

(C)ITM 102 – Foundations of Information Systems

COURSE OUTLINE FOR 2025 -2026

Prerequisite(s): None

Antirequisite(s): ITM100

Faculty/Contract Lecturer Information

- **Faculty/Contract Lecturer Name:**
- **Office Location:**
- **Office Hours:** _____ or by appointment.
- **Phone:** (416) 979 – 5000, ext.
- **Course Website:** my.torontomu.ca, D2L
- **Email Address:**

Email Policy

Students are expected to monitor and retrieve messages and information sent through D2L and TMU email on a frequent and consistent basis. In accordance with the Policy on TMU Student E-mail Accounts ([Policy 157](#)), Toronto Metropolitan University (TMU) requires that any electronic communication by students to TMU faculty or staff be sent from their official university email account. Communications sent from other accounts may be disregarded.

The instructor will respond to emails during regular business hours, Monday to Friday, 9am to 5pm. Responses to emails outside of regular hours will be at the discretion of the instructor.

Course Description

Information systems are an integral part of all business activities and careers. This course is designed to introduce students to contemporary information systems and demonstrate how these systems are used throughout global organizations. The focus of this course will be on the key components of information systems - people, software, hardware, data, and communication technologies, and how these components can be integrated and managed to create a competitive advantage. Through the knowledge of how IS provides a competitive advantage, students will gain an understanding of how information is used in organizations and how IT enables improvement in quality, speed, and agility. This course also provides an introduction to systems and development concepts, technology acquisition, and various types of application software that have become prevalent or are emerging in modern organizations and society.

Course Details

Teaching Methods

If you are registered in an in-person or a virtual classroom, instruction will take place at scheduled hours, following the approach outlined in D2L Brightspace. If you are registered in a Chang School Distance Education course, please follow the schedule, outline and learning modules as outlined in D2L Brightspace.

Note: All assessments in this course, regardless of their delivery format, will be held in-person on campus. This applies to in-person, virtual, and online courses, including sections/courses delivered through the Chang School. The exception is written case submissions, and the in-class discussions and quizzes will be online for Chang School courses.

Course Materials

Textbook and Other Learning Materials:

Lecture (required)

Title: Business Driven Information Systems, 9th Edition (2025) (custom e-Book)

Publisher: McGraw Hill

Paperback ISBN-10:

Paperback ISBN-13: 9781265923402

Price: \$84.95 (includes access to Connect)

This book is available electronically (eBook) and should be purchased from the TMU bookstore. Included in the purchase price is access to Connect which is the platform for the eBook. The textbook is a custom version, a second-hand book is not available for this course and should not be used.

This course utilizes McGraw Hill Connect, an external educational technology tool in addition to D2L Brightspace. This tool is used to enhance your course learning experience by providing access to course materials and assessments.

- **Costs:** Fees to use Connect are included in the eBook purchase price.
- **Account creation:** You are required to create an account within Connect for use of this tool.
- **Data privacy and usage:** This tool will have access to your name, TMU email address, and academic work using the tool, and it is visible to course instructors, Academic Assistants, and Graders in your course. This information will be retained within this tool for two years, in case of potential appeals or FIPPA requests.
- **Opt-out options:** This tool does not have an opt-out policy.
- For technical support regarding McGraw Hill Connect, please visit:
<https://www.mheducation.com/highered/support/support-at-every-step/student/connect.html>

Course Learning Objectives

Information systems are an integral part of all business activities. This course is designed to introduce students to contemporary information systems and demonstrate how these systems are used throughout global organizations. The focus will be on the key components of information systems - people, processes, software, hardware, data, and communication technologies, and how these components can be integrated and managed to create competitive advantage. Students will gain an understanding of how information technology enables improvement in quality, speed, and agility. This course emphasizes active learning, integrating online and hands-on elements to accomplish its learning objectives.

