



MIS350: INFORMATION SYSTEMS ANALYSIS AND DESIGN

Credit Hours: 3

Contact Hours: This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

Faculty Information: Faculty contact information and office hours can be found on the faculty profile page.

COURSE DESCRIPTION AND OUTCOMES

COURSE DESCRIPTION:

This course provides students with the ability to analyze, design, and implement information systems to solve problems, integrate disparate mechanisms, and improve system efficiencies using industry standards.

COURSE OVERVIEW:

This course presents and integrates common methodologies and tools used in systems analysis and design, including agile software development methodologies (SCRUM), requirement elicitation, data flow and entity-relationship diagrams, database design, implementation through DevOps, and maintenance. The course assignments are practical in nature and allow resolution of real-world problems in analysis and design of information systems. The course contains real-world discussion topics, interactive lectures, and excellent video tutorials from Lynda.com, such as those for SCRUM and DevOps.

COURSE LEARNING OUTCOMES:

1. Compare system development methodologies.
2. Identify alternative approaches to software acquisition.
3. Examine the requirements of information systems project management.
4. Determine information systems project feasibility and risk.
5. Utilize modeling in an information systems project.
6. Identify the required elements in a human interface design.
7. Examine current agile methodologies such as SCRUM and DevOps.

PARTICIPATION & ATTENDANCE

Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

COURSE MATERIALS

Required:

Valacich, J. S., & George, J. F. (2017). *Modern systems analysis and design* (8th ed.). New York, NY: Pearson. ISBN-13: 978-0134204925

NOTE: All non-textbook required readings and materials necessary to complete assignments, discussions, and/or supplemental or required exercises are provided within the course itself. Please read through each course module carefully.

COURSE SCHEDULE

Due Dates

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- **Discussion Boards:** The original post must be completed by Thursday at 11:59 p.m. MT and peer responses posted by Sunday 11:59 p.m. MT. Late posts may not be awarded points.
- **Opening Exercises:** Take the Opening Exercise before reading each week's content to see which areas you will need to focus on. You may take these exercises as many times as you need. The Opening Exercises will not affect your final grade.
- **Mastery Exercises:** Students may access and retake Mastery Exercises through the last day of class until they achieve the scores they desire.
- **Critical Thinking:** Assignments are due Sunday at 11:59 p.m. MT.

WEEKLY READING AND ASSIGNMENT DETAILS

MODULE 1

Readings

- Chapters 1 & 2 in *Modern Systems Analysis and Design*

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (80 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that, while there are

two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option 1: Customer Service Information System Implementation Options

The CIO of the company has asked you as IS Manager to investigate the implementation of a new information system dealing with the handling of customer service. The CIO hands you a very good and extensive list of User Requirements that has been designed through a long analysis process developed with the user areas and asks you to analyze and recommend one of the following implementation options:

1. SaaS (cloud based, multi-tenant)
2. Acquire a packaged, ready-made system from a vendor
3. Develop the system internally with your own resources
4. Any other implementation options.

You should write a report where the noted options are briefly described and analyzed, with a good list of advantages and disadvantages, and then include your well-detailed recommendation for implementation. The paper should have at least 900 words and have the following section subtitles (plus proper introduction and conclusion paragraphs):

- Summary of the proposal
- SaaS Option
- Packaged System Option
- Internal Development Option
- Other option(s) if you decide to include them
- Recommendation.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 1 folder.

Option 2: Consumer Sales Information System Implementation Options

As Sales IS Manager for an organization that manufactures and sells consumer products, you have had a team working for a couple of months determining a complete list of requirements that are needed for a new information system that will help you improve sales. After conferring with the CIO of the organization, she has recommended one of the following options for implementing the needed system:

1. SaaS (cloud based, multi-tenant)
2. Acquire a packaged, ready-made system from a vendor
3. Develop the system internally with your own resources
4. Any other implementation options.

You should write a report aimed at the CIO where the noted options are briefly described and analyzed, with a good list of advantages and disadvantages, and then include your well-detailed recommendation for implementation. The paper should have at least 900 words and have the following section subtitles (plus proper introduction and conclusion paragraphs):

- Summary of the proposal
- SaaS Option
- Packaged System Option
- Internal Development Option
- Other option(s) if you decide to include them
- Recommendation

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 1 folder.

