

9-2003

BADM 341.01: Systems and Operations

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University of Montana - Missoula

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BADM 341 – SYSTEMS AND OPERATIONS

Fall 2003

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Office Hours: T TH 1:00-2:00 or by appointment

Required Text: *Information Systems and Operations Management Today*, Custom Edition for the University of Montana

Course Description: The aim of this course is to integrate the conceptual fields of information systems and operations management for the purpose of providing students with a sophisticated view of the interrelationship between information technology and the firm. The first third of the class is focused upon exploring the fundamental elements of the field of information systems. This portion of the course will allow us to examine how various technologies employed in contemporary organizations enhance (and sometimes detract from) a firm's competitive position. While pursuing these topics we will avoid 'technological determinism' by studying the difficult challenges presented by advanced technologies in contemporary society. Once we have established a foundation in IS we will then explore a modern view of operations management by studying operational issues as they relate to the service and manufacturing sector. This will be accomplished through the application of quantitative models to a diverse mix of business problems.

Objectives - By the conclusion of the course students will understand:

- **The complementary roles of systems and operations management in organizational life**
- **Information Systems and Competitive Advantage**
- **Enterprise Wide Information Systems**
- **The importance of aligning technology with organizational strategy**
- **The elements of process management**
- **The role of technology in the firm and the challenges associated with managing technology**
- **Project Management Body of Knowledge (PMBOK)**
- **The principles that underpin Total Quality Management**
- **Statistical Process Control**
- **Supply Chain Management**
- **Business Forecasting**
- **Inventory Management**
- **The elements of effective Resource Planning and allocation**

Grading:

3 Exams = 80% of final grade

Attendance = 20% of final grade

Extra credit (oral presentation)

*** Make-up exams will ONLY be given to students who can provide documentation of illness or an extenuating circumstance.** The final exam must be taken for successful completion of the course. Please notify me immediately if you miss an exam.

****Homework will be given on a regular basis and reviewed thoroughly during class.** After homework is assigned we will spend a considerable period of time discussing every assigned problem in depth. However, I do not collect homework and it has no impact upon your final grade.

Plagiarism Warning: (University of Montana Catalog P. 22 of the 2002-2003)

“Plagiarism is the representing of another’s work as one’s own. It is a particularly intolerable offense in the academic community and is strictly forbidden. Students who plagiarize may fail the course and be remanded to Academic Court for possible suspension or expulsion.”

Course Outline

	Topic	Chapter Reading Assignment
9/2	Course Introduction	Course Introduction
9/4	Information Systems: The Big Picture	Ch 1 (Information Systems Today)
9/9	Information Systems for Competitive Advantage / Blackboard	Ch 2 (Information Systems Today)
9/11	Guest Speaker: Chrisanthi Avgerou (London School of Economics)	
9/16	Information Systems for Competitive Advantage	Ch 2 (Information Systems Today)
9/18	Telecommunications and the Internet	Ch 4 (Information Systems Today)
9/23	Telecommunications and the Internet	Ch 4 (Information Systems Today)
9/25	Enterprise-Wide Information Systems	Ch 7 (Information Systems Today)
9/30	Enterprise-Wide Information Systems	Ch 7 (Information Systems Today)
10/2	Information Systems Ethics, Computer Crime, and Security	Ch 9 (Information Systems Today)
10/7	Information Systems Ethics, Computer Crime, and Security	Ch 9 (Information Systems Today)
10/9	Exam 1	Exam 1
10/14	Operations as a Competitive Weapon	Ch 1 (Operations Management)
10/16	Operations as a Competitive Weapon	Ch 1 (Operations Management)
10/21	Process Management	Ch 3 (Operations Management)
10/23	Process Management	Ch 3 (Operations Management)
10/28	Managing Project Processes	Ch 4 (Operations Management)
10/30	Managing Project Processes	Ch 4 (Operations Management)
11/04	Managing Project Processes	Ch 4 (Operations Management)
11/06	Total Quality Management	Ch 6 (Operations Management)
11/11	Total Quality Management	Ch 6 (Operations Management)
11/13	Exam 2	Exam 2
11/18	Statistical Process Control	Ch 7 (Operations Management)
11/20	Statistical Process Control	Ch 7 (Operations Management)
11/25	Statistical Process Control	Ch 7 (Operations Management)
11/27	Thanksgiving Break	Thanksgiving Break
12/2	Supply Chain Management	Ch 11 (Operations Management)
12/4	Supply Chain Management	Ch 11 (Operations Management)
12/9	Inventory Management	Ch 13 (Operations Management)
12/11	Inventory Management	Ch 13 (Operations Management)
	Final Exam (Non-cumulative)	Final Exam (Non-cumulative)
	Final Exam Schedule Section 04: December 18 th 10:10-12:00 Section 05: December 19 th 10:10-12:00	The Final Exam will be given in room L26