San Jose State University – Lucas College and Graduate School of Business
Management Information Systems
Bus4 119A - Practicum in MIS – Course 20909 Section 2
Spring 2016

Instructor: Larry Gee
Telephone: 408-712-8092
Office and Office Hours: BT264,
                    Tuesday, 8:50 – 9:50 pm by appointment
                    for Bus 119a only.
Prerequisites: BUS2 92, 93, 100W, 111, and 112

Course Objectives and Procedures

This course provides you the skills required to complete a project for a "real world" client. In previous courses, you have worked on projects involving case problems; in this course, you will work on a "real" project for a "real" client, whether affiliated with the university, a non-profit organization, or a local business. Particular emphasis will be placed on the issues associated with the successful completion of a project, including defining, scheduling, and monitoring project activities; interacting with clients in interviews and project reviews; and managing client expectations. Learning objectives for the course include the following:

1. Apply systems analysis and design concepts and skills to a "live" project.
2. Apply "MIS Body of Knowledge" eg. databases, telecommunications, and programming skills to design and implement an information system.
3. Create a project charter that defines the problem addressed and the users' requirements and that indicates the strategy chosen to complete the project successfully.
4. Manage a live project by using project management phases: initiate, plan, execute, monitor & control, and close out phases. Specific focus items used during project execution are task identification, risk management, change management, scheduling, and status reporting.
5. Interact effectively with team members and clients.
6. Manage client expectations through clear definition of requirements and frequent client reviews.
7. Apply PMI® project management process.
8. Become conversant in several technical topics.
9. The student will:
   a. Act professionally as a team-member to plan, design, implement, and deliver a real-word application project that is accepted by the sponsor
   b. Identify issues associated with the development and management of MIS projects and formulate appropriate strategies for handling them
   c. Use project management process to manage project life cycle in accordance with industry standards.
A general course description and learning objectives are also given on the MIS web site (see Course Descriptions -- Bus 119A). You will have several opportunities to develop and to demonstrate these skills -- both individually and in small groups -- as you perform various course requirements.

Class Procedures

Class time will be devoted primarily to discussing project management issues and learning about technical topics. I will lecture only on selected material, but you are responsible for all concepts covered in the assigned readings, class lectures, and student presentations.

Important to your success as an MIS professional is your ability to work as a constructive, productive team member. This course is a project focus class. Your ultimate success depends on your cooperation, dependability, quality results, and hard work. Thus, you are expected to participate in and contribute to class discussions, small-group activities, and group projects and to offer constructive criticism of your instructor’s and classmates’ ideas and work.

Course Requirements

Evaluation Criteria: Your class grade is based on

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Points</th>
<th>Team vs Individual</th>
<th>Percentage of Final Grade (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Plan</td>
<td>140</td>
<td>Team</td>
<td>14</td>
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<tr>
<td>MS Project Schedule</td>
<td>100</td>
<td>Team</td>
<td>10</td>
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<tr>
<td>Final Project Closeout Report, and Project and SDLC Binders</td>
<td>200</td>
<td>Team</td>
<td>20</td>
</tr>
<tr>
<td>Three project status reports</td>
<td>100</td>
<td>Team</td>
<td>10</td>
</tr>
<tr>
<td>Project Participation and Contribution</td>
<td>50</td>
<td>Individual</td>
<td>5</td>
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<tr>
<td>Project Presentation</td>
<td>110</td>
<td>Team</td>
<td>11</td>
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<tr>
<td>Pop Quizzes</td>
<td>250</td>
<td>Individual</td>
<td>25</td>
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<tr>
<td>Class Participation</td>
<td>50</td>
<td>Individual</td>
<td>5</td>
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<tr>
<td>Total</td>
<td>1000</td>
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<td>100</td>
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Extra Credit: Technical Topic Research (Individual) 10 Individual

Extra Credit: Project Video 5 Individual

Grading
Course grades based on the following scale:

A (93-100); A– (90-92.999); B+ (87-89.999); B (83-86.999); B– (80-82.999); C+ (77-79.999); C (73-76.999); C– (70-72.999); D+ (67-69.999); D (63-66.999); D– (60-62.999); F (below 60)
**Project Reports.** Teams select a project that complements your profile of preparation: database, telecommunications, or systems analysis and design. The project will involve the analysis, design, and/or implementation of an information system (or component) for a client on campus or in the community. The projects will require you to work in teams of 4 students. Each team will with the instructor to determine the exact details of these projects. **It is highly recommended that each team consult the professor frequently in order to determine the initial scope of the project and make a timely progress throughout the semester.** In summary, you will complete four project reports. All reports must be typed, 12 font size, Times New Roman. Assignments and/or requested information turned in electronically (e-mail, CD, disks) to your professor must be computer virus free. Failure to do so will result in a failing grade for the course.

