



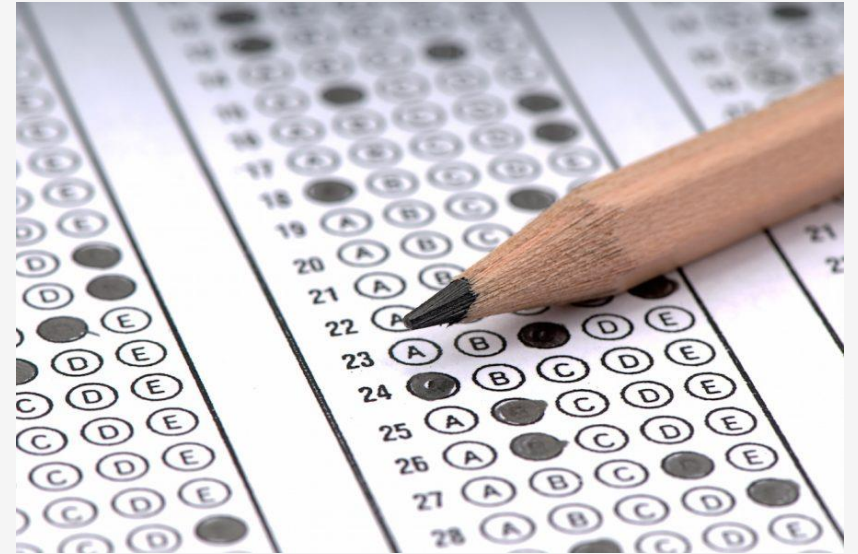
# *MIS 2101*

## *Exam 1 Review*

# Exam Will Cover Discussions: week 1 through 4

- **Readings, Videos and Lectures (60%, 15 questions)**
  - Information Systems
  - Systems Analysis/Systems Architecture
  - Swim Lane
  - ERD
  - MaxLab/DPM
  - Digital Identity
- **Mini-Case – Demonstrate your ability to apply (40%, 10 questions)**
  - Swim Lane Diagram
  - ERD

Note: The same narrative/Swim Lane and ERD is used for **ALL questions from 16-25**



Source: <https://ccesnews.org/opinion/2018/04/23/10-tips-for-exam-preparation/#photo>

# *Advice*

How to prepare...



Review the slide  
decks



Review the assigned  
readings/videos



Review / Add your  
notes

# *Introduction & Systems Analysis*

---

- **Topics and Required Reading:**

[What is an Information System?](#)

[Systems Architecture](#)

[Systems Analysis](#)

[What is Software Development Lifecycle \(SDLC\)](#)

[Max Labs Pre-Flight](#)

- **Review**

Weekly PowerPoint slides

# Collection of Systems

## Systems = People + Process + Technology

- Manipulation of information = value
- Managed by MIS professionals
- Systems surround us 24/7
- Application Program Interface (API's)



- “**Information System** – an integrated set of components for collecting, storing, and processing data and for providing information, knowledge and digital products.” This ensure the **successful completion of business objective.**

# Collection of Technologies

## Including:

- Hardware
- Software
- Policies
- Education Tools
- API's



In MIS we train people to use technology to **solve day-to-day business problems.**

# Systems Analysis

What is “Systems analysis?”: Problem solving technique that “decomposes” a system into its component pieces for the purpose of studying how well these parts work & interact to accomplish their purpose

---

# Software Development Cycle (SDLC) Methodologies (Model)

- Waterfall
- Agile / Iterative
- Lean
- Scrum / Iterative
- DevOps





# *DPM & Introduction to Process Mapping*

---

- **Topics and Required Reading**

[What is a product manager? A complex, cross-functional role in IT](#)

[An Introduction to Swim Lane Diagrams](#)

**Review**

Weekly PowerPoint slides

# Why Salesforce?

A great platform to deliver cloud-based systems products

- Salesforce's computers run the software and store your data
- Enables & Enhances Business
- Used by Industry Fortune 100's
  - Across all business function areas

