

YORK UNIVERSITY
Faculty of Liberal Arts and Professional Studies
School of Administrative Studies

AP/ADMS 2511 - Management Information Systems
COURSE OUTLINE, ONCA Section A, Fall 2025

COURSE INFORMATION:

Course Instructor: Prof. Ingrid Splettstoesser

E-mail: ingrids@yorku.ca

Office hours and location: Zoom Office hour, review, and team presentations,
Wednesdays at 8:30 - 9:30 am, First Meeting Wednesday September 3. Access after
you have signed in to eClass: Zoom link is: XXX OS

Course time and days: ONCA Online except for examinations (work at your own time).
Midterm and final examinations are in person.

Class location: N/A

eClass status site: <https://yorku.ca/eClass>

(eClass websites will be available the first week of class)

Additional office hours by appointment via telephone or Zoom.

Send emails from inside the YorkU.ca domain only. Email from outside the YorkU.ca
domain may be blocked. Always close your email correspondence with your name,
student number, and class section.

LAND ACKNOWLEDGEMENT:

York University recognizes that many Indigenous Nations have longstanding
relationships with the territories upon which York University campuses are located that
precede the establishment of York University. York University acknowledges its
presence on the traditional territory of many Indigenous Nations. The area known as
Tkaronto has been care taken by the Anishinabek Nation, the Haudenosaunee
Confederacy, and the Huron-Wendat. It is now home to many First Nation, Inuit, and
Métis communities. We acknowledge the current treaty holders, the Mississaugas of
the Credit First Nation. This territory is subject of the Dish with One Spoon Wampum
Belt Covenant, an agreement to peaceably share and care for the Great Lakes region
(LA&PS Land Acknowledgement).

COURSE OVERVIEW:

Course description and prerequisites:

Overview of information systems and technology: how information systems are selected, designed, and managed to provide information needed to run organizations successfully. Topics include the strategic role of information systems; ethical considerations; technology; information systems risks; and security control considerations. Prerequisite: AP/ADMS 1000 3.00. Course credit exclusion: AP/ADMB 2511 3.00.

Students are personally responsible for ensuring that they have the required prerequisites as stated in the course outline or in the course calendar. Students who do not have the prerequisites are at risk of being dropped from the course at any time during the course. The department will not be responsible for refunds resulting from students being dropped from a course due to a lack of the appropriate prerequisites.

EXPANDED COURSE DESCRIPTION:

This course provides an overview of information systems and how such systems are selected, designed, and managed to provide information needed to run organizations successfully. Students will consider the strategic role of information technology and systems within organizations and in a competitive business environment, as well as the ethical implications of information systems. This course will examine the technical foundations of information systems, their impact on organizational design, management, and their impact on knowledge accumulation and decision-making. Information systems risks, security and control issues are also covered.

Course learning objectives:

This course provides an overview of the role of information systems in today's organizations and business environment. This enables discussion of their impact on organizational decision-making. Specifically, upon completing this course you should be able to:

1. Effectively use IS (information systems) terminology in oral and written communication.
2. Explain the strategic role of IS by using Porter's competitive forces and value chain models. Consider how IS are used to respond to competitive forces.
3. Relate the components of business processes to the importance of IS for effective and efficient business process management.

4. Be aware of the main ethical and privacy issues related to IS. Identify basic IS security risks and evaluate different types of IS security controls that could mitigate them.
5. Describe the main technical elements of a company's IT (information technology) infrastructure. Relate recent developments in hardware, software, networks, and databases to the IT governance process.
6. Explain the differences between data, information, and knowledge with examples. Discuss the role of data governance in managing information assets.
7. Describe the main characteristics of the different types of eCommerce, social computing, functional area information systems and inter-organizational systems.
8. Provide applied examples of how the use of IT systems facilitate achieving organizational goals.
9. Explain the role of big data and AI (artificial intelligence) for organizations. Discuss how types of business analytics and AI are used by functional areas, considering potential ethical issues of their use.
10. Describe different IS acquisition strategies and explain the roles that a user can play in each stage of the systems acquisition or development process.
11. Develop and implement applications using Salesforce to apply the terms and techniques discussed in the course.

