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Course Description (from 2015-2016 graduate catalog)
This course introduces the use of knowledge-based systems, including decision support systems, group decision support systems, expert systems and executive information systems within the functional structure of the firm. Decision support and expert systems will be discussed in depth. For decision support systems, topics include analysis of decision criteria and modeling techniques, and the system development process. For expert systems, students have the opportunity to demonstrate a business application using a rule-based system. Discussion will also include evaluation of existing software.

Prerequisite (from 2015-2016 graduate catalog)
MIS 674, Database Management Systems, or its equivalent.

Course Expectations
The assignments and grading are intended to:
• encourage students’ active participation and class sharing
• challenge and assist students to positively manage their educational and professional development
• introduce students to the teaching styles used in most MIS and MBA courses.

Required Text and Online Student Resources

Online student resources are found here: http://dssbibook.com/. Additional resources are found here: http://teradatastudentnetwork.com [2015-2016 password ‘DataDive’].

Course Requirements and Grading

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Weight</th>
<th>Points</th>
</tr>
</thead>
</table>
| Participation in in-class and online discussions  
*See D2L and course requirements document for details.*                          | 8%     | 80     |
| Participation in in-class exercises [six exercises, see attached schedule]  
*Details will be discussed in class and will be posted to D2L  
6 @ 3.5% each, that is, 6 @ 35 points each*                             | 21%    | 210    |
| Bring your laptop and/or other mobile device  
*Details will be discussed in class and will be posted to D2L  
6 @ 3.5% each, that is, 6 @ 35 points each*                             | 21%    | 210    |
| Literature review [six articles, see attached schedule]  
*See D2L and course requirements document for details.*                      | 21%    | 210    |
| Post to appropriate D2L discussion forum  
*See D2L and course requirements document for details.*                      |        |        |
Course project
Submit via appropriate D2L dropbox
See D2L and course requirements document for details.

<table>
<thead>
<tr>
<th>Course</th>
<th>Percentage</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>midterm paper</td>
<td>20%</td>
<td>250</td>
</tr>
<tr>
<td>presentation</td>
<td>5%</td>
<td>50</td>
</tr>
<tr>
<td>final paper</td>
<td>20%</td>
<td>250</td>
</tr>
<tr>
<td>presentation</td>
<td>5%</td>
<td>50</td>
</tr>
<tr>
<td>Total</td>
<td>100.0%</td>
<td>1000</td>
</tr>
</tbody>
</table>

Literature Reviews, Case Analyses, Midterm and Final Course Project
Details on the literature review, case analyses, course project (midterm and final project) will be posted at our D2L course site, as well as the College of Business course syllabus site at http://www.ben.edu/syllabi/.

Grading Criteria
At the graduate level, a “B” is considered average and necessary to graduate. “A” level work requires exceptional demonstration of management skills, insight, accurate assessment, justifiable conclusions, recommendations and resources beyond what is presented in class. “B” level work demonstrates performance derived from class. “C” level work is below acceptable graduate level performance and shows less than full application of class requirements. “D” level work shows minimal application of class requirements and “F” is work that fails to demonstrate class requirements.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage of Total Points</th>
</tr>
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<tbody>
<tr>
<td>A</td>
<td>90-100%</td>
</tr>
<tr>
<td>B</td>
<td>80-89%</td>
</tr>
<tr>
<td>C</td>
<td>70-79%</td>
</tr>
<tr>
<td>D</td>
<td>60-69%</td>
</tr>
<tr>
<td>F</td>
<td>Below 60%</td>
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</table>

Policy on Assessment Methods
Grades will be determined from each student’s performance on written papers, examinations, oral presentations, individual and/or team reports, individual and team case analyses. Impromptu quizzes, in-class, open and/or closed book examinations and peer evaluations can be expected. No handwritten materials will be accepted for assignments scheduled in advance.

This course will be conducted as a seminar; active participation both in class and in online discussions is expected.

Assignments are due on the date listed in the tentative schedule. Late assignments will be penalized 10% of the point value earned for the assignment for each calendar day the assignment is overdue.