## Enabling Organizations

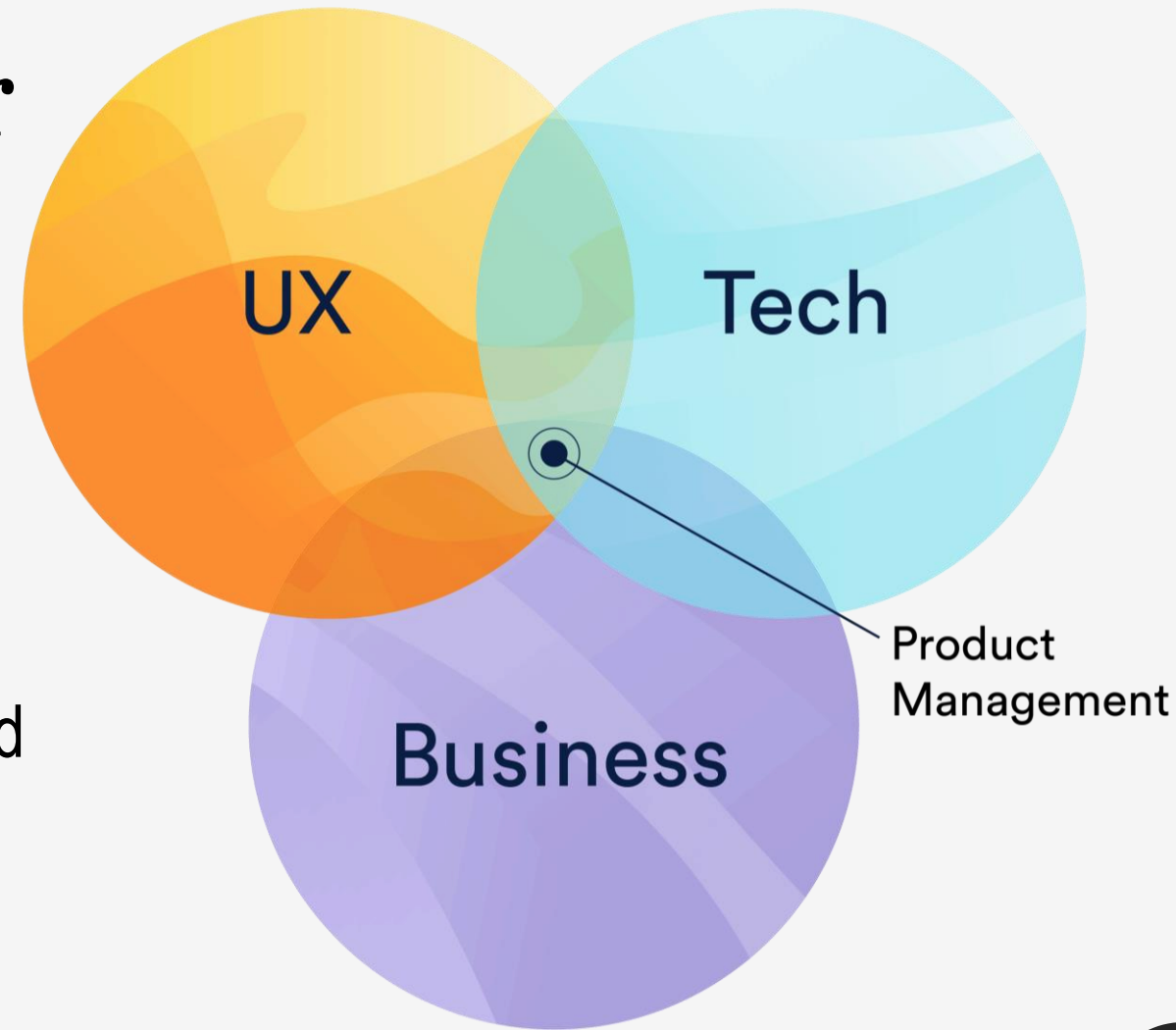
- Technology enables organizations to work faster/smarter/more efficient
    - See how it works
    - Understand how it used by industry
- 



# Digital Product Manager

DPMs have a complex role with a wide range of *responsibilities* including:

- Meeting with customers and clients to determine product requirements
- Balance multiple stakeholders & understand all needs
- Deliver products that align with Business Goals



Source [https://wac-cdn.atlassian.com/dam/jcr:84dd83co-f954-477e-b157-b591da20d3cf/o\\_diagram.png?cdnVersion=464](https://wac-cdn.atlassian.com/dam/jcr:84dd83co-f954-477e-b157-b591da20d3cf/o_diagram.png?cdnVersion=464)