Course format and organization:

This ONCA course is fully online except for midterm and final examinations, which are in-person. Weekly materials are posted as Sessions in eClass, stating work to be completed that week on an asynchronous basis, with links for submissions of assignments and completion of quizzes. This outline describes each of the submission requirements briefly. For more detail go to the eClass website.

Weekly announcements will be used to remind you of due dates and guide you through steps for work completion. Quizzes, Max Labs assignments and examinations are individual work. There is a group assignment that requires you to sign up to a group in eClass where each group will be working on a different topic and company to do a case analysis and presentation during our synchronous scheduled office hour. If all your group members cannot attend, schedule a separate session with your instructor at least one week prior to the due date of your assignment. Office hours will not be recorded.

Technical requirements:

Several platforms or software will be used in this course (e.g., eClass, Salesforce, PowerPoint, Adobe Acrobat, Word, Zoom) through which students will interact with the course materials and the course director/TA, as well as with one another.

Here are some useful links for computing information, resources, and help:

- [Student Guide to eClass](#)
- [Zoom@YorkU Best Practices](#)
- [Zoom@YorkU User Reference Guide](#)
- [eLearning Getting Started \(LA&PS eServices\)](#)
- [Student Guide to Remote and Online Learning](#)
- [Student eLearning](#)

You will need a stable, higher-speed Internet connection to work with the class website and online quizzes. To determine Internet connection and speed, there are online tests, such as [Speedtest](#), that can be run. If you need technical assistance, please consult the [University Information Technology \(UIT\) Student Services](#) web page or write to askit@yorku.ca

Using Zoom

Students shall note the following:

- Zoom is hosted on servers in the United States and Canada. Recordings done since May 4, 2022 are stored in Canada. For more information, please refer to the notes on [Zoom Privacy and Security](#) provided by Information Security at York.
- If you have privacy concerns about your data, provide only your first name or a nickname when you join a session.
- The system is configured in a way that all participants are automatically notified when a session is being recorded. In other words, a session cannot be recorded without you knowing about it.

Required Course Text and materials:

Course text:

Rainer, Prince, Sánchez-Rodríguez, Splettstoesser and Ebrahimi. 2024.
Introduction to Information Systems: Supporting and Transforming Business, Sixth Canadian Edition, John Wiley & Sons, Canada, Ltd.

Any additional required reading materials will be posted on the course web site.

Warning:

- (1) Photocopying more than 10% of a textbook is illegal and may involve penalties. Do not duplicate textbooks or obtain these photocopies.
- (2) Students are reminded of York University's policy regarding academic dishonesty as outlined in the York student calendars and are expected to comply with those policies in the completion of their work.

TEXTBOOK PURCHASE OPTIONS

You can purchase your textbooks from York University's bookstore in one of the following ways: (Refer also to the slide deck from Wiley posted on our website under the "Textbook Options" of our website.)

Day1Digital eBook for 150 Day access via the course website link \$57 (HST Exempt)

- If you miss the Opt-In in the first 2 weeks, please reach out askyub@yorku.ca to request a manual Opt-In.

OR eBook (for 150 days) with Wiley Plus \$111.82 including HST

OR printed book with Wiley Plus \$185.26 including HST

OR additional purchase options available from the publisher

Used textbooks may be used for this course if they are the correct edition. Note that Wiley Plus is optional (not used by the course).

Software requirements:

The free developer edition of Salesforce is required. Instructions for downloading this software are included in the 1a Max Labs assignment.

Access to The Max Labs Project data files, automated grading tool, learning resources and support system (see <https://www.themaxlabsproject.com/> for further information), cost U.S. \$19.99. For further information see the assignments section of this course outline. Note that assignment 1a does not require purchase of the software. Further instructions are available on our eClass/Moodle web site. If you are experiencing financial hardship, please let the instructor know as we can receive support for this fee from Max Labs.

Fall 2025 Drop dates: See also: York University [Academic Calendar](#)

- Last date to add a course without permission of instructor: September 16, 2025
- Last date to add a course with permission of instructor: September 23, 2025
- Last date to drop a course without receiving a grade: November 4, 2025
- If you withdraw between November 5 and the end of classes (December 2), the course remains on your transcript without a grade and is notated as "W".