Make-up examinations or assignments must be completed within one week of the scheduled due date. Failure to attend a class does not excuse the student from meeting deadlines for assigned work. The student is responsible for obtaining class notes and handout materials from a classmate for any missed class or portion thereof. Any student who is unsure of this grading scale or course requirements is responsible for clarifying questions with the instructor.

Student Responsibilities
- Students who are not enrolled in class either for credit or audit cannot attend the class and cannot receive credit for the course.
Students cannot submit additional work after grades have been submitted to alter their grade (except in cases of temporary grades such as “I”, Incomplete; “X”, Missed Final Exam; “IP”, In Progress).

Students on academic probation are not eligible for a grade of “I”, Incomplete.

To ensure a comprehensive and authentic education, the student is responsible for planning his/her academic program and progress, and for evidencing academic performance with honesty and integrity. Intended learning cannot be evidenced if one misrepresents the work of others as his/her own. The University encourages students to assist one another (e.g. tutoring, group projects); the student is accountable for work submitted to meet his/her requirements.

**Policy on Academic Honesty**

To ensure a comprehensive and authentic education, the student is responsible for planning his/her academic program and progress, and for evidencing academic performance with honesty and integrity. Intended learning cannot be evidenced if one misrepresents the work of others as his/her own. The University encourages students to assist one another (e.g. tutoring, group projects); the student is accountable for work submitted to meet his/her requirements.

Academic honesty is expected and required in all academic work. Each student shall be honest in her or her academic work and shall support the honesty of others as stated in the Benedictine University Academic Honesty Policy ([http://www.ben.edu/academic_programs/ahp.cfm](http://www.ben.edu/academic_programs/ahp.cfm)).

In accordance with the policy of academic honesty, activities such as, but not limited to which are prohibited, include:

- Giving or receiving unauthorized aid on a quiz or examination
- Taking an exam or doing homework assigned for another student, or arranging to have it done
- Plagiarism (submitting the work and/or ideas of others without giving proper credit)
- Falsifying data or other results
- Using material, information or sources specifically and legitimately restricted by the instructor
- Sabotaging the work of others
- Altering academic records

Evidence of the following behaviors will be construed as violations of academic honesty and will result in a failing grade for that assignment: submitting identical assignments, exams, answers, journal entries or other deliverables; sourcing identical citations, data, tables or quotations; conversations among students during in-class examinations.

The search for truth and the dissemination of knowledge are the central missions of a university. Benedictine University pursues these missions in an environment guided by our Roman Catholic tradition and our Benedictine heritage. Integrity and honesty are therefore expected of all members, administration and staff. Actions such as cheating, plagiarism, collusion, fabrication, forgery, falsification, destruction, multiple submission, solicitation and misrepresentation, are violations of these expectations and constitute unacceptable behavior in the University community. The penalties for such actions can range from a private verbal warning, all the way to expulsion from the University. The University’s Academic Honesty Policy is available at [http://www.ben.edu/ahp](http://www.ben.edu/ahp) and students are expected to read it.

A first violation will result in a score of zero on the assignment. A second violation will result in an ‘F’ in the course. In all cases, violations will be reported to the Provost’s Office as indicated in the Academic Honesty Policy. If you have any questions, please ask.

In addition, TurnItIn may be used with Desire2Learn at the Instructor’s discretion; see [http://turnitin.com/](http://turnitin.com/) for details. TurnItIn provides an originality check for submitted deliverables, which are checked against web pages, student papers, and publications. All individual written assignments will be submitted via a D2L dropbox and, if TurnItIn is used, all work will be submitted automatically to the plagiarism evaluation system to review for obvious plagiarism. Any cases that exceed acceptable limits will not be accepted for a grade at the first occurrence and subsequent occurrences will result in the student receiving an F grade for the course.
Policy on Electronic Devices
One aspect of being a member of a community of scholars is to show respect for others by creating and maintaining an environment that is conducive to learning. Due to the distraction that can occur with ringing cell phones or other electronic devices we ask that you set your cell phone/electronic device to mute/silent before each class.