MODULE 2

Readings

- Chapters 4 & 5 in *Modern Systems Analysis and Design*

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (80 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that, while there are

two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Option 1: Getting the Customer Service Project Approved

Last week, you, as IS Manager, presented to the CIO of your company a report analyzing the style of implementation to be used in a new information system dealing with the handling of customer service. The CIO went to the top-level Steering Committee of the company armed with your report, and the Committee decided to select the SaaS (“software as a service”) style of implementation. The specific SaaS style to use would be cloud-based and multi-tenant.

Even though the Steering Committee approved the style of implementation, the project itself is far from approved. Your job this week is to prepare a complete financial analysis of the project so that the CIO can present it to the Steering Committee and gain approval for going ahead with the project. The CIO informed you that in this meeting of the Committee all pending projects for the company, including those for manufacturing, sales, marketing, and all other areas of the company will be analyzed and approved, postponed, or rejected. This means that your IS project will compete head to head with projects with a direct and measurable positive impact on the company’s revenue and profits. After some moments of reflection, you realize that the measurable financial benefits of your project will be essential in getting it approved and march off to your office to think and write.

After consulting with the Customer Service Manager, you pulled the following data related to their area (for background information in these metrics, just google [customer service metrics] and check one of the articles that will be found, such as Burke, 2015).

- Average open cases (waiting for a response) = 360
- Average number of activities to resolve a case = 2.1
- Average time to resolve a case = 6.1 minutes
- Average first response time = 3.4 minutes
- Average resolution rate (resolved / total cases) = 95.3%
- Average backlog (cases opened / cases closed) = 1.54
- Average churn rate (% customers lost) = 7.1%
- Average customer satisfaction (1 – 10) = 8.5
- Average cost per case (resolved) = \$3.15
- Average cost per case (not resolved but closed) = \$9.74.

Top management is not happy with these numbers, and the justification of the new system hinges on improving these metrics. In particular, the churn rate is abysmal, in their opinion, and must be improved to under 1% (“Churn” measures the percentage of customers lost due to unfortunate customer support experiences.)

In addition to these numbers, you also have the projected costs of the SaaS solution:

- Number of customer service system users: 15
- Cost per user per month (billed annually): \$150
- Additional infrastructure costs: negligible
- Training per user (one-time cost): \$0 plus employee salary.

Using your knowledge of the company, your imagination, and consultations with your friend, the CFO of the organization, you come up with a report with at least 900 words and you organize it with the following section subtitles (plus proper introduction and conclusion paragraphs):

- Summary of the proposal
- Costs
- Financial benefits
- Other benefits
- Recommendation.

Please remember that this is a report aimed at the top-level managers of the organization, who tend to think in numbers – cost vs. benefit, in monetary terms.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

References

Burke, C. (2015, June 9). 25 customer service metrics you should care about. Retrieved from <http://www.insightsquared.com/2015/06/customer-service-metrics/>

Review the grading rubric, which can be found in the Module 2 folder.

Option #2: Getting the Consumer Sales Project Approved

Thanks to a convincing report that you as Sales IS Manager presented to the CIO of your consumer products company last week, in which you analyzed the style of implementation to be used in a new information system dealing with consumer sales, the CIO went to the top-level Steering Committee of the company armed with your report to present the project. The good news is that the Committee decided to select the SaaS (“software as a service”) style of implementation, and the specific SaaS style to use would be cloud-based and multi-tenant.

However, that doesn’t mean that the project is approved for execution – not yet! The only element approved is the style of implementation, but from that to getting the project into execution there is still a long trek to make. The CIO wants you to write a report to help her get the project approved, and she reminds you that there is stiff competition about all internal areas of the company to get their projects approved. As such, your Consumer Sales project will be competing head-on with projects from manufacturing, marketing, human resources, and all area of the company, so it becomes clear in your mind that an essential component of your project analysis must be a solid and uncontestable financial cost / benefit analysis, with a heavy emphasis on monetary benefits directly derived from the project.

As preparation for writing the report, you sat down with various Consumer Sales executives and managers and determined some essential metrics from the current consumer sales operations (for background information in these metrics, just google [consumer sales metrics] and check one of the articles that will be found, such as Karlson, 2016).