EVALUATION:

Assessment	Description and Due Dates (See also class website)	Weight %
Group work	One group assignment, with staggered due dates starting in Session 3, details will be on eClass. Sign up to the group by clicking on the group sign-up link.	5%
Weekly quizzes	Individual multiple-choice quizzes to be completed online, submitted before 11:00 AM Tuesday of each week. Refer to individual sessions for due dates. Best 10 of 11 will be counted.	10%
Max Lab Assignments	Thursdays at 11:00 am, see details below by session weeks. Max Labs Assignment Lab 1a, due Session 4 Max Labs Assignment Lab 1b, due Session 5 Max Labs Assignment Lab 2a, due Session 8 Max Labs Assignment Lab 2b, due Session 9 Max Labs Assignment Lab 3a, due Session 10 Max Labs Assignment Lab 3b, due Session 11	18% (3% each)
Midterm Examination	Session 6, Common Midterm Examination Covers Sessions 1 through 5. Saturday, October 18 at 9:30 AM - 11:45 AM Location TBA Students who miss the midterm examination may write the alternative examination on Tuesday, October 28 at 7 PM to 9:15 PM with appropriate documentation. Location TBA, Duration: 2 hours 15 minutes (135 minutes) TIME AND DATE OF EXAMS IS SUBJECT TO ROOM AVAILABILITY and will be confirmed	27%
Final Examination	Cumulative, covering the entire course. During regular examination schedule, December 4-19 DATE AND TIMES TBA	40%
Total		100%

Assessment components

All assignments are submitted via eClass. Examinations are in person.

Group Work Assignment

Groups of up to 5 (five) people will be providing one group presentation with staggered due dates starting in Session 3. A group sign-up link is set up in eClass. You sign up for the week and case that you will be presenting during the weekly office hour. Assignments are due in eClass on the Monday at 11 am prior to your presentation (Tuesday after Thanksgiving). If your group members cannot attend the office hour, please schedule a separate meeting at least one week prior to your due date.

Online weekly quizzes

Weekly quizzes are available on our eClass course website. There will be no make up for missed quizzes. Students registered with Student Accessibility Services (<https://students.yorku.ca/accessibility>) are entitled to additional time for these quizzes and should contact the instructor at the beginning of the course.

Max Labs Project Assignments

To complete the six Max Labs Project assignments the developer edition of Salesforce.com will be used (available from the Salesforce website free). Access to data files, auto grading and support materials for the Max Labs Project are available from the Max Labs website (cost US \$19.99), and details on how to obtain these resources are part of Lab 1 b. Students experiencing financial difficulty contact the professor, as the supplier has provided some codes that can be used instead of paying the fee.

The process for signing up for Salesforce.com as well as how to complete the lab assignments will be posted on eClass. There is a penalty of 20% for each day late.

Midterm exam (in person)

If the midterm examination is missed due to an illness or other extenuating circumstance, the student should supply appropriate supporting documentation to the instructor no later than the next business day after the missed midterm to obtain permission to write the midterm at the alternative date. IMPORTANT: students who miss both the originally scheduled examination date and the accommodated date will receive a grade of zero for the midterm. Students who require accommodated time for examinations contact Counselling and Disability Services for a booking at least one month prior to the date of the examination.

TIMING OF ACCOMMODATION FOR MIDTERM EXAMS

Should there be a religious accommodation needed for the midterm examination please provide four weeks' notice so that arrangements can be made with the alternative testing centre for an alternative date.

Accommodated students: you will need to book your midterm examination with the alternative testing centre at least four weeks ahead of time to reserve a spot, as this is how far in advance they book their examination sittings now, and they do get full.

COURSE POLICIES:

Please review the course policies in this section. All students are expected to familiarize themselves with the following information:

- [Student Rights & Responsibilities](#)
- [Academic Accommodation for Students with Disabilities](#)

Missing coursework

If a student misses coursework, they will receive a grade of “0” for that piece of course work unless discussed and approved with the course director with appropriate documentation prior to the due date.

Academic integrity

Academic integrity is a fundamental and important value of York University. To maintain a fair and honest learning environment, you are responsible for understanding and upholding academic integrity in all courses and academic activities. You are encouraged to connect with reliable [on-campus resources](#) that support your coursework and academic honesty. To better understand the serious consequences of breaching academic honesty policies, familiarize yourself with the [Senate Policy on Academic Conduct](#). You can learn more about upholding academic integrity in your courses by exploring [SPARK: Academic Integrity Module](#), [LA&PS Academic Honesty](#) and [Academic Integrity for Students](#).