1. **Project Status Report** is due 3 times during the semester. Use the status report template on Canvas. Complete each section with specific information and details to run the project effectively to completion. Minimize ambiguity by using the SMART acronym. Status report is graded on accuracy, information completeness, timely follows up on issues/concerns and questions, scheduling and milestones updates, meeting documentation, and risk management. Complete “Meeting Notes/Agenda Template” file on Canvas, when you have project related meetings. Include with status report as a separate file. Upload status report to Canvas 24 hours prior to class. Provide a printed report during the first 10 mins of class.

2. **Project Schedule.** Microsoft Project 2010 is use to create a project schedule that accurately reflect project deliverables. It must include but not limited to; project work breakdown structure (WBS), tasks clearly described, time allocation for each task, proper precedence relationships, task ownership, and critical path chart. In addition one third of project milestones and project task deliverables must have a finish date reflected in each status report.

3. **Project plan** (aka project charter for our class) in which you describe the project objectives, constraints, and scope; milestones; define the user requirements; assess risk and feasibility; and communication plan. See project charter document on Canvas.

4. A **System Development Life Cycle (SDLC) binder** must include but not limited to; eg Project requirements, DFDs, data models, web page hierarchy (if applicable), design, test criteria and measurement, system documentation.). Since each project is unique use the SDLC phases as a guide to create your final project report.

5. A **Project Management binder** must include but not limited to; Project plan, Project schedule, Project schedule baseline, Risk Management process and reports, Change Management process and reports, Communication Management process and status reports, and project meeting reports.

6. A **Final Project Closeout Report.** This report must include; plan vs. actual schedule analysis, resource analysis, recommendations, lessons learned, and conclusions, among other contents as defined in project management closeout process.

7. All project documents (project plan, related project documents, etc.) on DVD or USB thumb drive. Make sure DVD or USB thumb drive is readable and virus free. Turn in with final project management report. Create two main folders on
the DVD or USB thumb drive. 1) /Project Management with the following folders (minimum) Project Plan, Project reports, Project status, Project meeting notes, project schedule, project presentation, project lessons learned. Place all other contents in the appropriate five project management processes ie Initiate, Plan, Execute, Control, and Close. 2) /SDLC - Create a folder for each SDLC Phases (Analysis & Requirements, Design, Test, Installation, and User and Operation Manuals) and place appropriate documents in each folder. Note: Make a working copy of project DVDs for each team member when project binders are turned in.

DVD Label; Line 1) Project Management and/or SDLC, Line 2) Bus4 119a: Semester and Year, Line 3) Team # - Project Name. Example:

Project Management
Bus4 119a: Spring 2016
Team 4 - Mobile Recycle Map for City of San Jose

Teams will need to meet outside of class to work on their assigned project and to prepare each report. Thus, it is vital that you choose team members who have compatible schedules. Teams should be formed by the end of the third week, so you need to get to know your classmates fairly quickly.

**Project Participation & Contribution.** Most of you will work effectively in teams, each contributing your best effort and proving to be a reliable, productive team member. However, because past experience have proven that team projects always raise the possibility that some team members may not carry their fair share of the load; a confidential peer evaluation will be conducted at the conclusion of the team project. If a student's participation and/or contribution to a project are deficient, the student may also receive lower project report and presentation grades. In order to complement the peer evaluations, project sponsors provide separate evaluations.

**Project Presentation.** During the last several class sessions of the semester, each project team will present highlights of its project to the class from a project management viewpoint. This presentation should run no more than 30 minutes and are evaluated on three factors: content, style, and ability to answer questions. Include presenter’s name and page number on lower right corner of each slide. Each slide must have speaker’s note as if anyone outside the team can access, read, understand, and deliver presentation. The instructor with selected input from students in the audience will assign the presentation grade. Provide the professor with two presentation handouts, in separate A4 Folders with two pockets, before you start the presentation. To ensure equality across teams, all project presentations are due the same day. See Canvas assignment schedule.