Furthermore, if you use your cell phone, BlackBerry, PDA, or other electronic device is used in any manner during a test or quiz, the student will receive a zero for that test or quiz. This policy also applies to pagers, iPods, BlackBerrys, PDAs, MP3 players, and all other electronic communication and/or data storage devices.

Policy on Recording Lectures
Students are prohibited from audio recording any lecture unless given specific permission. Students are strictly prohibited from video recording any lecture.

Policy on Special Needs
If you have a documented learning, psychological, or physical disability, you may be eligible for reasonable academic accommodations or services. To request accommodations or services, please contact Jennifer Golminas in the Student Success Center, Krasa 012, 1.630.829.6512 or jgolminas@ben.edu. All students are expected to fulfill essential course requirements. The University will not waive any essential skill or requirement of a course or degree program.

Policy on Academic Accommodations for Religious Obligations
A student whose religious obligation conflicts with a course requirement may request an academic accommodation from the instructor. Students must make such requests in writing by the end of the first week of the class.

Policy on Class Attendance and Preparation
Regular attendance is expected. Students are expected to read the assigned material and complete deliverables before class. Students are responsible for what is covered in class. A student is required to contact the instructor in advance if he/she will miss a class session. Although student attendance at all class meetings is required, it is understood that there may be extenuating circumstances that may prevent a student from attending class. Students who miss nine or more contact hours will not receive credit for the course. Such a student will be administratively withdrawn from the course and will be assigned a grade of “F”. Students who are administratively withdrawn because of absences will be required to retake the course at a later date. Students will not receive a refund and must take the course at the tuition rate in effect at the time of the subsequent course enrollment.

Policy on Withdrawals and Incompletes
Consistent with our Benedictine University catalog, students have various options to manage courses, subject to instructor approvals. Students are expected to self-manage course registration, schedule changes, and course withdrawals. See instructions for BenUConnect and MyBenU at http://www.ben.edu/accountlogin.cfm. Incompletes (I’s) are issued to students who cannot finish the designated coursework due to extenuating circumstances. “I’s” are to be issued sparingly: to a student who is doing at least “C” work, who is not on academic probation, and who has a clearly defined plan for completion of coursework with dates recorded on the incomplete request. An “I” must be approved by the course instructor, the department chair, and the Registrar, and must be arranged before the submission of final grades. If the course is not completed within 180 days, the grade is automatically converted to an “F”.

Academic forms may be found at http://www.ben.edu/campus_resources/registrar/studentforms.cfm.

Library Resources
As a student at Benedictine University, you have access to the library. See the library website at http://www.ben.edu/library/. See the FAQs and Research Guides for specific information on resources. Most databases are available online from on-campus; many are available online from off-campus as well.
The Library also provides students free use of RefWorks, an effective tool for bibliographic citations and proper reference use [http://libguides.ben.edu/refworks](http://libguides.ben.edu/refworks).

Reference librarians are professionals who can assist in learning highly efficient, effective research skills and sourcing, so you are encouraged to meet with them. Conference rooms may be reserved for team meetings. You are encouraged to tour the library while on campus. You may chat with a librarian; see the ‘Chat’ button on most library web pages.

**Use of Information Technology, including University Network**

Access to the University computer network is gained through the use of a login and password. A student login is of the form ‘bnnnnnn’, where the seven-digit student ID replaces ‘nnnnnn’. Please login from the University home page, from [http://ben.edu/accountlogin.cfm](http://ben.edu/accountlogin.cfm), or from [http://www.ben.edu/IT/new.cfm](http://www.ben.edu/IT/new.cfm). A password may be reset from these login pages. Additional information may be found at [http://www.ben.edu/it/](http://www.ben.edu/it/).

Each student has a Benedictine University e-mail address. All official communications from Benedictine University, Graduate Business Administration Programs, and the Instructor will be sent to the student’s Benedictine University e-mail account. Students should access this account on a regular basis. Information is found at [http://www.ben.edu/IT/new.cfm](http://www.ben.edu/IT/new.cfm).