Course Policy on Student Use of Generative Artificial Intelligence (AI)

Students may only use generative artificial intelligence (AI) tools in this course so long as the following two conditions are met:

- Specific generative AI tools are used in accordance with the written guidelines provided for each assessment (assignment) or activity, and
- The use of generative AI is documented and cited following citation instructions given in the [APA](#).

Use of generative AI outside these two conditions will constitute academic dishonesty under York University’s [Senate Policy on Academic Honesty](#). As a student in this course, it is your responsibility to understand when and how generative AI tools can be used to complete your assessments and activities. If you do not know whether an online resource or tool can be used in this course, please contact your instructor for guidance.

If you’re not sure whether using an AI app for your academic work is acceptable, it is recommended that you:

- Carefully review the guidelines for your assessments
- Check for any messages from your instructor on eClass

Accessibility

York University is committed to creating a learning environment which provides equal opportunity to all members of its community. If you anticipate or experience any barriers to learning in this course, please discuss your concerns with your instructor as early as possible. For students with disabilities, contact [Student Accessibility Services](#) to coordinate academic accommodations and services. Accommodations will be communicated to Course Directors through a Letter of Accommodation (LOA). Accommodations for tests/exams normally require three (3) weeks (or 21 days) before the scheduled test/exam to arrange.

Religious Observance Accommodation University Policy

York University is committed to respecting the religious beliefs and practices of all members of the community and making reasonable and appropriate [accommodations to adherents for observances of days of religious significance](#). Should any of the dates specified in this syllabus for course assignments, tests, or deadlines conflict with a date of religious significance, please contact the instructor not less than two (2) weeks (or 14 days) prior to the date for which accommodation is sought. (Note that two weeks is not enough now to guarantee a space in the alternative testing centre.) If the requested accommodation is for an exam or falls within the formal examination periods, you must complete and submit a [Religious Accommodation Agreement](#) at least three (3) weeks (or 21 days) before the start of the exam period.

About the Grading Scheme

Refer to the course website and details of assignments posted on the course eClass web site.

Grades submitted by an instructor are subject to review by the teaching unit in which the course is offered and by the Faculty Council or Faculty Committee on Academic Policy and Planning. Final course grades may be adjusted to conform to program or Faculty grades distribution profiles. Normally, grades appear on grade reports and transcripts as soon as they are submitted to the Registrar's Office. The grading scheme for this course conforms to the 9-point system used in undergraduate programs at York University. For a full description of the York grading system, visit the York University academic calendar at:

<https://calendars.students.yorku.ca/2024-2025/grades-and-grading-schemes>

Grade	Grade Point	Percent Range	Description
A+	9	90-100	Exceptional
A	8	80-89	Excellent
B+	7	75-79	Very Good
B	6	70-74	Good
C+	5	65-69	Competent
C	4	60-64	Fairly Competent
D+	3	55-59	Passing
D	2	50-54	Marginally Passing
E	1	(marginally below 50%)	Marginally Failing
F	0	(below 50%)	Failing

ORGANIZATION OF THE COURSE:

Session Duration and Learning Objectives	Readings, Practice Questions and Due Dates
<p>Session 1 - Week of September 3 to 9 Information Systems and the Modern Organization <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Review course evaluation methods, assignment structure, Max Labs role and the nature of plagiarism • Identify the reasons you need to be an informed user • Relate the difficulty of managing information resources to the process of interacting with the information systems department • Describe modern information technology jobs • Explain the nature and purpose of data items, information, and knowledge and how they are used 	<p>READ Chapter 1</p> <p>DO sign up for your group work in eClass</p> <p>DO Practice Questions: Opening Case: Plus-Size Clothing Ads on Social Media</p> <p>IT's About Business 1.1: Informed Users Are an Important Part of Security</p> <p>DUE DATES</p>

