

THE UNIVERSITY OF WESTERN ONTARIO

LONDON, CANADA

Management and Organizational Studies

MOS 2240b Section 650

## **Information Management and Decision Making**

Distance Studies

### **Course Description**

This half course is about effective management of information as a critical resource in the organization, and its relationship with the decision-making process. Topics include cognition in decision making, common types of mistakes and biases, decision analysis, information management, classification of information systems, and role of information systems in today's organizations. At the end of the course, students should have an understanding of how decisions are made and the biases which influence decisions, along with an understanding of the deployment of information systems in organizations.

Antirequisites: The former Administrative Studies 164a/b, 168a/b, 240a/b

Prerequisites: Enrollment in MOS program

### **Instructor**

Name: Phoebe Tsai, Ph.D.

E-mail: [ptsai@uwo.ca](mailto:ptsai@uwo.ca)

Virtual Office Hours: Please include MOS 2240b in the subject line when you send me an e-mail. I will respond to all course-related emails within 24 hours. If you do not receive a response within this time frame, please email me again, because I may not have received the original email in the first place.

### **Textbook**

Bazerman, M.H. (2009). Judgment in Managerial Decision Making (7th ed.). New York, NY: Wiley. ISBN: 978-0-470-04945-7

Kroenke, D. M., Genimo, A., Tingling, P. (2008). Experiencing MIS (Canadian Edition). Toronto, ON: Person Education Canada. ISBN: 978-0-13-239620-2

## Evaluation

Grades will be based on a mid-term exam (42.5%), a final exam (42.5%), and participation in online discussion topics (15%). Both exams must be written to obtain credit in this course. Your final grade in this course is based exclusively on your performance on the two exams and your participation in discussion. Grades will not be adjusted on the basis of need, and you will not be given the opportunity to improve your grade by completing additional assignments.

### Exam

The mid-term exam and final exam will both be non-cumulative, and consist of multiple choice questions. Each of these exams will be scheduled for two hours.

The mid-term exam is worth 42.5% of your final course grade, and will cover the first six weeks of material (“Judgment in Managerial Decision Making” by Bazerman & Moore, Chapter 1-11).

The final exam is worth 42.5% of your final course grade, and will cover the last six weeks of material (“Experiencing MIS” by Kroenke, Gemino, and Tingling, Chapter 1-2, 7-8, and 10-12).

### Participation in Discussion

The discussion participation grade (15%) will be based on both the quantity and quality of your contributions to weekly discussion topics. There will be a total of 8 discussion topics that will be posted on the MOS 2240 course WebCT OWL site throughout the term. You are required to contribute to only six of these eight discussion topics. Each of these 6 weekly contributions will be worth 2.5% of your total course grade ( $6 \times 2.5 = 15\%$ ). To count as a weekly contribution, you must post three separate and thoughtful responses to a single discussion topic. As such, you will be required to post a total of 18 separate postings to the six discussion topics of your choosing ( $6 \text{ discussion topics} \times 3 \text{ posts/per topic} = 18 \text{ postings}$ ).

Plan to participate early on, and do not wait to participate till the end of the term. A discussion topic will be closed after it has been posted for 7 consecutive days. Therefore, you will not have the opportunity to go back and add a response once a topic is closed. I will read your discussions at least three times per week. I expect you the student would do likewise and comment on my and other students’ comments with the same frequency.

## Examination Schedule

**Mid-Term Exam** –Saturday, February 27, 2010. Time and Location TBA

**Final Exam**– Time and Location TBA.

Exam times and locations will be posted on the MOS 2240 WebCT OWL homepage as soon as that information becomes available.

- Bring your student identification to the exam
- Place nothing on the desk during an exam except for the student ID, a pencil/pen, and eraser

- Do not wear any cap
- Do not bring any electronic devices (e.g., cell phone, music player) to the exam

It is your responsibility to be aware of exam-related information. A claim that you did not know or forgot when an exam is/was held is not a valid excuse for failing to write an exam at the scheduled time and location.

## **Study Schedule**

### **Week 1 (Jan. 4-8)**

Biases in Cognition (I)

- Ch.1 Introduction to Managerial Decision Making
- Ch.2 Common Biases

### **Week 2 (Jan. 11-15)**

Biases in Cognition (II)

- Ch.3 Bounded Awareness

### **Week 3 (Jan. 18-22)**

Biases in Cognition (III)

- Ch.4 Framing and the Reversal of Preferences

YouTube Clip: Deal or No Deal (<http://www.youtube.com/watch?v=spGDrZLXIWY>)

### **Week 4 (Jan.25-29)**

Biases in Cognition (IV)