This course will require students to use technology in at least the following ways:
- Students will need reliable Internet and e-mail access.
  - Students will need to check the Desire2Learn [D2L] course site at least daily.
  - Students will need to check e-mail at least daily. The official University e-mail account is strongly encouraged and preferred.
- Students will use D2L, a web-based learning management system.
  - D2L requires use of a full-featured web browser, for example, Firefox and IE.
  - All course content will be posted at D2L, including syllabus, course requirements, presentations, discussion forums, assignment dropboxes, online exams.
  - Registered students will have access to a course site shortly before the start of a quarter.
- Students will need a working knowledge of Microsoft Word, Excel, and PowerPoint; these are used extensively in Graduate Business Administration courses.
  - Several on-line technology training modules are available at [http://www1.ben.edu/resources/tutorials](http://www1.ben.edu/resources/tutorials).

**Policy on University Closings**

A variety of conditions may disrupt normally scheduled classes. These include University closures due to severe weather, building issues (loss of power, water, etc.), and health-related issues, such as flu. See the University emergency preparedness plan at [http://www.ben.edu/emergency/index.cfm](http://www.ben.edu/emergency/index.cfm).

In the case of severe weather, contact the Benedictine University emergency information line at (630) 829-6622 or check [www.emergencyclosings.com](http://www.emergencyclosings.com) or [www.cancellations.com](http://www.cancellations.com). In addition, many radio and TV stations announce closings:
- WGN Radio 720
- WBBM Newsradio 105.9 FM
- WKRD 95.9 FM
- WJOL AM 1340
- CBS 2 Chicago
- NBC 5 Chicago
- ABC 7 Chicago
- WGN Channel 9
- FOX 32 News
- CLTV News

Students who register their contact information at [http://www.ben.edu/emergency/benalert.cfm](http://www.ben.edu/emergency/benalert.cfm) will be notified automatically via text, voice, and/or e-mail, as requested.
In the case of a University class cancellation, students are expected to immediately check their D2L News page for instructions. Faculty will provide students with alternate activities so that the learning experience continues and that the required course learning objectives are met. Activities may include a discussion board activity throughout the week, additional content-specific videos to review and discuss, participation in a topic-specific blog, live chat sessions, etc. Students are required to participate in these additional activities. Failure to participate will count as a missed class.

Additional or other procedures may be implemented by the University in the event of an extended closing.

**Policy on FERPA**

The Family Education Rights and Privacy Act [FERPA], also known as the Buckley Amendment, addresses the issue of student privacy. Although there are many regulations that must be adhered to, FERPA permits some flexibility with regard to how it is administered. Through the enactment of FERPA in 1974, guidelines were established prohibiting institutions from releasing student information to anyone without expressed written permission from the student. This means we cannot discuss student’s schedules, grades, or other specific information related to the student with spouses, family members, or friends.

**University Mission Statement**

Benedictine University dedicated itself to the education of undergraduate and graduate students from diverse ethnic, racial and religious backgrounds. As an academic community committed to liberal arts and professional education, distinguished, and guided by its Roman Catholic tradition and Benedictine heritage, the University prepares its students for a lifetime as active, informed and responsible citizens and leaders in the world community.

**Office Hours**

Please check our D2L course site for any updates to my office hours for Fall Quarter 2015 [10/05/2015—12/13/2015]

Regular office hours: Tuesday 2:45pm—5:45pm and Thursday 2:45pm—5:45pm

In addition to posted office hours, I am available by appointment; please contact me at 1.630.829.6218 or bozog@ben.edu (preferred) with a detailed message.

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**Tentative Course Schedule**