<ul style="list-style-type: none"> • Examine the basic components of an information system and interrelationships among components • Explain how IT affects organizations, managers, employees, and society 	<p>Quiz 1, Due Before Tuesday, September 16 at 11 AM (same due date for first two quizzes)</p>
<p>Session 2 - Week of September 10 to 16 Global Information Systems: Concepts, Management and Strategy <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Discuss the importance of planning for information technology, and the link between IT planning, business planning and strategy • Explain business process management and the role IT plays as an enabler • Examine business pressures and how organizations respond to them with the use of IT • Explain the role of IT in building competitive advantage using Porter's five forces model and value chain model • Assess which strategies for competitive advantage could match selected organizations • Discuss the alignment between business strategy and IT and the role of information technology governance <p>Sign up for only one group (during weeks 3 to 5 or weeks 7 to 12)</p>	<p>READ Chapter 2</p> <p>DO sign up for your group work in eClass</p> <p>DO Practice Questions: IT's About Business 2.2 Renting Electric Vehicles for Competitive Advantage</p> <p>IT's About Business 2.3, MLSE Deploys Technology to Win Championships and Attract and Connect Fans</p> <p>DUE DATES September 12: Group signup for weeks 3 to 5 Quiz 2, Due Before Tuesday, September 16 at 11 AM (same due date for first two quizzes)</p>
<p>Session 3 - Week of September 17 to 23 Ethics, Privacy, Information Security and Controls <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Discuss the role of ethics in the corporate environment and the major ethical issues raised by using information systems • Describe privacy and explain how IT affects privacy • Discuss privacy of information and anti-spam legislation in Canada and the implications for IT • Explain the main threats and risks to information security and information systems • Describe the purpose and nature of enterprise risk management and how it is used to develop the different types of IS security controls, providing examples of each • Link controls to the threats they could mitigate or prevent • Explain the roles of business continuity planning and of information systems auditing 	<p>READ Chapters 3 and 4</p> <p>DO Practice Questions: Chapter 3 Opening Case Facial Recognition in India Raises Concerns</p> <p>IT's About Business 4.1, Hospital for Sick Children (SickKids) Goes Code Grey</p> <p>DUE DATES Do Quiz 3, Due Before Tuesday, September 23 at 11 AM</p> <p>GROUP WORK: Assignment due: Mon. September. 15 Presentation on: Wed Sept. 17</p>

<ul style="list-style-type: none"> • Identify behavioural and computer-based actions you could take to protect your information assets using a risk-based approach 	
<p>Session 4 - Week of September 24 to 30 Data, Information and Knowledge Management <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Describe the difficulties of managing data and how they can be mitigated by data governance • Explain the characteristics of relational database management systems and their role in information reporting • Use the data hierarchy and build E-R (entity relationship) diagrams • Provide an example of an SQL query; use E-R diagrams and explain how normalization is accomplished using database joins • Discuss methods and strategies for effectively managing big data • Explain the nature of big data, data warehouses and data marts, their advantages, disadvantages, and how they facilitate business analytics • Explain the knowledge management system cycle and describe the role of knowledge management systems in managing explicit and tacit knowledge 	<p>READ Chapter 5, including the Appendix.</p> <p>DO Practice Questions: Chapter 5 Opening Case: Elementary, Watson, Not Quite So Fast, IBM.</p> <p>IT's About Business 5.2 Data Lakes and Lakehouses</p> <p>DUE DATES Max Labs Assignment Lab 1a due Thursday, Sep 25 at 11 AM Quiz 4, Due Before Tuesday, Sep 30 at 11 AM GROUP WORK: Assignment due: Mon Sep. 22 Presentation on: Wed Sep 24</p>
<p>Session 5 - Week of October 1 to 7 Managing Computer Hardware and Software <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Discuss the computer hierarchy and explain its impact on IT usage • Define the main hardware and software components of an information system and consider how they are used for business applications • Explain the characteristics and uses of different types of information systems storage • Discuss the differences between system software and application software with examples • Discuss the advantages and disadvantages of open-source software • Describe the types of cloud computing, providing examples of how they are used for differing enterprise computing goals • Discuss the benefits of and concerns with cloud computing. • Examine strategic issues related to hardware, software and cloud computing 	<p>READ Technology Guides 1, 2 and 3</p> <p>DO Practice Questions: IT's About Business 1.2 Lululemon's Success During and Despite the COVID-19 Pandemic Chapter 1 Closing Case Hybrid Work Means Hybrid Meetings</p> <p>DUE DATES Max Labs Assignment Lab 1b due Thursday, Oct 2 at 11 AM Quiz 5, Due Before Tuesday, Oct 7 at 11 AM GROUP WORK: Assignment due: Mon Sep 29 Presentation on: Wed Oct 1</p>