**Extra Credit: Technical Topic Research (TTR).** Early in the semester, student will be assigned or will select a project management technical topic on which to prepare a short presentation. The presentation will provide an overview of the topic; three key take away, visual aids used in the presentation must be made available to students by handouts. References used in preparing the presentation must be up to date, with at least three references to sources dated after December 2013. The presentation should run no longer than 20 minutes and should use visual aids to highlight key points with appropriate backup materials. Each slide must have speaker notes such that another student can
deliver the presentation. Presentation time includes questions and answer session. The presentation grade will be assigned by the instructor with selected input from students in the audience.

Post your source presentation on CANVAS 24 hours day prior to the in-class presentation. See class examples. The presentation grade is assigned by the instructor with selected input from students in the audience. Provide the professor a copy of your presentation, in an A4 Folder, before you start the presentation. Print each slide with speaker notes. Develop 12 (twelve) multiple choice questions w/answer key using quiz format on CANVAS Content page. Questions should be based on the presentation contents. Upload file with TTR presentation.

**Project Management Pop Quizzes.** Pop quizzes given during the semester to reinforce project management concepts as covered in the class textbook, class discussion, and lecture. No make-up quiz.

**Extra Credit: Project Video.** Recorded video is ubiquitous in today fast pace social business environment to communicate project management messages and deliverables, and to connect with project stakeholders using a mix of music, graphics, animations, slides, pictures, and narratives. You will create a 10-minute video on your project’s triple constraints. Focus the video from a consultant viewpoint to project stakeholder. Post your video on YouTube per schedule and provide link on CANVAS dropbox. Project video grade is based on project definition, resolution, triple constraints, analysis findings, recommendations, next steps, and delivery. **Optional** I highly encourage you to create a second video that focus on the SDLC and application deliverable. Both videos are valuable to you and prospective employers.

**Final Exam.** There is no class final exam. However, by university policy, students are required to attend class on final exam day, on time, per university schedule. One full letter grade is reduced if absent.

**Class Participation.** Class participation is highly encouraged. Participation is a subjective perception and observation of each individual’s class participation. It includes attendance, punctuality, contributions to class discussion, completing presentation critic form(s), contributions to in class group efforts, etc. Those students who show innovation, creativity leadership, and extra effort without attempting to dominate class discussions score higher. Those who demonstrate average active participation and attitude score accordingly. Examples of quality participation include but not limited to: asking relevant questions, stimulating discussion with relevant examples from your workplace, providing project management forms / template to class project knowledgebase repository, complete presentation evaluation form(s), and supplementing class discussions with reference to timely newspaper/magazine/internet articles related to the practical application of course material consistently throughout the semester.

Voluntary participation is encouraged; however, I will randomly call on students as well, especially those who do not participate voluntarily. It's your choice. Volunteer and choose when to contribute (i.e., when you know the material or have something of value to share), or let me choose for you! In either case, thoughtful study of assigned readings before coming to class will ensure that you're ready to contribute.
It is student’s responsibility to sign the sign-in (roll) sheet with their signature after each class meeting.

**Approved E-Mail format and process**

1) On the subject line include: "119A <semester> - <your last four digit of your student id number>" followed by a dash and your subject line.

   Example:

   Subject: 119A Spring - 1987 - Project Management Overview

2) Use the "forward" e-mail function when replying to a question or request. Your request will experience major delays if e-mail guidelines are not followed.

The instructor will reply to e-mail 48 hours (2 days) on receipt during Monday through Friday (5pm).

**In Class Practices**

1) All cell phone must be switched to “light flashing” mode or turned off. For each occurrence of pager or cell phone that is heard during class; a "30%" class participation points will be reduced from the student's overall class participation points at the end of class. Be honest and identify yourself when this occurs.

Student will be refer to the University Judicial Affairs Officer if phone disrupt the course and do not stop when requested by instructor.

2) Student must not add, remove, move, view class and/or personal belongings on instructor's desk and / or his area unless permission is given in advance. Students who violate this will automatically receive a letter grade of "F" in class and will be reported to the Judicial Affairs.

3) All status reports and related information, and homework must be dated and three-hole punched. Ensure your Name, last 4 digit of your student id#, and "Team" number is correctly reflected.

