

ISM 4330 (Information Systems and Operations Strategy)- Fall 2017
Course Syllabus and Schedule

Department of Information Systems and Operations Management

Warrington College of Business Administration

University of Florida

Instructor: Avinash Geda

Office: Stuzin 361B

Office Hours: Tuesday 3:30 PM- 5:30 PM

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Class Times: Tuesday & Thursday 11.45 AM-1.40 PM

Location: HVNR 240

Course Objective: The objective of this course is to introduce students to the concepts of operations and how information systems help smoothen these operations.

Course Description: This is an introductory course for Information Systems (IS) and Operations Management (OM) mainly aimed at introducing the students to basic level concepts. Method of teaching for the class is going to be a mix of case studies and lectures. Information Systems part of the course is covered through case studies and Operations Management is delivered through lectures. Teams of students are expected to select a topic they would like to study deeper from the list of topics provided below and present in the classroom. OM part of the class covers basic introduction to Business Operations (includes the OM terminology), Newsvendor Problem, Revenue Management and Supply Chain Coordination.

Course Material & Website: Course notes and basic lecture material will be made available on the canvas course website. You will be expected to supplement this with your own notes taken in class.

Textbook: The main textbooks used in the course are:

1. "Supply Chain Management: Strategy, Planning, and Operations", Chopra and P. Meindl, 5th or 6th edition.
2. "Matching Supply with Demand", Cachon and Terwiesch, 3rd edition.

These textbooks are recommended but not necessary, you will be provided with the required material through slides.

Assignments: There will be 3 assignments over the duration of the course. These are individual assignments, not to be confused with group case study. You are allowed to collaborate and discuss but plagiarism won't be tolerated at any cost.

Case Study: Students are randomly assigned teams of four students. Once the teams are assigned, students are allowed to pick a topic from a list of topics suggested on a first come first serve basis (e-mail me your choices). Students are expected to do two presentations (one mid-term and one final presentation) and a final report on the case each group picks. First presentation can be more of a work in progress, outlining what they have studied and what they intend to study before the final presentation. Details about the case study are provided in a separate document.

Exams: There will be two individual in-class exams. Midterm exam will be on Nov 21st and the Final exam will be on Dec 12th. Final exam is going to be comprehensive but majority of the questions are going to be from the second half of the material. Both exams are going to be during the class times and closed-book. Location for the exams is going to be same as the classroom.

Grading Policy:

Exam-1	30%
Exam-2	35%
Assignments	15%
Case Study	15%
Class participation	5%

Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E
Score	92-100	90-92	85-89	80-84	75-79	70-74	65-69	60-64	55-59	50-54	45-49	<44

The above table provides tentative scale for the final grades. This may be curved depending on the overall class performance.

Communication: Communicating with me is mostly through e-mails. Put the course number in the subject for faster replies. Ring me at my office telephone only if I do not reply to your e-mails for 24 hours.

Tentative schedule of Classes:

<i>Date</i>	<i>Topic</i>	<i>Notes</i>
Oct 24	Course overview and Introduction	
Oct 26	Demand Forecasting (Chopra & Meindl)	Assignment #0 due
Oct 31	Newsvendor Model (Cachon & Terwiesch)	
Nov 2	Newsvendor Model (Cachon & Terwiesch)	
Nov 7	Revenue Management (Cachon & Terwiesch)	Assignment #1 due
Nov 9	Revenue Management (Cachon & Terwiesch)	
Nov 14	Guest lecture	Assignment #2 due
Nov 16	Case Study, Exam review	
Nov 21	Mid Term Exam	
Nov 23	Thanksgiving Holiday	
Nov 28	Supply Chain coordination (Cachon & Terwiesch)	
Nov 30	Supply Chain Coordination (Cachon & Terwiesch)	
Dec 5	Case Study Final Presentation	Assignment #3 due
Dec 7	Exam review	
Dec 12	Final Exam	

Course Policies:

Re-grading Policy: Requests for re-grading assignments/exams will be considered only within a one-week period from the time the grade is published on E- learning. Please turn in a written appeal with a brief explanation. No makeup exams and quizzes will be given except for extreme cases and must be documented.

Assignment Submissions: Late assignment submission will not be accepted, assignments must be turned in beginning of class on the assigned day.

Attendance: Attendance is not compulsory however I encourage you to attend the class frequently. If you miss a class, it is your responsibility to learn the material covered in that class and to find out about any announcements made or assignments during that session.

Behavior during the class: Students are expected to participate in the class discussion. If a student (or a group of students) disturbs the class by engaging in personal discussions, the instructor may ask them have the conversation outside the class room.

Course Evaluation: Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results/>.

Laptop policy: You are allowed to use the laptop during the lectures only to follow the power point presentations and to take notes.

Electronic Devices: All the electronic devices must be turned off during the class. Cell phones are not allowed to use during the lectures and tests.

Food Policy: No food or beverages except water are allowed into the class

Makeup Exams: No makeup exams are scheduled. If it is impossible to attend the exam on the scheduled day, you are required to inform me beforehand and provide me with proof that you have an emergency/unavoidable circumstance.

Academic Integrity: Plagiarism and Cheating of any kind on an examination, quiz, home-work or project will not be tolerated. For any academic class activity, students must follow the University of Florida Student Honor Code. Any violation of the honor code will automatically result in a grade of E (Fail) for this course and further sanctions that may include a suspension or expulsion from the University through the Dean of Students Office. All incidents will be reported to Student Conduct and Conflict Resolution at the University of Florida.

Students with Disabilities: Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, www.dso.ufl.edu/drc/) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

UF Honesty Policy: UF students are bound by The Honor Pledge which states, “We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: “On my honor, I have neither given nor received unauthorized aid in doing this assignment.” The




Honor Code (<http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor or TAs in this class.

Campus Resources:

Health and Wellness

- U Matter, We Care: If you or a friend is in distress, please contact umatter@ufl.edu or 352 392-1575 so that a team member can reach out to the student.
- Counseling and Wellness Center: <http://www.counseling.ufl.edu/cwc/Default.aspx>, 392-1575; and the University Police Department: 392-1111 or 9-1-1 for emergencies.
- Sexual Assault Recovery Services (SARS) Student Health Care Center, 392-1161. University Police Department, 392-1111 (or 9-1-1 for emergencies). <http://www.police.ufl.edu/>

Academic Resources:

-  E-learning technical support, 352-392-4357 (select option 2) or e-mail to Learning-support@ufl.edu. <https://lss.at.ufl.edu/help.shtml>.
-  Career Resource Center, Reitz Union, 392-1601. Career assistance and counseling. <http://www.crc.ufl.edu/>
-  Student Complaints: https://www.dso.ufl.edu/documents/UF_Complaints_policy.pdf