<p>(Week 6, October 8 to 10 and 20 to 21, week 6, are study days, with the midterm as part of that week. Group assignments 07 due on Monday Oct 20)</p>	<p>Study for midterm exam</p>
<p>Session 6 - Midterm (Covering Sessions 1 to 5 inclusive), on Saturday, October 18 at 9:30 am to 11:45 am, Location TBA (duration 2 hours and 15 minutes) TIME AND DATE OF EXAMS IS SUBJECT TO ROOM AVAILABILITY</p> <p>Students who miss the midterm examination may write the alternative examination on Tuesday, October 28 at 7 PM to 9:15 PM with appropriate documentation.</p> <p>See “About the grading scheme” section of this course outline for more details</p>	<p>DO Practice midterm exam and read the study tips</p>
<p>Term break, no classes</p>	<p>October 11 to October 17</p>
<p>Session 7 - Week of October 22 to 28 Harnessing Telecommunications Networks, Web 2.0 and Social Computing <u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Describe the hardware, software and standards that comprise modern networks • Discuss how the telecommunications and network technologies that comprise a telecommunications system and that enable the Internet, intranets and extranets support individuals and organizations • Discuss the origins and potential future of the Internet • Discuss the main applications of network technologies in businesses for the purposes of discovery, communication, collaboration and education • Describe Web 2.0 tools and types of sites • Discuss the benefits, risks, and risk mitigation strategies of social commerce for individuals and organizations • Explain the impact of social networking on organizations, including innovative uses for marketing, customer service and human resources 	<p>READ Chapters 6 and 9</p> <p>DO Practice Questions: IT's About Business 6.3 The Takla Lake Nation Partners with Technology to Onboard New Talent</p> <p>IT's About Business 9.3 Marketing through Social Networks in Canadian Businesses</p> <p>DUE DATES Session 7 Quiz, Due Before Tuesday, Oct 27 at 11 AM</p> <p>GROUP WORK: Assignment due: Mon Oct 20 Presentation on: Wed Oct 22</p>

<p>Session 8 - Week of October 29 to November 4 Utilizing E-business and E-Commerce; Wireless Technologies</p> <p><u>Learning Objectives:</u> <i>E-business and E-Commerce</i></p> <ul style="list-style-type: none"> • Describe and provide examples of the different types of e-commerce, their mechanisms and e-commerce business models for organizations, consumers, and employees • Explain the different types of electronic payment methods and discuss their risks and benefits • Describe ethical and legal issues associated with e-business <p><i>Wireless Technologies</i></p> <ul style="list-style-type: none"> • Describe and evaluate the main types of wireless transmission media and networks • Describe the major threats to wireless networks and how they could be mitigated • Examine the Internet of Things and assess which sensors could be used • Consider the effects of global positioning systems on the application of mobile computing and mobile commerce 	<p>READ Chapters 7 and 8</p> <p>DO Practice Questions Chapter 7 Opening Case TEMU Arrives in Canada</p> <p>IT's About Business 7.1 Omnichannel Target(ing)</p> <p>DUE DATES Max Labs Assignment Lab 2a due Thursday, Oct 30 at 11 AM Session 8 Quiz, Due Before Tuesday, Nov 4 at 11 AM GROUP WORK: Assignment due: Mon. Oct 27 Presentation on: Wed Oct 29</p>
<p>Session 9 - Week of November 5 to 11 Using Information Systems within the Organization</p> <p><u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Review the different types of information systems and their users • Examine the benefits and limitations of transaction processing systems, functional area information systems, and ERP (enterprise resource planning) and ERP II systems • Provide examples of these systems for typical organizations, stating how they would be used • Discuss functional area information systems' reports and their uses • Explain how ERP supports cross-functional business processes 	<p>READ Chapter 10</p> <p>DO Practice Questions Opening Case Composable Business</p> <p>Closing Case When Gummy Bears are Late due to an ERP Project Failure</p> <p>DUE DATES Max Labs Assignment Lab 2b due Thursday, Nov 6 at 11 AM Session 9 Quiz, Due Before Tuesday, Nov 11 at 11 AM GROUP WORK: Assignment due: Mon Nov 3 Presentation on: Wed Nov 5</p>
<p>Session 10 - Week of November 12 to 18 Customer relationship management, supply chain management and information technology</p>	<p>READ Chapter 11</p> <p>DO Practice Questions</p>