4) **All students are encouraged to print, review, mark up and understand class syllabus and related materials. This is the foundation how this class is conducted. If there are questions please ask them. Remember there is no such thing as a dumb question.**

**Class Materials**

**Textbook/Software**

3. Microsoft Office 2007 (or above) software required
Additional project management textbooks. Visit the Project Management Institute (PMI®) web site, www.pmi.org, to learn more about the project management profession and for a list of project management textbooks to supplement your textbook. This is a good source of information to prepare you for your team project.

Visit class CANVAS "Announcement" section for posting details. Update your profile to automatically receive various updates. Visit Canvas settings.

Folder/Binder/Misc for Team Project

1. Six R/W DVDs (per team: 1 for each team member, and 2 for project binder) or a Sandisk 16GB USB thumb drive.
2. Two heavy-duty A4 folders (per team) with two pockets are purchase from www.kinokuniya.co.jp. A4 plastic folder size is required. These can be purchase from Kinokuniya Store, 408-252-1300. Color code is assign to each team. See examples in class.
3. One "DVD sheet holder" that holds two or four dvds, and fits 3 hole binder (per team)
4. Two - 1" D Binders interlock w/plastic cover sheet insert (per team) from Staples
5. Two - 5 color tabs set (minimum - more depending on team's needs) from Staples

See pictures for A4 folders, DVD holders, binders, and tabs.

Folder for Individual extra credit TTR Presentation

1. One heavy-duty A4 single folder for TTR presentation that matches team project color or otherwise assigned.

Course Policies

- All assigned work (in printed form) is submitted during the first 10 minutes of class, per due date on course schedule. Softcopy of assigned are due on CANVAS per instructions and schedule. Check very carefully and note it in your calendar. Assignments and papers submitted after it is due will not be graded. No late work will be accepted.
- Plagiarism, cheating, submitting work completed by someone else -- all are examples of academic dishonesty. These forms of dishonesty hurt both your fellow students and you! They will not be tolerated.
- Conduct yourself in a professional manner. That is, treat your classmates as colleagues and think of me as your supervisor. Conduct and performance that would not be acceptable on the job will not be acceptable in this course. Thus, sloppy or incomplete work, inconsiderate treatment of colleagues, lethargic attitude ... any evidence of unprofessional conduct -- will significantly reduce
your chances of success in this course and in your career. Any type of unprofessional work can be returned ungraded and result in late points.

- It is recommended that you make copies of all assignments before submitting them. It protects you and allows you to continue working while the assignment is being graded.

- Although this is not an English class, the ability to effectively communicate one’s idea is a critical skill required in the business world and especially in the information systems profession. As a result, the “clarity of presentation” (COP) of your work may have a significant bearing on the grade. Spelling, grammar, and punctuation errors obviously will cause grade reductions. Be sure to use a spell checker, but don’t rely on it to catch all or even most typos. Given adequate grammar and spelling, clarity of presentation also refers to the style and clarity with which major ideas are presented. Your work should be well-organized and concise, and provide a well-structured flow of discussion. Wordy, rambling, and disorganized comments reduce the clarity of presentation. Good writing uses well-structured paragraphs, highlights the major points of the discussion, and provides a logical flow rather than a disjointed series of “answers to questions.”

- After assigning content-based grades, points may be deducted for poor clarity of presentation. As a rule, COP deductions will not exceed 1/3 of the total possible score. However, as noted above, if the submitted work is extremely sloppy or unprofessional, the entire assignment may be returned ungraded, which could result in point deductions for late submissions that exceed the usual 33% maximum COP deduction.

- Please close the door quietly when you enter or leave the classroom. Stay outside of the classroom if you leave in the middle of lecture or during case presentation.

- Sign class sign-in sheet before leaving each class meeting.

- Classroom laptop use policy. Laptop use during class lecture to take notes is permitted. When this is the case then: 1) Write your name on the whiteboard, 2) Post your class notes on CANVAS 2 hours after class. Failure to do so will reduce your overall class participation earned grade by 2% per infraction. 3) Type quietly. You are encouraged to leave the classroom for remaining of class if you need to use your laptop for non-class purposes.

- No voice and/or video recording are permitted without professor’s pre-approval by email.

**American with Disability Act**

If you need course adaptations or accommodations because of a disability, or if you have emergency medical information to share with me, or if you need special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours.