- Number of monthly New Customers = 213
- Monthly Sales from New Customers = \$90,000
- Monthly New Leads = 368
- Lead-to-Sale Conversion Rate = 58%
- Cost per Lead = \$53
- Cost per Conversion = \$478
- Customer Lifetime Profitability = \$35
- Attrition Rate = 3.5%
- Average Conversion Time = 4.5 days

The organization's senior-level managers are not happy with these numbers, so your justification of the new information system depends on presenting solid monetary benefits that will compensate the implementation investment and expenses.

In addition to these numbers, you also have that the SaaS solution has the following estimated costs:

- Number of consumer sales system users: 10
- Cost per user per month (billed annually): \$170
- Additional infrastructure costs: negligible
- Training per user (one-time cost): \$0 plus employee salary.

Using your knowledge of the company, your imagination, and consultations with your friend, the CFO of the organization, you come up with a report with at least 900 words and you organize it with the following section subtitles (plus proper introduction and conclusion paragraphs):

- Summary of the proposal
- Costs
- Financial benefits
- Other benefits
- Recommendation.

Please remember that this is a report aimed at the top-level managers of the organization, who tend to think in numbers -- cost vs. benefit, in dollars and cents.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles

- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

References

Karlson, K. (2016, Feb 2). 16 sales KPIs that every team should measure. Retrieved from [scoro.com: https://www.scoro.com/blog/sales-kpis-for-executive-dashboard/](https://www.scoro.com/blog/sales-kpis-for-executive-dashboard/)

MODULE 3

Readings

- Chapter 3 in *Modern Systems Analysis and Design*

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (80 points)

Choose one of the following two assignments to complete this week. Do *not* complete both assignments. Identify your assignment choice in the title of your submission. Note that, while there are two options for the Critical Thinking Assignment, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option 1: SCRUM for the enterprise

The CIO of the Mamma Mia organization (a dry pasta manufacturer and distributor) has decreed that SCRUM will be used to manage all software development projects from now on. For an important meeting that the CIO has with the fellow C's next week, the CIO has asked you, as Systems Development Manager, to prepare a comprehensive report describing SCRUM, with wording and content aimed at the top managers of the organization.

The paper should have at least 900 words and have the following section subtitles (plus proper introduction and conclusion paragraphs):

- Summary of the proposal
- Description of SCRUM
- SCRUM Roles
- The SCRUM Team
- SCRUM procedures
- Why SCRUM now?

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 3 folder.

Option #2: SCRUM for the small developer

You have been hired as software developer at a local, small software developer, Moonlighting Software LLC, and after successfully working there for a few months and using the firm’s old-style development methodology, you decide to use the learning you acquired in your college studies and suggest to the managing partner of the firm a switch to agile methodologies and, specifically, SCRUM. You remember from your studies that SCRUM offers significant advantages, so you are sure that your recommendation will be well received. So, you schedule a meeting with the managing partner, and after hearing you out, she tells you that, “OK, it seems plausible. Please put all of that in writing so I can have a working paper to discuss it with the other partners.”

After hearing the good news, you sit down to write the report, remembering that it is aimed at top managers—the partners of the firm. The paper should have at least 900 words and have the following section subtitles (plus proper introduction and conclusion paragraphs):

- Summary of the proposal
- Description of SCRUM
- SCRUM Roles
- The SCRUM Team
- SCRUM procedures
- Why SCRUM now?

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles.
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 3 folder.

MODULE 4

Readings

- Chapter 6 in *Modern Systems Analysis and Design*

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Portfolio Project Milestone (90 points)

Choose one of the following two milestones to complete this week. Do *not* complete both assignments. Identify your milestone choice in the title of your submission. Note that, while there are two options for the milestone, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Phase 1: Purchasing – Planning and User Requirements

Please refer to the full description of the Mamma Mia **Purchasing** project in Week 8. In Weeks 4, 5, 6, and 8 you write one section of the final report (although for the last section in Week 8 you will incorporate all previous sections, with any adjustments that you may want to make to it based on instructor's feedback or any other reason). As such, the paper should not be written as an essay (with introduction and conclusion) but, instead, as a business report containing only the specified subsections each week.