<p><u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Explain the basic concepts of CRM (customer relationship management) and SCM (supply chain management) • Describe the functions and business applications of multiple types of CRM • Describe problems along the supply chain and how IT can be used to solve them • Describe EDI (electronic data interchange) and discuss its advantages and disadvantages • Explain how EDI, extranets and portals support SCM 	<p>Closing Case, IT Helps Laura Canada to Come Back</p> <p>Opening Case, Robots to the Rescue</p> <p>DUE DATES Max Labs Assignment Lab 3a due Thursday, Nov 13 at 11 AM Session 10 Quiz, Due Before Tuesday, Nov 18 at 11 AM GROUP WORK: Assignment due: Mon Nov 10 Presentation on: Wed Nov 12</p>
<p>Session 11 - Week of November 19 to 25 The Power of Business Analytics and Artificial Intelligence</p> <p><u>Learning Objectives:</u></p> <ul style="list-style-type: none"> • Describe roles performed by managers and explain the functions that IT plays in supporting decision making • Describe the business analytics process and its supporting pillars • Provide the statistical procedures used to facilitate descriptive, predictive, and prescriptive analytics and relate these to effective use of business intelligence • Describe tools used for data presentation that support business analytics and business intelligence (dashboards and data visualization technologies) • Contrast the capabilities of natural and artificial intelligence (AI) systems and the impact on organizations • Discuss the advantages, disadvantages and provide examples of machine learning, deep learning, neural networks, and other types of artificial intelligence 	<p>READ Chapters 12 and 14</p> <p>DO Practice Questions Chapter 14 Closing Case AI in the Car Repair Industry</p> <p>IT's About Business 12.1 United Parcel Service Uses Three Types of Analytics</p> <p>DUE DATES Max Labs Assignment Lab 3b due Thursday, Nov 20 at 11 AM Session 11 Quiz, Due Before Tuesday, Nov 25 at 11 AM GROUP WORK: Assignment due: Mon Nov 17 Presentation on: Wed Nov 19</p>
<p>Session 12 - Week of November 26 to December 2 (December 2 is the last day of classes: final due date for all course work) Acquiring Information Systems and Applications</p> <p><u>Learning Objectives:</u></p>	<p>READ Chapter 13</p> <p>DO Practice Questions Chapter Opening Case, Southwest Airlines Meltdown Due to Technical Debt</p>

<ul style="list-style-type: none"> • Justify the importance of information technology planning • Describe the processes used to justify IT investments • Discuss the advantages and disadvantages of eight strategies for acquisition of IT applications • Describe the six processes in the traditional systems development process and discuss its advantages and disadvantages • Evaluate the advantages and disadvantages of alternative systems development methods and tools • Decide which acquisition method is best for different requirements or businesses 	<p>IT's About Business 13.1 Software Packages with Heart</p> <p>DUE DATES Do Session 12 Quiz, Due Before Tuesday, December 2 at 11 AM</p> <p>GROUP WORK: Assignment due: Mon Nov 24 Presentation on: Wed Nov 26</p>
<p>Session 13 -- Final Examination During regular examination schedule, December 4-19 DATE AND TIMES TBA, Cumulative: Covering Sessions 1 - 12 See "Relevant university regulations" section of this course outline for more details.</p>	<p><u>DO</u> Practice final exam and weekly practice questions</p>

INTELLECTUAL PROPERTY

Course materials are designed for use as part of this particular course at York University and are the intellectual property of the instructor unless otherwise stated. Third-party copyrighted materials (such as book chapters, journal articles, music, videos, etc.) have either been licensed for use in this course or fall under an exception or limitation in Canadian copyright law. Students may not publish, post on an Internet site, sell, or otherwise distribute any course materials or work without the instructor's express permission. Course materials should only be used by students enrolled in this course.

Copying this material for distribution (e.g., uploading material to a commercial third-party website) may lead to a charge of misconduct according to York's [Code of Student Rights and Responsibilities](#), the [Senate Policy on Academic Conduct](#), and/or legal consequences for copyright violations.