- Ch.5- Motivational and Emotional Influences on Decision Making

### **Week 5 (Feb.1-5)**

Common Mistakes

- Ch.6 The Escalation of Commitment
- Ch.8 Common Investment Mistakes

### **Week 6 (Feb.8-12)**

Negotiation

- Ch.9 Making Rational Decisions in Negotiations
- Ch.10 Negotiator Cognition

**Week 7 (Feb.15-19)**

Reading Week

**Week 8 (Feb.22-26)**

Improving Decision Making

- Ch.7 Fairness and Ethics in Decision Making
- Ch.11 Improving Decision Making

Movie recommendation (optional): The Box (<http://thebox-movie.warnerbros.com>)

Saturday Feb. 27, Mid-term exam (“Judgment in Managerial Decision Making” by Bazerman & Moore)

**Week 9 (March 1-5)**

Introduction to Information Systems (IS)

- Ch. 1 Information Systems and You
- Ch. 7 Information Systems for Competitive Advantage

**Week 10 (March 8-12)**

IS and Decision Making (I)

- Ch.2 Business Processes, Information, and Decision Making

**Week 11 (March 15-19)**

IS and Decision Making (II)

- Ch.8 Decision Making and Business Intelligence

**Week 11 (March 22-26)**

IS Management (I)

- Ch.10 Understanding the IS Department

**Week 12 (March 29-April 2)**

IS Management (II)

- Ch.11 IT Projects and Acquiring Information Systems

### **Week 13 (April 5--April 9)**

- Ch.12 Managing Information Security and Privacy

Movie recommendation (optional): Firewall (2006)

## **Final Exam (“Experiencing MIS” by Kroenke, Gemino, & Tingling)**

### **Policy on Make-up Exams<sup>1</sup>**

If you feel that you have a medical or personal problem that is interfering with your work, you should contact the instructor and the Distance Studies Office as soon as possible. Problems may then be documented, and possible arrangements to assist you can be discussed at the time of the occurrence rather than on a retroactive basis. In general, retroactive requests for grade revisions on medical or compassionate grounds will not be considered.

It is the student’s responsibility to inform the instructor prior to the due date, to arrange a timely make-up exam, and, if requested, to provide acceptable documentation to support a medical or compassionate claim. Only on the documented basis of illness or other extreme circumstance will students be permitted to write a make-up test. In the case of illness, the student must contact the instructor via email or through the Distance Studies Office prior to the test. The student must provide an official illness certificate on appropriate letterhead from their physician which states that, due to medical reasons, it was impossible for the student to write the exam at the scheduled time. A note scribbled on a prescription pad is not an acceptable medical certificate. In the case of a final exam, the student must arrange for a Special Examination or Incomplete through their Dean’s office, for which the student must provide acceptable documentation.

### **Policy on Plagiarism and Cheating**

Students are responsible for understanding the nature of and avoiding the occurrence of academic offenses: plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in and course without the knowledge and approval of the instructor to whom it is submitted, and academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. The penalties for a student guilty of a scholastic offense include

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<sup>1</sup> Portions of text below are taken from the following sources: Academic Calendar; Academic Handbook of Senate Regulations; Department of Psychology Procedures for Appealing Academic Evaluations; and the Department of History Document on Plagiarism.

refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

### **Plagiarism**

Plagiarism is the unacknowledged borrowing of another writer's words or ideas. ***You must use your own words when participating in the online discussion.*** Whenever you take an idea, or a passage from another author, you must acknowledge their debt both by using quotation marks where appropriate, and by proper referencing such as footnotes or citations. In other words, in adopting another individual's ideas, you must acknowledge that these ideas are someone else's. If you are not sure about whether what you are doing is appropriate or not, consult your instructor first. A claim that "I didn't know it was wrong" will not be accepted as an excuse.

### **Cheating**

Examples of cheating include looking at the test of another student, allowing another student to view your exam, or obtaining information about a test in advance. Cheating will not be tolerated. Students found cheating will receive a zero (0%) on that exam and may be removed from the course.

A number of safeguards will be employed to discourage cheating. For example, examination supervisors (proctors) of the test may ask students to move to another seat during the exam, cover their paper, avert their eyes from other student's papers, remove baseball caps, etc. This is not meant as a personal affront nor as an accusation of cheating, rather as vigilant attempts at proctoring. A copy of guidelines about how to avoid cheating can be obtained from the office of the Ombudsperson, Room 251 University Community Centre, 519- 661-3573.

## **Procedures for Appealing Academic Evaluations**

In the first instance, all appeals of a grade must be made to the course instructor (informal consultation). If the student is not satisfied with the decision of the course instructor, a written appeal must be sent to the Executive Officer of Undergraduate Affairs. If the response of the department is considered unsatisfactory to the student, he/she may then appeal to the Dean of the Faculty in which the course of program was taken. Only after receiving a final decision from the Dean, may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office.