

(C)ITM 102 – Business Information Systems

COURSE OUTLINE FOR 2026 -2027

Year, Section
Classroom, Class Time

Prerequisite(s): None

Antirequisite(s): ITM100

Faculty/Contract Lecturer Information

- **Faculty Name:**
- **Office Location:**
- **Office Hours:**
- **Course Website:** my.torontomu.ca, D2L
- **Email Address:**

[Academic Program Advising Contacts](#)

Mode of Course Delivery: In-person for TMU, Virtual for Chang School

Chair/Director for this Course: Sameh Al Natour

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

This course introduces students to the role of information technology in organizations with a focus on applying technology to achieve and maintain competitive advantage. Students will learn how information technology infrastructure and services support operational efficiency, decision-making, and digital business. Emphasis is on the

development of critical thinking and analytical skills through real-life applications and case studies.

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.

Course Materials

Textbook and Other Learning Materials:

Lecture (required)

Title: Business Driven Information Systems (2026 edition)

Author: Paige Baltzan

Publisher: McGraw Hill

Paperback ISBN-13: 9781266544941

Price: \$88.50 (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

Students may use Generative AI (e.g. ChatGPT, Gemini, 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, Gemini, 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

If you are a student registered with Academic Accommodation Support (AAS):

Please inform your faculty/contract lecturer if you have test accommodation needs that include the use of assistive technology (including text-to-speech, dictation, or literacy software). Some software may require additional configurations by the faculty/contract lecturer, so it is important you inform them in advance and leverage the sample quiz to ensure the tools are compatible with the Brightspace Quiz in LockDown Browser.

However, not all Assistive Technology tools approved by AAS work well with Respondus' software; if your experience of the sample quiz does not function as expected, please notify your faculty/contract lecturer and/or Accommodation Facilitator.

Topics and Course Schedule

Week	Topic	Required Readings
1	Information Systems in Business Today – Business Driven MIS - 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 - Explain the difference between data and information - Describe systems thinking and MIS	Chapter 1 Section 1.1
First course drop-date, with 100% refund		
2	How Businesses Use Information (Decision Support Systems) - Explain how systems serve the different management groups in making organizational decisions - Describe how organizational decisions are measured - Describe how MIS is used to make business decisions on three levels	Chapter 2 Section 2.1
3	Digital Transformation: Business Processes and Artificial Intelligence - Describe business processes and how they are related to information systems - Describe how AI is used to help make business decisions. - Understand the six branches of AI.	Chapter 2 Section 2.2
4	E-commerce: Digital Markets and Digital Goods - Describe the unique features of e-commerce, digital markets, and digital goods - Explain the principal e-commerce business and four business models - Describe Web 2.0 and 3.0	Chapter 3 Section 3.1, 3.2
Second course drop-date, with 50% refund		
5	MIS Infrastructure - Describe IT infrastructure, and how it supports operations - Describe an Agile MIS infrastructure - Describe the components of IT infrastructure – hardware and software and categories of computers - Explain the challenges of managing IT infrastructure and management solutions	Chapter 5, section 5.1 Appendix A
6	MIS Infrastructure (continued) - Describe how a sustainable MIS infrastructure addresses electronic waste, increased energy consumption and increased carbon emissions. - Review course content to-date in preparation for mid-term exam.	Chapter 5 Section 5.2
7	Databases and Information Management - Describe importance and traits of data quality - Explain major capabilities of a relational database management system (DBMS) - Understand why information policy, data administration, and data quality are essential for managing the firm's data resources Describe the role of the data warehouse and blockchain in information management	Chapter 6 Section 6.1, 6.2

	Mid-Term Exam	
8	Telecommunications, the Internet, and Wireless Technology - Describe the principal components of telecommunications networks and how network performance is measured - 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 Section 7.1, 7.2
9	Enterprise Applications - Understand supply chain management (SCM) systems - Understand how customer intimacy is achieved with Customer Relationship Management (CRM) - Identify the core components of an ERP and how they help organizational integration	Chapter 8 Section 8.1, 8.2
10	Ethical and Social Issues in Information Systems - Describe ethical, social, and legal issues raised by information systems - Describe six common information management policies - Explain how information systems and the Internet pose challenges to the protection of individual privacy and intellectual property	Chapter 4 Section 4.1
<i>Third (and last) course drop-date, with 0% refund</i>		
11	Information Security - Understand how information systems are vulnerable to destruction, error, and abuse - Describe the business value of security and control - Identify the lines of defense for an organizational security framework	Chapter 4 Section 4.2
12	Information Systems Organizations and Strategy - Understand how information systems help companies to create competitive advantage. - Describe the SWOT analysis - Understand Porter's competitive forces model & generic strategies - Course review in preparation for final exam	Chapter 1 Section 1.2

Cases for discussion in class

Students should read each case before class. Class participation marks will be given in class for responding to questions on each case and the course material presented in class.

Students will be asked to respond in writing during class to cases in week 4 or 5 and in week 9. These two hand-in responses will be marked for 10% each (total of 20%).

In addition to the cases listed above, each instructor may identify additional cases or published IT developments to be discussed in class.

Late Submissions:

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

- You will 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 4 or 5 and Week 9	20% (10% each)	Within 2 weeks
In-class discussions and quizzes	Every class	10%	Within a week
Midterm Exam	Week 7	30%	Within 2 weeks
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 2026, the last date to drop a course in good academic standing is Friday November 20, 2026, and for Winter 2027 the date is Friday, April 2, 2027.

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](#).

Important Resources Available at Toronto Metropolitan University

- **Addressing Academic Concerns:** Students are expected to address any questions or concerns through open and timely communication with the course faculty/contract lecturer, as soon as they arise. If a concern cannot be resolved through this initial communication or if additional support is required, students are encouraged to reach out to their program advisor or the chair/director of the teaching department for further guidance. These individuals can help provide clarity, facilitate next steps, and ensure that matters are reviewed in a fair and appropriate manner.
- [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.

- [FAQs Academic Considerations and Appeals](#)
- Information on Copyright:
 - [Copyright FAQs for Faculty/Contract Lecturers](#)
 - [Copyright FAQs for Students](#)

- Information on Academic Integrity:
 - [Academic Integrity for Faculty/Contract Lecturers](#)
 - [Academic Integrity for 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 accessibility services office, supporting students with disabilities. AAS works with students, faculty, and staff to create inclusive learning environments, reduce barriers, and promote accessibility across the university.

If you have (or suspect you may have) a disability, AAS can provide consultation, guide you through registration, develop accommodation plans where appropriate, and connect you with supports and services. For information about eligibility, documentation requirements, registration, deadlines, and available services, visit [AAS](#).

Academic Accommodations (for students with disabilities) and Academic Consideration (for short-term extenuating circumstances) are governed by **different university policies**. [Learn more about each process](#) and how to access support. Students registered with AAS may request academic consideration (related or unrelated to their disability) if they experience extenuating circumstances that impact their ability to meet their shorter term academic obligations. This includes short term physical or mental health issues that are sudden/acute (e.g, the flu), unexpected illness or injury, hospitalization or treatment, and significant aggravation of a pre-existing condition. Please see [Policy 167: Academic Consideration](#) for more information and details.

Please note that there is no accommodation for missing/rescheduling or reweighting of tests - this is considered an alternate arrangement. Any student who misses a test/exam will be directed to submit an ACR to explore if possible alternate arrangements under [Policy 167: Academic Consideration](#) can apply.

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)
- **GuardMe Student Support Program (GMSSP):** 24/7 access to confidential support through counsellors via the [Student Support 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:** 416-919-5000 ext 3596 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.