Learning Outcomes

1. Understand why and how information systems are used today, with the ability to distinguish competitive advantage versus competitive necessity. Understand the role of information systems in the globalization of economic and cultural activities with an awareness of new applications and technologies that provide new forms of communication and collaboration.
2. Explain the technology, people, and organizational components of information systems and how they interact. Identify and understand the functions and inter-connections of major components of an information systems infrastructure, such as hardware, software, networks, and database systems.
3. Understand how enterprise systems strengthen relationships between customers (through CRM systems) and suppliers (through SCM systems), and how these systems are used to enforce organizational structures and processes. Comprehend the role of Enterprise Resource Planning (ERP) systems, which integrate internal and external management of information across an entire organization.
4. Understand how to secure information systems resources, focusing on both human and technological safeguards. Be able to identify potential threats to information systems and understand methods that reduce risks as well as plan for, and recover from, disasters.
5. Understand how an information system can provide the information needed to build business intelligence that supports decision-making within different levels and functions of the organization.
6. Evaluate the ethical concerns that information systems raise in society and the impact of information systems on crime, terrorism, and war.
7. Apply analytical and problem-solving skills to business problems using spreadsheet software

Academic Integrity

Academic integrity is integral to your learning, the credibility of your degree or certification, and the integrity of the university as a whole. Senate Policy 60: Academic Integrity defines academic misconduct, provides a non-exhaustive list of examples of behaviours that may be considered as academic misconduct, and explains how academic misconduct concerns are evaluated and decided. The entirety of the policy applies in this course. As well, please note that submitting work created in whole or in part by artificial intelligence tools unless expressly permitted by the faculty/contract lecturer, is considered a violation of Policy 60.

Generative AI Course Policy, Plagiarism Detection, and Virtual Proctoring

Generative AI Course Policy

Students may use Generative AI (e.g. ChatGPT, Grammarly, Perplexity, DeepL Translator) for ideation and brainstorming but not for research or for writing anything that will be submitted for credit. Failure to stay within these limits will be considered a breach of Policy 60.

Students may also use Generative AI (e.g. ChatGPT, Grammarly, Perplexity, DeepL Translator) for minor grammar correction. This includes translating individual words and correcting spelling, punctuation and basic grammar issues. AI tools may not be used to make substantial revisions such as edits to style, tone, content or rewrite phrases. Failure to stay within these limits will be considered a breach of Policy 60.

Turnitin or another originality detection software

Turnitin is a plagiarism prevention and detection service to which TMU subscribes. It is a tool to assist faculty/contract lecturers in determining the similarity between students' work and the work of other students who have submitted papers to the site (at any university), internet sources, and a wide range of books, journals and other publications. While it does not contain all possible sources, it gives faculty/contract lecturers some assurance that students' work is their own. No decisions are made by the service; it generates an "originality report," which faculty/contract lecturers must evaluate to judge if something is plagiarized.

Students agree by taking this course that their written work will be subject to submission for textual similarity review to Turnitin. Instructors can opt to have students' papers included in the Turnitin database or not. Use of the Turnitin service is subject to the terms of use agreement posted on the Turnitin website. Students who do not want their work submitted to this plagiarism detection service must, by the end of the second week of class, consult with their faculty/contract lecturer to make alternate arrangements. Students who choose not to have their papers screened for textual similarity review by Turnitin may be required to submit additional work with their research essay. For example:

- an annotated bibliography of each source used in your paper; and/or
- the first few pages of each cited source used in your paper

Even when an faculty/contract lecturer has not indicated that a plagiarism detection service will be used, or when a student has opted out of the plagiarism detection service, if the faculty/contract lecturer has reason to suspect that an individual piece of work has been plagiarized, the faculty/contract lecturer is permitted to submit that work in a non-identifying way to any plagiarism detection service.

Copyright

The course materials provided to you are copyrighted and may not be shared without the instructor's express written permission. Do not share these materials (e.g. course outline, lecture slides, assignment instructions) with others and do not post them on the internet during the course, or at any time after. If you do so, Policy 60 will apply.