**Policy on Academic Dishonesty**

(from the SJSU Student Handbook)

For original text please see: Academic Senate - [F88-10 Academic Dishonesty: Cheating, Plagiarism, Sanctions](#)
Academic dishonesty defrauds all those who depend upon the integrity of the University, its courses, and its degrees. In a broader sense the public is defrauded if faculty knowingly or unwittingly allows dishonest acts to be rewarded academically. Faculty should make every reasonable effort to foster honest academic conduct. Specifically, examinations should be appropriately proctored or monitored to prevent students from copying or exchanging information, and examinations and answers to examination questions should be secured in such a way that students cannot have prior access to them. If the faculty member believes that there is evidence of academic dishonesty on the part of a student, it is the faculty member's responsibility to take action against the student in accordance with this policy. Students at San Jose State University have the right to know what constitutes academic dishonesty in each course in which they are enrolled. Faculty members should apprise their classes of the ethical standards required in their courses and the permissible procedures in class work and examinations. If feasible, this information should be presented in the course outline (green sheet), and/or on examination questionnaires. Any deviation from this policy on Academic Dishonesty should be included in course outlines. Students also should be informed of the consequences of violation of ethics standards, their rights of appeal, and the procedures to be followed in the appeal.

1.0 DEFINITIONS OF ACADEMIC DISHONESTY:

1.1 CHEATING:

At SJSU, cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means. Cheating at SJSU includes but is not limited to:

1.1.2 Submitting work previously presented in another course, if contrary to the rule of either course;
1.1.3 Using or consulting during an examination sources or materials not authorized by the instructor;
1.1.4 Altering or interfering with grading or grading instructions;
1.1.5 Sitting for an examination by a surrogate, or as a surrogate;
1.1.6 Any other act committed by a student in the course of his or her academic work which defrauds or misrepresents, including aiding or abetting in any of the actions defined above.

1.2 PLAGIARISM:

At SJSU plagiarism is the act of representing the work of another as one's own (without giving appropriate credit) regardless of how that work was obtained, and submitting it to fulfill academic requirements. Plagiarism at SJSU includes but is not limited to:

1.2.1 The act of incorporating the ideas, words, sentences, paragraphs, or parts thereof, or the specific substances of another's work, without giving appropriate credit, and representing the product as one's own work; and
1.2.2 Representing another's artistic/scholarly works such as musical compositions, computer programs, photographs, paintings, drawing, sculptures, or similar works as one's own.

**College of Business Policies and Procedures**

To ensure that every student, current and future, who takes courses in the Boccardo Business Center, has the opportunity to experience an environment that is safe, attractive, and otherwise conducive to learning, the College of Business at San José State has established the following policies:

**Eating**

Eating and drinking (except water) are prohibited in the Boccardo Business Center. Students with food will be asked to leave the building. Students who disrupt the course by eating and do not leave the building will be referred to the Judicial Affairs Officer of the University.

**Academic Honesty**

Faculty will make every reasonable effort to foster honest academic conduct in their courses. They will secure examinations and their answers so that students cannot have prior access to them and proctor examinations to prevent students from copying or exchanging information. They will be on the alert for plagiarism. Faculty will provide additional information, ideally on the green sheet, about other unacceptable procedures in class work and examinations. Students who are caught cheating will be reported to the Judicial Affairs Officer of the University, as prescribed by Academic Senate Policy S04-12.

**Change log:**

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Mission and Program Learning Goals

### LCoB Mission Statement

We are the *institution of opportunity* in *Silicon Valley*, educating future leaders through *experiential learning* and character development in a *global business community* and by conducting *research* that contributes to business theory, practice and education.

### BSBA Program Learning Goals

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<th>Business Knowledge</th>
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<tr>
<td>1</td>
<td>Understand basic business principles and demonstrate discipline-specific competencies as applied to local and global environments.</td>
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<tr>
<td>2</td>
<td>Communication</td>
<td>Communicate ideas clearly, logically, and persuasively in oral and written format, using technology appropriately.</td>
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<td>3</td>
<td>Ethical Awareness</td>
<td>Recognize, analyze, and articulate solutions to ethical issues that arise in business.</td>
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<td>4</td>
<td>Leadership Diversity &amp; Teams</td>
<td>Comprehend the challenges and opportunities of leading and working in diverse teams and environments.</td>
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<td>5</td>
<td>Critical Thinking</td>
<td>Comprehend, analyze, and critically evaluate complex unstructured qualitative and quantitative problems, using appropriate tools and technology.</td>
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<tr>
<td>6</td>
<td>Innovation</td>
<td>Recognize, analyze, and articulate strategies for promoting creativity and innovation.</td>
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