tr>
<th>DAY</th>
<th>DATE</th>
<th>MATERIAL COVERED</th>
<th>ITEMS DUE</th>
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<tbody>
<tr>
<td>01</td>
<td>WED AUG 10</td>
<td>Introduction, discussion, and team assignments</td>
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<td>02</td>
<td>MON AUG 15</td>
<td>Work as teams outside of class</td>
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<td>03</td>
<td>WED AUG 17</td>
<td>DFD examples (items 01 and 02 due)</td>
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<td>04</td>
<td>MON AUG 22</td>
<td>Online</td>
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<td>05</td>
<td>WED AUG 24</td>
<td>DFD examples (items 03 and 04 due)</td>
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<td>06</td>
<td>MON AUG 29</td>
<td>Online</td>
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<td>07</td>
<td>WED AUG 31</td>
<td>“Rules” quiz (items 05 and 06 due)</td>
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<td>08</td>
<td>MON SEP 05</td>
<td>Labor Day</td>
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<td>09</td>
<td>WED SEP 07</td>
<td>Introduction to history of production (Take Notes!)</td>
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<td>10</td>
<td>MON SEP 12</td>
<td>In class team meeting (items 07 and 08)</td>
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<td>WED SEP 14</td>
<td>09. Team DFD demonstration_1 (by time assigned via telephone conference)</td>
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<td>12</td>
<td>MON SEP 19</td>
<td>09. Team DFD demonstration_1 (by time assigned via telephone conference)</td>
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<td>13</td>
<td>WED SEP 21</td>
<td>Team project work outside of class</td>
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<td>14</td>
<td>MON SEP 26</td>
<td>10. Team DFD demonstration_2 (teams will be scheduled)</td>
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<td>15</td>
<td>WED SET 28</td>
<td>10. Team DFD demonstration_2 (teams will be scheduled)</td>
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<td>Individual member requested 10 minute meetings</td>
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<td>MON OCT 10</td>
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<td>19</td>
<td>WED OCT 12</td>
<td>Individual member requested 10 minute meetings</td>
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<td>20</td>
<td>MON OCT 17</td>
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<td>23</td>
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<td>24</td>
<td>MON OCT 31</td>
<td>Team project work outside of class</td>
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<td>25</td>
<td>WED NOV 02</td>
<td>12. Team DFD demonstration_4 (by time assigned via telephone conference)</td>
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<td>26</td>
<td>MON NOV 07</td>
<td>12. Team DFD demonstration_4 (by time assigned via telephone conference)</td>
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<td>27</td>
<td>WED NOV 09</td>
<td>DFD exam (closed notes)</td>
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<td>MON NOV 14</td>
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<td>29</td>
<td>WED NOV 16</td>
<td>Team project work outside of class (item 14 &lt;includes item 13&gt; due by 17:00)</td>
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<td>30</td>
<td>MON NOV 21</td>
<td>Thanksgiving</td>
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<td>31</td>
<td>WED NOV 23</td>
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<td>32</td>
<td>MON NOV 28</td>
<td>Team project work outside of class</td>
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<td>33</td>
<td>WED NOV 30</td>
<td>History of production exam Item 16 &lt;CD&gt; physically due at class time</td>
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Copy of the syllabus
http://www.westga.edu/~dturner/4310/sly.docx
Daily Notes
http://www.westga.edu/~dturner/4310/notes.docx

Style standards
http://www.apastyle.org/

History of Production notes
http://www.westga.edu/~dturner/4310/history.docx

The “Tool” (001)
http://www.westga.edu/~dturner/4310/001.docx

Rules Process (002)
http://www.westga.edu/~dturner/4310/002.docx

Data log (003)
http://www.westga.edu/~dturner/4310/003.docx

The “Defined” (004)
http://www.westga.edu/~dturner/4310/004.docx

Drill down (005)
http://www.westga.edu/~dturner/4310/005.docx

The “Leg” (006)
http://www.westga.edu/~dturner/4310/006.docx

FIRST SET OF EXAMPLES

Context DFD
http://www.westga.edu/~dturner/4310/BSD00C.docx

System DFD
http://www.westga.edu/~dturner/4310/BSD00S.docx

Sales and Service DFD
http://www.westga.edu/~dturner/4310/BSD00P00.docx

Online Sales DFD
http://www.westga.edu/~dturner/4310/BSD0000P01.docx

Process Sales DFD
http://www.westga.edu/~dturner/4310/BSD000001P02.docx

SECOND SET OF EXAMPLES

The Context level
The System level
http://www.westga.edu/~dturner/4310/isp00c.xlsx

The Sales and Service
http://www.westga.edu/~dturner/4310/isp00s.xlsx

Order Generation
http://www.westga.edu/~dturner/4310/is000p00.xlsx

Customer Relations
http://www.westga.edu/~dturner/4310/is0000p01.xlsx

Internal Sales
http://www.westga.edu/~dturner/4310/is000000p01.xlsx

Service Reconciliation
http://www.westga.edu/~dturner/4310/is000001p00.xlsx

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