This week's paper should have at least 900 words and will summarize the project's planning and user requirements. The specific subsection headers to include are as follows:

1. Brief description of the company and the system's environment – not more than 100 words
2. Detailed requirement lists
3. Feasibility analysis
4. Structure of the project using SCRUM:
 - a. Structure of the project
 - b. Initialization activities
 - c. Proposed intermediate SCRUM deliverables.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 4 folder.

Option #2: Phase 1: Accounts Payable – Planning and User Requirements

Please refer to the full description of the Mamma Mia **Accounts Payable** project in Week 8. In Weeks 4, 5, 6, and 8 you write one section of the final report (although for the last section in Week 8 you will incorporate all previous sections, with any adjustments that you may want to make to it based on instructor's feedback or any other reason). As such, the paper should not be written as an essay (with introduction and conclusion) but, instead, as a business report containing only the specified subsections each week.

This week's paper should have at least 900 words and will summarize the project's planning and user requirements. The specific subsection headers to include are as follows:

1. Brief description of the company and the system's environment – not more than 100 words
2. Detailed requirement lists
3. Feasibility analysis
4. Structure of the project using SCRUM:
 - a. Structure of the project
 - b. Initialization activities
 - c. Proposed intermediate SCRUM deliverables.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider CIO Magazine, the Harvard Business Review, Fortune, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 4 folder.

MODULE 5

Readings

- Chapter 7 in *Modern Systems Analysis and Design*

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Portfolio Project Milestone (90 points)

Choose one of the following two milestones to complete this week. Do *not* complete both assignments. Identify your milestone choice in the title of your submission. Note that, while there are two options for the milestone, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Phase 2: Mamma Mia Purchasing – Data Flow Analysis

Please refer to the full description of the Mamma Mia *Purchasing* project in Week 8. In Weeks 4, 5, 6, and 8 you write one section of the final report (although for the last section in Week 8 you will incorporate all previous sections, with any adjustments that you may want to make to it based on instructor's feedback or any other reason). As such, the paper should not be written as an essay (with introduction and conclusion) but, instead, as a business report containing only the specified subsections each week.

This week's paper should include well-detailed diagrams prepared with MS Visio or any other drawing program – no hand-drawn diagrams are allowed. The paper will document the complete data flows through DFD diagrams (not the current, "old" manual data flows, but the new system's data flows.) There is no word count requirement for this paper -- the specific subsection headers to include are as follows:

Note that for Module 4's Portfolio Milestone, you completed parts 1-4. For this Milestone, you will complete part #5.

5. DFD Diagrams:

- Context (or Level 0)
- Level 1, [at least two diagrams]
- Level 2, as many additional diagrams as needed.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 5 folder.

Option #2: Phase 2 (Option 2): Mamma Mia Accounts Payable – Data Flow Analysis

Please refer to the full description of the Mamma Mia **Accounts Payable** project in Week 8. In Weeks 4, 5, 6, and 8 you write one section of the final report (although for the last section in Week 8 you will incorporate all previous sections, with any adjustments that you may want to make to it based on instructor's feedback or any other reason). As such, the paper should not be written as an essay (with introduction and conclusion) but, instead, as a business report containing only the specified subsections each week.

This week's paper should include well-detailed diagrams prepared with MS Visio or any other drawing program – no hand-drawn diagrams are allowed. The paper will document the complete data flows through DFD diagrams (not the current, "old" manual data flows, but the new system's data flows.) There is no word count requirement for this paper -- the specific subsection headers to include are as follows:

Note that for Module 4's Portfolio Milestone, you completed parts 1-4. For this Milestone, you will complete part #5.

5. DFD Diagrams:

- Context (or Level 0)
- Level 1, [at least two diagrams]
- Level 1, as many additional diagrams as needed.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider CIO Magazine, the Harvard Business Review, Fortune, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 5 folder.

MODULE 6

Readings

- Chapters 8 & 9 in *Modern Systems Analysis and Design*

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Portfolio Project Milestone (90 points)

Choose one of the following two milestones to complete this week. Do *not* complete both assignments. Identify your milestone choice in the title of your submission. Note that, while there are two options for the milestone, there is only one rubric. Review the rubric to confirm you are meeting the assignment requirements.

Option #1: Phase 3: Mamma Mia Purchasing – Entity-Relationships & Database Design

Please refer to the full description of the Mamma Mia **Purchasing** project in Week 8. In Weeks 4, 5, 6, and 8 you write one section of the final report (although for the last section in Week 8 you will incorporate all previous sections, with any adjustments that you may want to make to it based on instructor’s feedback or any other reason). As such, the paper should not be written as an essay (with introduction and conclusion) but, instead, as a business report containing only the specified subsections each week.