# Digital Product Manager

DPMs require a unique set of *soft skills* including:

- Emotional Intelligence (EQ)
- Relationship Management
- Self-awareness
- Self-management
- Social awareness



Source: [https://assets.website-files.com/5d6d271dob802026e5355799/5e00bebf15637fdb21b78a11\\_woman-office-manager-cc.jpg](https://assets.website-files.com/5d6d271dob802026e5355799/5e00bebf15637fdb21b78a11_woman-office-manager-cc.jpg)

# Process Mapping

What

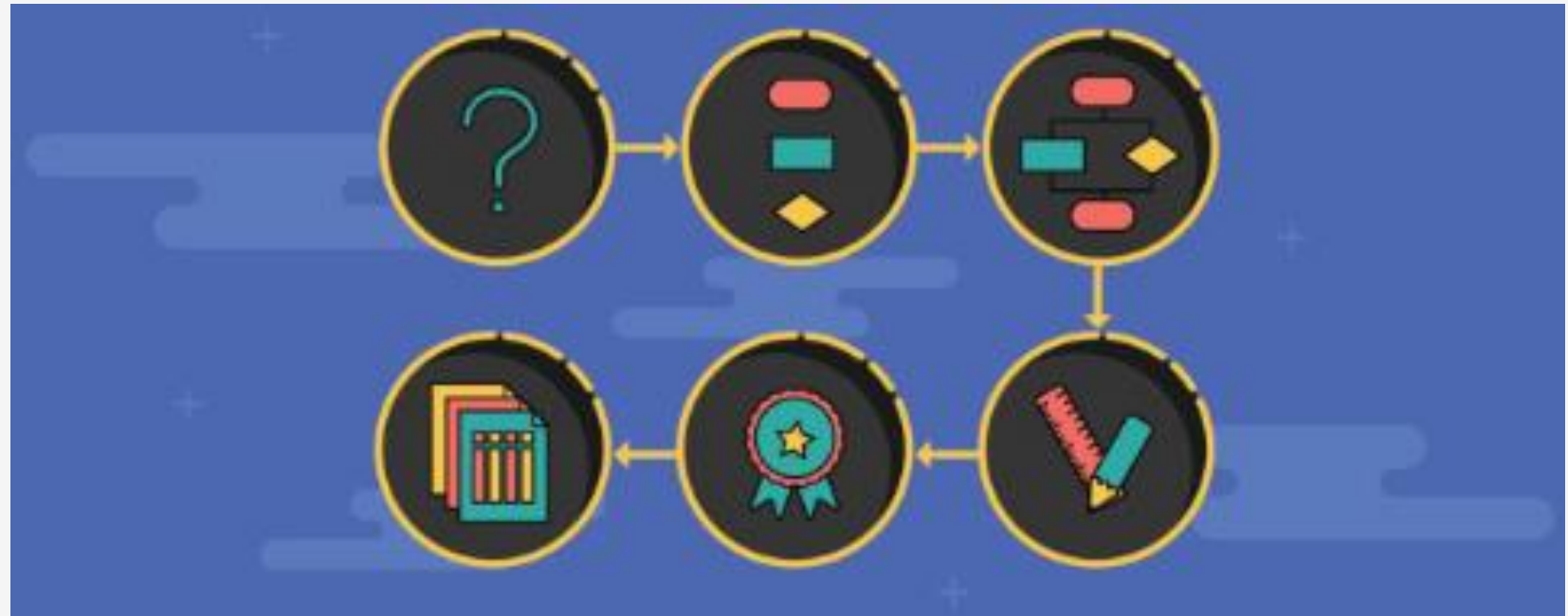
- Visual Representation

Why

- Identify Problems

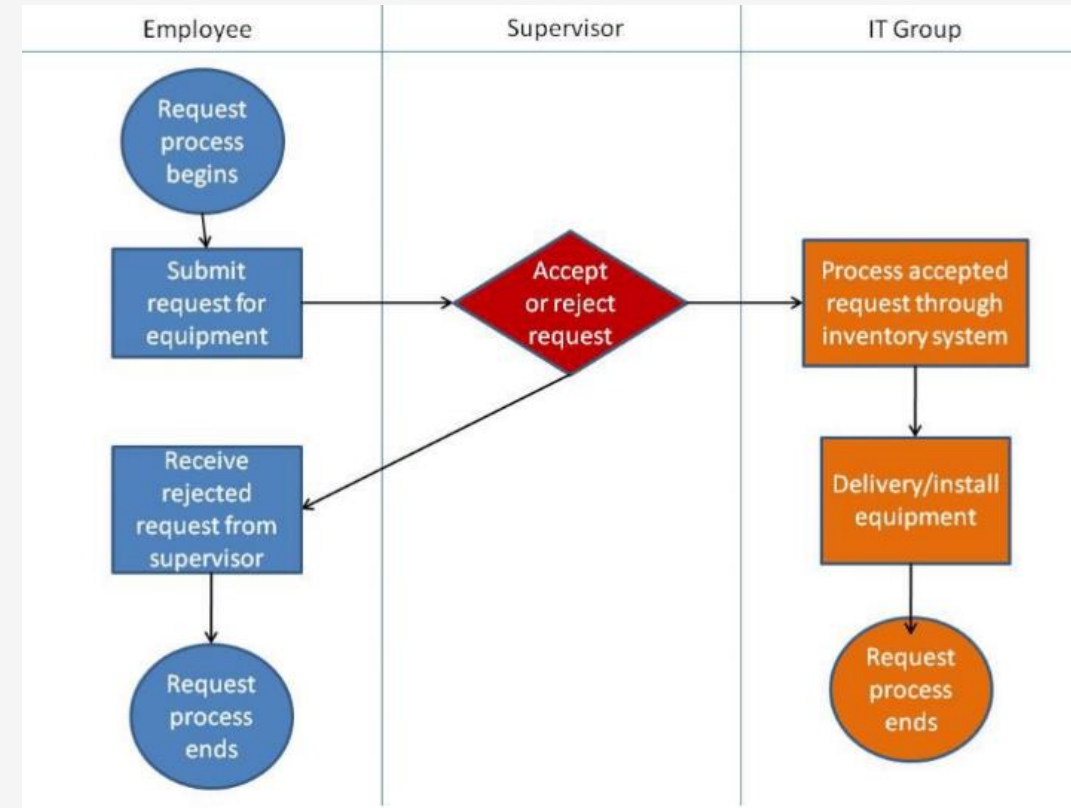
How

- Draw the "as-is"

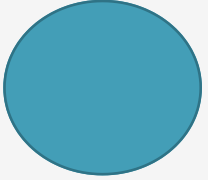


# Swim Lane Diagrams

- Identifies who does what & in what order
  - Logical & Chronological
  - Indicates hand-offs
- Advantages:
  - Helps see opportunity for improvements
  - Helps eliminating duplications
  - Basis for developing new solutions
  - Useful Training tool



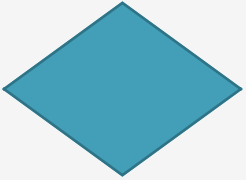
# Swim Lane Diagrams - Symbols



- Circle : signifies the starting and ending of an event in the process



- Rectangle : represents an activity in the process



- Diamond : represents a decision that must be made



- Arrow : indicates the flow of the process



- Cylinder : represents stored data

# *ERD & Digital Identity*

---

- **Topics and Required Reading/Videos**

[What is an Entity Relationship Diagram?](#)

[Entity Relationship Diagram](#)

[What is Entity Relationship Diagram \(ERD\)](#)

[How AI is deciding who gets hired](#)

[What hiring managers look for in your social media profile](#)