Academic Integrity Resources

To learn more about Policy 60 and how to avoid academic misconduct, please review and take advantage of these resources:

- Policy 60: Academic Integrity: www.torontomu.ca/senate/policies/academic-integrity-policy-60/
- Academic Integrity Office website: www.torontomu.ca/academicintegrity
- “Academic Integrity in Space” game: <https://games.de.torontomu.ca/aio/#/>
- “Academic Integrity in Cyberspace!” game: <https://www.torontomu.ca/aic/#/>
- Student Life and Learning Support: www.torontomu.ca/student-life-and-learning/learning-support

Topics and Course Schedule

Week	Topic	Required Readings
1	Information Systems in Business Today <ul style="list-style-type: none"> Define an information system and explain how it works Explain how information systems are transforming business, and why they are essential for running a business today 	Chapter 1 Section 1.1
First course drop-date, with 100% refund		
2	How Businesses Use Information <ul style="list-style-type: none"> Describe business processes and how they are related to information systems Explain how systems serve the different management groups in a business 	Chapter 2 Section 2.1
3	IT Infrastructure <ul style="list-style-type: none"> Describe IT infrastructure, and the stages and drivers of IT infrastructure evolution Describe the components of IT infrastructure Explain the challenges of managing IT infrastructure and management solutions 	Chapter 5, section 5.1 Appendix A
4	Enterprise Applications <ul style="list-style-type: none"> Describe how enterprise systems help businesses achieve operational excellence Understand supply chain management systems Understand how customer intimacy is achieved with Customer Relationship Management (CRM) 	Chapter 8
5	Databases and Information Management <ul style="list-style-type: none"> Explain the major capabilities of database management systems (DBMS) Describe the principal tools and technologies for accessing information from databases to improve business performance and decision making Understand why information policy, data administration, and data quality assurance are essential for managing the firm's data resources 	Chapter 6 Appendix C (selected pages)
Second course drop-date, with 50% refund		
6	Enhancing Decision Making <ul style="list-style-type: none"> Describe the different types of decisions, and how the decision-making process works Understand how information systems support the activities of managers and management decision-making Explain how business intelligence and business analytics support decision making 	Chapter 2 Section 2.1 Appendix F Business Driven Knowledge #9
Mid-Term Exam		

7	Telecommunications, the Internet, and Wireless Technology <ul style="list-style-type: none"> Describe the principal components of telecommunications networks Explain the different types of networks Explain how the Internet and Internet technology work, and how they support communication and e-business Describe the principal technologies and standards for wireless networking and Internet access 	Chapter 7 Appendix B Appendix E
8	E-commerce: Digital Markets and Digital Goods <ul style="list-style-type: none"> Describe the unique features of e-commerce, digital markets, and digital goods Explain the principal e-commerce business and revenue models Understand how e-commerce transformed marketing Identify the role of m-commerce in business, and the most important m-commerce applications 	Chapter 3
9	Securing Information Systems <ul style="list-style-type: none"> Understand why information systems are vulnerable to destruction, error, and abuse Describe the business value of security and control Identify the components of an organizational framework for security and control Explain the most important tools and technologies for safeguarding information resources 	Chapter 4 section 4.2 Business Driven Knowledge #6
10	Emerging Technologies <ul style="list-style-type: none"> Identify global trends that will have the greatest impact on future business Explain why businesses use trends to assess the future Identify the technologies that will have the greatest impact on future business 	Appendix D Chapter 2 Section 2.2 material on Artificial Intelligence + Chapter 5, section 5.2
Third course drop-date, with 0% refund		
11	Information Systems Organizations and Strategy <ul style="list-style-type: none"> Understand how information systems help companies to compete – Porter's competitive forces model & generic strategies Business Value Chain 	Chapter 1 Section 1.2
12	Ethical and Social Issues in Information Systems <ul style="list-style-type: none"> Describe ethical, social, and legal issues raised by information systems Explain specific principles for conduct that can be used to guide ethical decisions Explain how information systems and the Internet pose challenges to the protection of individual privacy and intellectual property Discuss how information systems affect everyday life <p>Course review in preparation for final exam</p>	Chapter 4 Section 4.1 Business Driven Knowledge #7