This week’s paper should include well-detailed diagrams prepared with MS Visio or any other drawing program – no hand-drawn diagrams are allowed. The paper will document the complete data model through an ERD diagram and also a physical database design in third normal form (in the format of another ERD diagram.) “Crow’s foot” notation should be used (as used in our textbook). There is no word count requirement for this paper -- the specific subsection headers to include are as follows:

Note that for Module 5’s Portfolio Milestone, you completed part #5. For this Milestone, you will complete part #6.

6. ERD Diagrams:

- Logical data model
- Physical database design.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 6 folder.

Option #2: Phase 3: Mamma Mia Accounts Payable – Entity-Relationships and Database Design

Please refer to the full description of the Mamma Mia **Accounts Payable** project in Week 8. In Weeks 4, 5, 6, and 8 you write one section of the final report (although for the last section in Week 8 you will incorporate all previous sections, with any adjustments that you may want to make to it based on instructor’s feedback or any other reason). As such, the paper should not be written as an essay (with

introduction and conclusion) but, instead, as a business report containing only the specified subsections each week.

This week's paper should include well-detailed diagrams prepared with MS Visio or any other drawing program – no hand-drawn diagrams are allowed. The paper will document the complete data model through an ERD diagram and also a physical database design in third normal form (in the format of another ERD diagram). "Crow's foot" notation should be used (as used in our textbook.) There is no word count requirement for this paper -- the specific subsection headers to include are as follows:

Note that for Module 5's Portfolio Milestone, you completed part #5. For this Milestone, you will complete part #6.

6. ERD Diagrams:

- Logical data model
- Physical database design

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 6 folder.

MODULE 7

Readings

- Chapters 12 & 13 in *Modern Systems Analysis and Design*.

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Critical Thinking (60 points)

Career Development

As we hope that you have realized by now in our course, the Systems Analyst role is difficult and challenging, but these professionals make a significant contribution to the results of the organization for which they work by increasing efficiency in operations and, in general, improving their organizations in multiple ways. How would you feel about a career as a Systems Analyst? Please develop an essay with at

least 900 words in which you examine this question and include at least the following points (please do not write your essay with a simple question-and-answer format, but, instead, work the following items within the essay in normal paragraph format):

1. Describe the region where you live (or would consider moving to once you finish your studies).
2. Research Systems Analysts positions available in this region. How many such positions are available? Is the number of available positions what you expect, or are they lower / higher?
3. What qualifications are organizations requiring for Systems Analysts in your region?
4. Do these qualifications differ markedly from the topics discussed in our course?
5. Are salaries within your expectations for the Systems Analyst position?
6. Please close your essay with a reply to the question: Would you consider working as a Systems Analyst? Explain why.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Review the grading rubric, which can be found in the Module 7 folder.

MODULE 8

Readings

- Chapter 14 in *Modern Systems Analysis and Design*

Opening Exercise (0 points)

Discussion (25 points)

Mastery Exercise (10 points)

Portfolio Project (150 points)

Choose one of the following two Portfolio Projects to complete. Do not do both assignments. Identify your assignment choice in the title of your submission. Review the Portfolio Project grading rubric to understand how you'll be graded on your project.

Both Portfolio Project options are based on the same scenario: A company, *Mamma Mia*, will be creating an information system. You are asked to analyze this situation and produce an information system design that complies with the user requirements.

Within this *Mamma Mia* scenario, Portfolio Project Option #1 focuses on **Purchasing**, while Option #2 focuses on **Accounts Payable**.

Read the full Portfolio Project description in the file **MIS350_Portfolio_Description.doc**, which can be found linked in the Module 8 folder. In this file, you will find the full scope and details for both Portfolio Project options.

Once you have read the document, you will have the information needed to choose which Portfolio option you would like to complete.

Note: The information listed below is specific to the Module 8 final Portfolio deliverables for each Portfolio option.