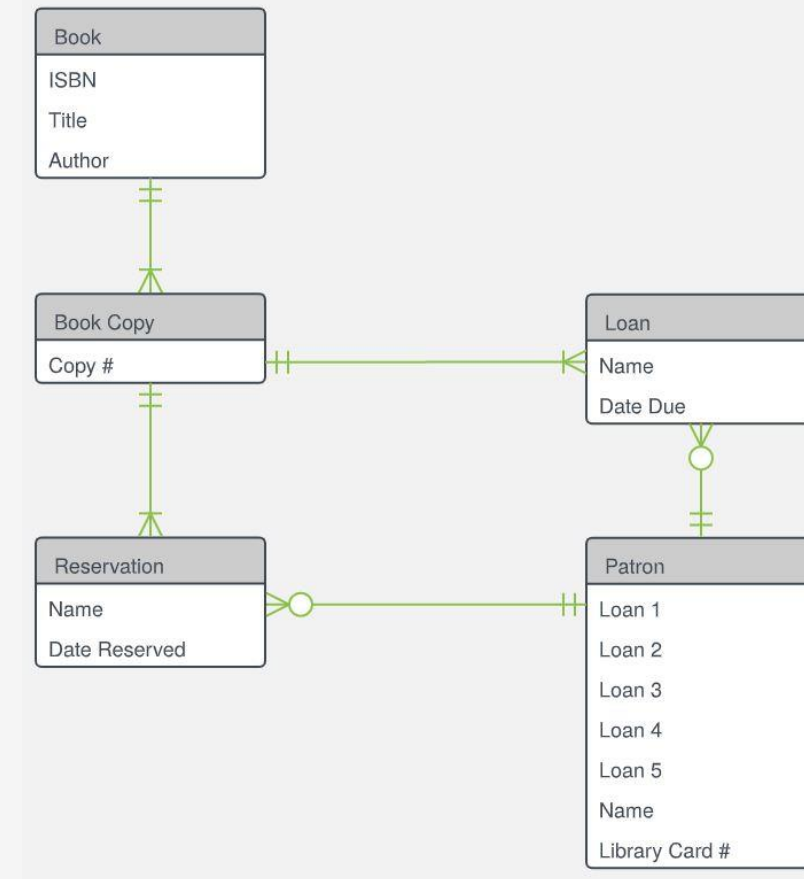
## **Review**

Weekly PowerPoint slides



# *What is an Entity Relationship Diagram?*

An Entity Relationship Diagram (ERD) is a visual representation of different data using conventions that describe how these data are related to each other.

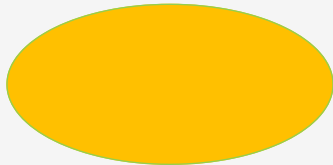


Source: <https://dzslcw3kip6qmk.cloudfront.net/marketing/pages/chart/examples/library-erdiagram.svg>

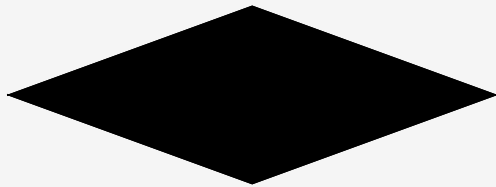
# Primary ERD Symbols: Chen's Database Notation



- Entity = noun  
ex: shopper, item



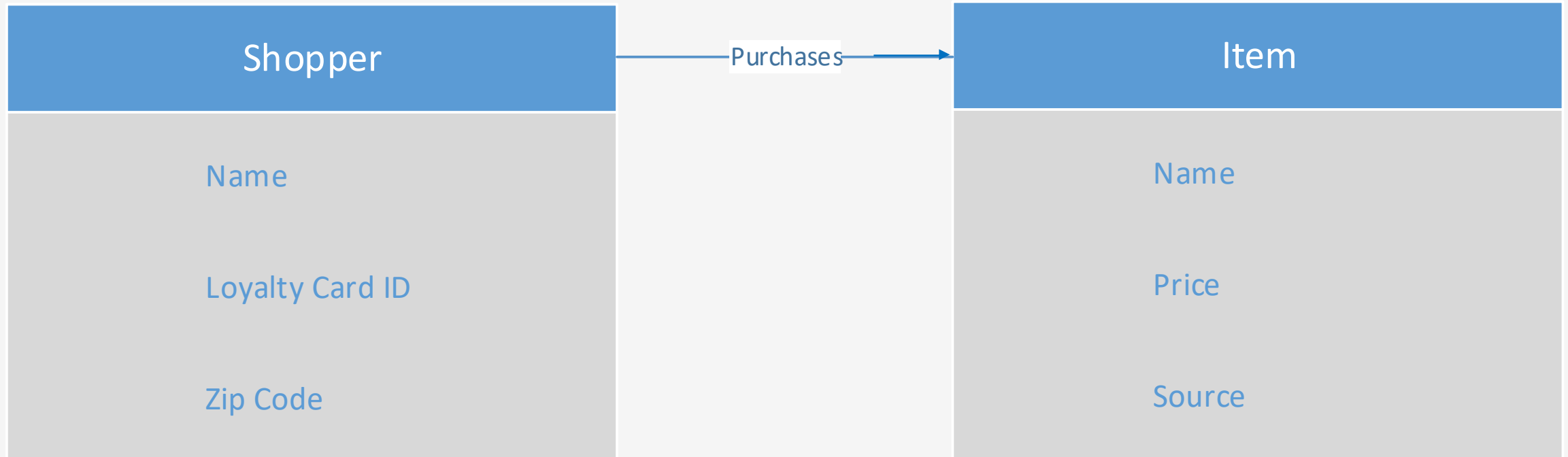
- Attribute = adjective/characteristic  
ex: item price