Textbook readings before each class

Week	Topic	Reading
1	Introduction and Information Systems in Business	Chapter 1 Section 1.1: Business Driven Information Systems, (9th Edition)
2	How Businesses Use Information: Digital Transformation	Chapter 2 Section 2.2: Business Driven Information Systems, (9th Edition)
3	IT Infrastructure	Chapter 5 Section 5.1 + Appendix A: Business Driven Information Systems, (9th Edition)
4	Enterprise Applications	Chapter 8: Business Driven Information Systems, (9th Edition)
5	Databases and Information Management	Chapter 6 + Appendix C: Business Driven Information Systems, (9th Edition)
6	Enhancing Decision Making	Chapter 2 Section 2.1: Business Driven Information Systems, (9th Edition) Business Driven Knowledge #9
7	Telecommunications, the Internet and Wireless Technology	Chapter 7 + Appendix B: Business Driven Information Systems, (9th Edition)
8	E-commerce: Digital Markets and Digital Goods	Chapter 3: Business Driven Information Systems, (9th Edition)
9	Securing Information Systems	Chapter 4 Section 4.2: Business Driven Information Systems, (9th Edition) Business Driven Knowledge #6
10	Emerging Technologies	Chapter 5 Section 5.2 + Appendix D: Business Driven Information Systems, (9th Edition)
11	Information systems organizations and strategy	Chapter 1 Section 1.2: Business Driven Information Systems, (9th Edition)
12	Ethical and Social Issues in Information Systems	Chapter 4 Section 4.1: Business Driven Information Systems, (9th Edition) Business Driven Knowledge #7

Cases for discussion in class

Week	Topic	Case
1	Information Systems in Business Today	No case assigned.
2	How Businesses Use Information	Loblaw – Digital and AI technology in retail
3*	IT Infrastructure	To be announced (TBA)
4	Enterprise Applications	Sick Kids Hospital implements an Enterprise Information System
5	Databases and Information Management	RBC Acquires HSBC Bank Canada – IT infrastructure considerations
6	Enhancing Decision Making	Mohawk Medbuy – Supply Chain Management for Healthcare
7	Telecommunications, the Internet, and Wireless Technology	Canada's Potential Digital Currency
8	E-commerce: Digital Markets and Digital Goods	Canadian Tire Bank
9	Securing Information Systems	LifeLabs – Responding to a ransomware cyber attack
10*	Emerging Technologies	To be announced (TBA)
11	Information Systems Organizations and Strategy	Canada's Digital Charter
12	Ethical and Social Issues in Information Systems	No case assigned.

Students should read each case before class. Class participation marks will be given in class for responding to questions on each case. Students must be in class to receive participation marks.

The final exam will include a case and case questions.

* Students will be asked to respond in writing during class to cases in week 3 and in week 10. These two written responses will be marked for 10% each (total of 20%) of the student's final grade.

Late Submissions:

Late submissions may be accepted at the discretion of your instructor.

- You may be asked to provide a valid reason why the work was submitted after the due date before it is accepted for grading.
- Late submissions will not be accepted after the assignment has been graded or reviewed in class.

Evaluation

The grade for this course is composed of the mark received for each of the following components:

Evaluation Component	Due Date	Percentage of Final Grade	Anticipated Return Date
Written case submissions (2)	Week 3 and 10	20% (10% each)	Week 5 and 12
In-class discussions and quizzes	Every class	10%	Within a week
Midterm Exam	Week 7	30%	Week 9
Final Exam	TBA	40%	TBD
Final Grade		100%	

Note: Students must achieve a course grade of at least 50% to pass this course.

At least 20% of the grade based on individual work will be returned to students prior to the last date to drop a course in good academic standing.

For Fall 2025, this date is Friday November 14, 2025.

For Winter 2026, this date is Friday March 27, 2026.

University Policies

You are reminded that you are required to adhere to all relevant university policies found in their online course shell in D2L and/or on [the Senate website](#). Please refer to the [Course Outline Appendix](#) for more detail.