Portfolio Project Option #1: Phase 4: Purchasing Implementation with DevOps

Please refer to the full description of the Mamma Mia **Purchasing** project. In Weeks 4, 5, and 6, you wrote one section of the final report (this week you will also incorporate all previous sections, with any adjustments that you may want to make to it based on instructor's feedback or any other reason). As such, the paper should not be written as an essay (with introduction and conclusion) but, instead, as a business report containing only the specified subsections from each week.

This week you will include in your report sections 1 through 6 (developed over Weeks 4, 5, and 6), and also add the new sections 7 through 10 for this week. These last four sections, added this week, should have at least 900 words and will summarize the Purchasing information system's testing, user training, and implementation using DevOps. The Mamma Mia CIO wants to implement DevOps, and she decided to implement it using this project as a pilot.

Note that parts #1-6 are completed in the Portfolio Milestones. For this module, you will complete parts #7-10.

The specific subsection headers to include are as follows:

7. Test plan
8. Training plan
9. DevOps
 - What is DevOps?
 - Why does Mamma Mia need DevOps?
 - Costs
 - Financial benefits
 - Other benefits
10. Implementation strategy and plan using DevOps.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles.

- Newspaper articles.
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

Portfolio Project Option #2: Phase 4: Accounts Payable Implementation with DevOps

Please refer to the full description of the Mamma Mia **Accounts Payable** project in this Week 8. In Weeks 4, 5, and 6, you wrote one section of the final report (this week you will also incorporate all previous sections, with any adjustments that you may want to make to it based on instructor's feedback or any other reason). As such, the paper should not be written as an essay (with introduction and conclusion) but, instead, as a business report containing only the specified subsections from each week.

This week you will include in your report sections 1 through 6 (developed over Weeks 4, 5, and 6), and also add the new sections 7 through 10 for this week. These last four sections, added this week, should have at least 900 words and will summarize the Accounts Payable information system's testing, user training, and implementation using DevOps. The Mamma Mia CIO wants to implement DevOps, and she decided to implement it using this project as a pilot.

Note that parts #1-6 are completed in the Portfolio Milestones. For this module, you will complete parts #7-10.

The specific subsection headers to include are as follows:

7. Test plan
8. Training plan
9. DevOps
 - What is DevOps?
 - Why does Mamma Mia need DevOps?
 - Costs
 - Financial benefits
 - Other benefits
10. Implementation strategy and plan using DevOps.

Include a title page and reference page. Make sure your paper follows APA style according to the CSU-Global Guide to Writing and APA.

As support for your analysis, use at least two CSU-Global Library resources and/or outside, credible academic sources other than the textbook, course materials, or other information provided as part of the course materials. (You may not use Wikipedia for any CSU-Global assignment.) For this assignment, a credible source is defined as:

- Scholarly or peer-reviewed journal articles
- Newspaper articles
- Trade or industry journal articles, publications, or websites, including those from trade organizations. Consider *CIO Magazine*, the *Harvard Business Review*, *Fortune*, and similar solid sources.

Please be sure **NOT** to use direct quotations from sources and, instead, use paraphrasing or summarizing when needed.

COURSE POLICIES

Course Grading

20% Discussion Participation
0% Opening Exercises
8% Mastery Exercises
30% Critical Thinking Assignments
42% Final Portfolio Project

Grading Scale	
A	95.0 – 100
A-	90.0 – 94.9
B+	86.7 – 89.9
B	83.3 – 86.6
B-	80.0 – 83.2
C+	75.0 – 79.9
C	70.0 – 74.9
D	60.0 – 69.9
F	59.9 or below

IN-CLASSROOM POLICIES

For information on late work and incomplete grade policies, please refer to our [In-Classroom Student Policies and Guidelines](#) or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

Academic Integrity

Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /repurposing your own work (see *CSU-Global Guide to Writing and APA Requirements* for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and Internet resources.

Citing Sources with APA Style

All students are expected to follow the *CSU-Global Guide to Writing and APA Requirements* when citing in APA (based on the APA Style Manual, 6th edition) for all assignments. For details on CSU-Global APA style, please review the APA resources within the CSU-Global Library under the “APA Guide & Resources” link. A link to this document should also be provided within most assignment descriptions in your course.

Disability Services Statement

CSU-Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email ada@CSUGlobal.edu for additional information to coordinate reasonable accommodations for students with documented disabilities.

Netiquette

Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults, or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom. If you have concerns about something that has been said, please let your instructor know.