ADDITIONAL RELEVANT UNIVERSITY POLICIES OR REGULATIONS:

Should there be any updates to these regulations, you can review the most recent Faculty of Liberal Arts and Professional Studies regulations, which are used by SAS (the School of Administrative Studies) at: <https://www.yorku.ca/laps/sas/academic-resources/common-course-policies/>

Deferred Final Examinations

Deferred Exams: Deferred standing may be granted to students who are unable to write their final examination at the scheduled time or to submit their outstanding course work on the last day of classes. Details can be found at <http://myacademicrecord.students.yorku.ca/deferred-standing>

Any request for deferred standing on medical grounds must comply with University regulations. **APS forms are NOT required for ADMS 2511 assignments or examinations.**

In order to apply for deferred standing (even without a DSA - Deferred Standing Agreement), students must register at <https://www.yorku.ca/laps/sas/academic-resources/deferred-exam-requests/>

followed by handing in a completed DSA form and supporting documentation directly to the main office of the School of Administrative Studies (282 Atkinson) and add your ticket number to the DSA form. The DSA and supporting documentation must be submitted no later than five (5) business days from the date of the exam. These requests will be considered on their merit and decisions will be made available by logging into the abovementioned link. No individualized communication will be sent by the School to the students (no letter or e-mails).

Students who submit a request in compliance with University regulation or with approved DSA will be able to write their deferred examination during the School's deferred examination period. No further extensions of deferred exams shall be granted. The format and covered content of the deferred examination may be different from that of the originally scheduled examination. The deferred exam may be closed-book, cumulative and comprehensive and may include all subjects/topics of the textbook whether they have been covered in class or not.

School of Administrative Studies deferred exams for the Fall 2025 term will be scheduled for the second half of January 2026.

Reappraisals:

Students may, with sufficient academic grounds, request that a final grade in a course be reappraised (which may mean the review of specific pieces of tangible work). Non-academic grounds are not relevant for grade reappraisals; in such cases, students are advised to petition to their home Faculty. Students are normally expected to first contact the course director to discuss the grade received and to request that their tangible work be reviewed. Tangible work may include written, graphic, digitized, modeled, video recording or audio recording formats, but not oral work. Students need to be aware that a request for a grade reappraisal may result in the original grade being raised, lowered or confirmed. For reappraisal procedures

and information, please visit the Office of the Registrar site at:

<http://myacademicrecord.students.yorku.ca/gradereappraisal-policy>

Student Support and Resources

York University offers a wide range of student supports resources and services, including everything from writing workshops and peer mentorship to wellness support and career guidance. Explore the links below to access these on-campus resources:

- [Academic Advising](#) is available to provide students support and guidance in making academic decisions and goals.
- [Student Accessibility Services](#) are available for support and accessibility accommodation when required.
- [Student Counselling, Health & Wellbeing](#) offers workshops, resources, and counselling to support your academic success.
- [Peer-Assisted Study Sessions \(PASS\) Program](#) provides student study sessions for students to collaborate and enhance their understanding of course content in certain courses.
- [Student Numeracy Assistance Centre at Keele \(SNACK\)](#) supports students in courses involving math, stats, and Excel.
- [The Writing Centre](#) provides multiple avenues of writing-based support including drop-in sessions, one-to-one appointments, a Multilingual Studio, and an Accessibility Specialist.
- [Centre for Indigenous Student Services](#) offers a community space with academic, spiritual, cultural, and physical support, including writing and learning skills programs.
- [ESL Open Learning Centre \(OLC\)](#) supports students with building proficiency in reading, writing, and speaking English.
- [Learning Skills Services](#) provides tips for time management, effective study and learning habits, keeping up with coursework, and other learning-related supports.
- [Learning Commons](#) provides links to supports for time management, writing, study skills, preparing for exams, and other learning-related resources.
- [Roadmap to Student Success](#) provides students with timely and targeted resources to help them achieve academic, personal, and professional success.
- [Office of Student Community Relations \(OSCR\)](#) is responsible for administering the [Code of Student Rights & Responsibilities](#) and provides critical incident support.
- [Peer Mentorship](#) helps students transition through their first year by connecting them with upper-year students. The mentors can help find supports and resources. They also lead a community hub on campus.
- [goSAFE](#) is staffed by York students and can accompany York community members to and from any on-campus location, such as the Village Shuttle pick-up hub, parking lots, bus stops, or residences.

For a full list of academic, wellness, and campus resources visit [Student Support & Resources](#).

Effective date: June 24, 2025