Important Resources Available at Toronto Metropolitan University

- [The University Libraries](#) provide research [workshops](#) and individual consultation appointments. There is a drop-in Research Help desk on the second floor of the library, and students can use the [Library's virtual research help service](#) to speak with a librarian, or [book an appointment](#) to meet in person or online.
- [Student Life and Learning Support](#) offers group-based and individual help with writing, math, study skills, and transition support, as well as [resources and checklists to support students as online learners](#).
- You can submit an [Academic Consideration Request](#) when an extenuating circumstance has occurred that has significantly impacted your ability to fulfill an academic requirement. You may always visit the [Senate website](#) and select the blue radio button on the top right hand side entitled: Academic Consideration Request (ACR) to submit this request.
For Extenuating Circumstances, Policy 167: Academic Consideration allows for a once per semester ACR request without supporting documentation if the absence is less than 3 days in duration and is not for a final exam/final assessment. Absences more than 3 days in duration and those that involve a final exam/final assessment, always require documentation. Students must notify their faculty/contract lecturer once a request for academic consideration is submitted. See Senate [Policy 167: Academic Consideration](#).
Longer absences are not addressed through Policy 167 and should be discussed with your Chair/Director/Program to be advised on next steps.
- If taking a remote course, familiarize yourself with the tools you will need to use for remote learning. The [Remote Learning Guide](#) for students includes guides to completing quizzes or exams in D2L Brightspace, with or without [Respondus LockDown Browser and Monitor](#), [using D2L Brightspace](#), joining online meetings or lectures, and collaborating with the Google Suite.
- [FAQs Academic Considerations and Appeals](#)
- Information on Copyright for [Faculty](#) and [students](#).
- Information on Academic Integrity for [Faculty](#) and [students](#).

Accessibility

- At Toronto Metropolitan University, we are committed to ensuring that all courses are accessible to everyone and to removing barriers that may prevent some individuals from enrolling in courses.
- All technologies and tools used in this course are accessible.
- Students who discover an accessibility barrier with any of the course materials or technologies should contact their faculty/contract lecturer.
- As outlined in [Policy 159: Academic Accommodation of Students with Disabilities](#), students are required to proactively consult with AAS, the faculty/contract lecturer, Department or Faculty, as soon as feasible, including prior to enrolling in a course or program, on any concerns they may have about their ability to meet the essential academic requirements of a course/program.

Academic Accommodation Support

Academic Accommodation Support (AAS) is the university's disability services office. AAS works directly with incoming and returning students looking for help with their academic accommodations. AAS works with any student who requires academic accommodation regardless of program or course load.

- Learn more about [Academic Accommodation Support](#).
- Learn [how to register with AAS](#).
- Learn about [Policy 159: Academic Accommodation of Students with Disabilities](#)

Academic Accommodations (for students with disabilities) and Academic Consideration (for students faced with extenuating circumstances that can include short-term health issues) are governed by two different university policies. Learn more about [Academic Accommodations versus Academic Consideration](#) and how to access each.

Wellbeing Support

At Toronto Metropolitan University, we recognize that things can come up throughout the term that may interfere with a student's ability to succeed in their coursework. These circumstances are outside of one's control and can have a serious impact on physical and mental well-being. Seeking help can be a challenge, especially in those times of crisis.

If you are experiencing a mental health crisis, please call 911 and go to the nearest hospital emergency room. You can also access these outside resources at anytime:

- Distress Line: 24/7 line for if you are in crisis, feeling suicidal or in need of emotional support (phone: 416-408-4357)
- [Good2Talk](#): 24/7-hour line for postsecondary students (phone: 1-866-925-5454)
- [Keep.meSAFE](#): 24/7 access to confidential support through counsellors via [My SSP app](#) or 1-844-451-9700

If non-crisis support is needed, you can access these campus resources:

- [Centre for Student Development and Counselling](#): 416-979-5195 or email csdc@torontomu.ca
- [Consent Comes First – Office of Sexual Violence Support and Education](#): 416 979 5000 ext. 553596 or email osvse@torontomu.ca
- [Medical Centre](#): call (416) 979-5070 to book an appointment

We encourage all Toronto Metropolitan University community members to access available resources to ensure support is reachable. You can find more resources available through the [Toronto Metropolitan University's Wellbeing Central](#) website.