- Relationship = verb  
ex: buys

# *Entity Relationship Diagram: ERD tables*

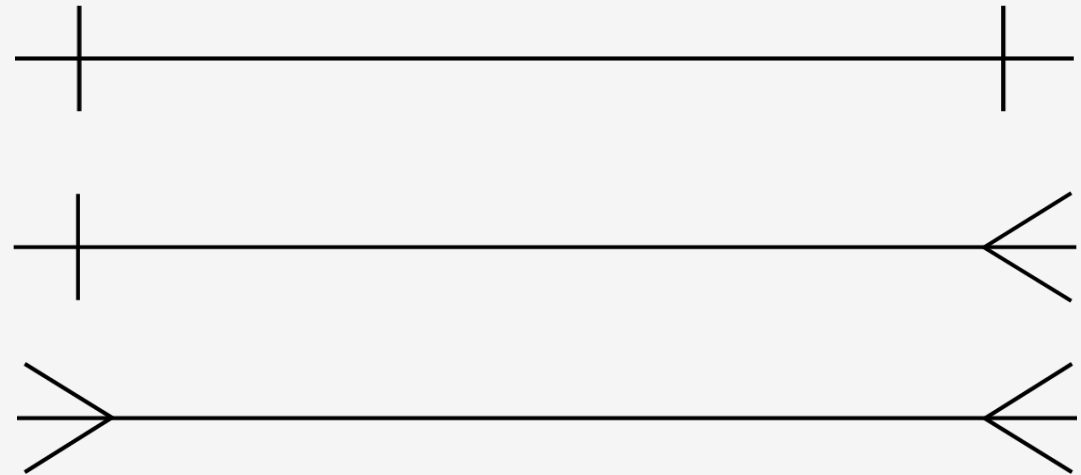
## Crow's Foot Database Notation



# Cardinality in Data Modeling: *Relationships*

Cardinality describes a fundamental characteristic of the relationship between two entities.

- 1:1 = a one to one relationship
- 1:m = a one to many relationship
- m:m = a many to many relationship



# Digital Identity Management

**Base**

Name	Josie Smith
Major	BBA MIS
Minor	Legal Studies
Hometown	Cherry Hill, NJ
Temple University affiliation	Current student

**Professional Details**

Current employment status	Not employed
Current	

Digital identity & profile

**FOX SCHOOL OF BUSINESS**

**Josie Smith**  
Major: BBA MIS  
Graduation: May 2018

Connect with Me

Official Professional Achievement Badges awarded by the Department of Management Information Systems

Digital portfolio

**Groups**

All Groups | Create a Group

Viewing 1 - 10 of all groups

- Nonprofit Organizations
- MIS 4040 (Fall) - Alan, Steve, John, Mike, John
- MIS 4040 - Spring 2016 - Melissa
- MIS 4040 - Spring 2017 - Sec 2 - Melissa

Build a professional network

## What is SEO?

Process of maximizing the number of visitors to a particular website by ensuring that the site appears high on the list of results returned by a search engine

Assess with analytics

**SHOW EMPLOYERS YOU ARE  
WORKPLACE READY!**  
WITH PROFESSIONAL ACHIEVEMENT BADGES

Professional achievement program (MIS majors only)

**Make sure to watch this video!**

[What hiring managers look for in your social media profile](#)

# *Remember!!*

How to prepare...



Review the slide  
decks



Review the assigned  
readings/videos



Review your notes

**On Wednesday bring:**

- 1. TUID card (hard copy or digital)**
- 2. #2 Pencil**
- 3. 2 Highlighters**