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic(s) and Reading(s)</th>
<th>Assignment(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10/06</td>
<td>Course overview&lt;br&gt;Ch1: Introducing Knowledge Management [KM]&lt;br&gt;<strong>Part I: Principles of Knowledge Management</strong>&lt;br&gt;Ch2: The Nature of Knowledge</td>
<td>Be prepared to discuss Application Exercises:&lt;br&gt;Ch1: 1,2,3&lt;br&gt;Ch2: 4,7,8,9</td>
</tr>
<tr>
<td>2</td>
<td>10/13</td>
<td>Ch3: KM Foundations: Infrastructure, Mechanisms, and Technologies&lt;br&gt;Ch4: KM Solutions: Processes and Systems</td>
<td>Be prepared to discuss Application Exercises:&lt;br&gt;Ch3: 2&lt;br&gt;Ch4: 1,5&lt;br&gt;Literature review due—post to D2L</td>
</tr>
<tr>
<td>3</td>
<td>10/20</td>
<td>Ch5: Organizational Impacts of KM</td>
<td>Be prepared to discuss Application Exercises:&lt;br&gt;Ch5: 1,2,3,5&lt;br&gt;Literature review due—post to D2L</td>
</tr>
<tr>
<td>Week</td>
<td>Date</td>
<td>Topic(s) and Reading(s)</td>
<td>Assignment(s)</td>
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| 4    | 10/27 | **Part II: KM Technologies and Systems**  
Ch6: Knowledge Application Systems: Systems that Utilize Knowledge  
Ch7: Knowledge Capture Systems: Systems that Preserve and Formalize Knowledge  
**Assignment(s)**:  
Be prepared to discuss Application Exercises:  
Ch6: 1,3,4,5  
Ch7: 1,4  
and Case Studies in Chapter 6  
• GenAID: A Knowledge Application System for Early Fault Detection at Westinghouse  
• The SBIR/STTR Online System (SOS) Advisor: A Web-based Expert System to Profile Organizations  
• Product Quality Analysis for National Semiconductor  
• Darty Improves customer Satisfaction through Effective Call Center Problem Resolution  
• Automating Identification of Attachments for Healthcare Claims  
• Out-of-Family Disposition System for Shuttle Processing  |                                                                                                                                                                                                                         |
| 5    | 11/03 | **Ch8: Knowledge Sharing Systems: Systems that Organize and Distribute Knowledge**  
**Ch9: Knowledge Discovery Systems: Systems that Create Knowledge**  
**Assignment(s)**:  
Be prepared to discuss Application Exercises:  
Ch8: 1,5  
Ch9: 1,2,3,8  
and Case Studies in Chapter 8  
• The Launch of Virtual collaborative Decision Support at NASA  
• Overview of SAGE Expert Finder: Locating University Expertise  
• Overview of Expert Seeker: Locating Experts at NASA  
• Overview of BlueReach: A System to Facilitate Real-time Knowledge Sharing, Capture, and Reuse  
and Case Studies in Chapter 9  
• An Application of Rule Induction to Real Estate Appraisal Systems  
• An Application of Web Content Mining to Expertise Locator Systems  
• Novel-Knowledge Discovery on the Web  
**Literature review due—post to D2L**  |                                                                                                                                                                                                                         |
| 6    | 11/10 | **Midterm project presentations**  
**Submission deadline:** Midterm project deliverables—midterm paper and presentation—via D2L dropbox by late night Thursday, 11/12  |                                                                                                                                                                                                                         |
| 7    | 11/17 | Continuation of **Part II: KM Technologies and Systems**  
**Assignment(s)**:  
Be prepared to discuss Application Exercises:  
Ch10: 1  
Ch11: 6  
**Literature review due—post to D2L**  |                                                                                                                                                                                                                         |
| 8    | 11/24 | **Part III: Management and the Future of KM**  
Ch10: Emergent KM Practices  
Ch11: Factors Influencing KM  
**Assignment(s)**:  
Be prepared to discuss Application Exercises:  
Ch10: 2  
**Literature review due—post to D2L—use Application Exercise Ch10: 2**  |                                                                                                                                                                                                                         |
| 9    | 12/01 | **Ch12: Leadership and Assessment of KM**  
**Ch13: The Future of KM**  
**Assignment(s)**:  
Be prepared to discuss Application Exercises:  
Ch12: 3  
Ch13: 1,5  
**Literature review due—post to D2L**  |                                                                                                                                                                                                                         |
| 10   | 12/08 | **Final project presentations**  
*Be sure to complete online IDEA and in-class GBA course surveys*  
**Assignment(s)**:  
Submit final project deliverables—final paper and presentation—via D2L dropbox by late night Sunday, 12/13  |                                                                                                                                                                                                                         |