ITC 203: Management Information System

Credit Hours: 3
Lecture Hours: 48

Course Objective:
The main objective of this course is to equip students with the new tools and techniques of management information system with a view familiarize them to the state-of-the-art-technology and its applications in managing information.

Course Description

Course Details
Unit 1: Information Systems in Global Business Today
Opening Case: The New Yankee Stadium Looks to the Future
The Role of Information Systems in Business Today, New in management information system, Globalization Challenges and Opportunities. A Flattened World
The Emerging Digital Firm, Strategic Business Objectives of Information Systems
Dimensions of Information Systems
Interactive Session: Technology UPS competes Globally with information Technology
A business Perspective on Information Systems; complementary assets: Organizational capital and the right business model
Hands-on MIS projects
Management Decision Problems; Improving Decision Making; Using Databases to analyze Sales Trends;
Case Study: What’s the Buzz on Smart Grids?

Unit 2: Global e-business and Collaboration
Opening Case: America’s Cup 2010: USA wins with information technology
Business Processes and Information Systems; business processes; Business improvement with information technology
Types of Business information systems; systems for different management Groups; systems for linking the enterprise
Interactive session: Organizations Domino’s Sizzles with Pizza Tracker System for Collaboration and teamwork
Interactive session: Management: Virtual meetings: Smart Management
The information systems function in business; the information systems department; organizing the information systems function
Hands-on MIS project
Management decision problems; improving decision making: Using a spreadsheet to select suppliers; Achieving operational excellence: Using Internet Software to Plan Efficient Transportation Routes
Systems from a functional perspective: IT enables collaboration and teamwork; challenges of using business information systems; organizing their information systems function

Unit 3: Information Systems, Organizations and Strategy  
Opening Case: Verizon or AT&T – which company has the best digital strategy?  
Organizations and Information systems  
How Information Systems impact organizations and business firms; economic impacts; organizational and behavioral impacts; the Internet and organizations; implications for the design and understanding of information systems  
Using information systems to achieve competitive advantage; Porter’s Competitive Forces Model; Information system Strategies for dealing with competitive forces; the Internet’s impact on competitive advantage  
Interactive Session: Organizations How much do credit card companies Know About You?  
The Business value chain model  
Using systems for competitive advantage: Management Issues; sustaining competitive advantage; Aligning IT with business objectives; Managing Strategic Transitions  
Hands-on MIS Projects; Management Decision Problems; Improving Decision making: Using a database to clarify business strategy; improving decision making: Using web tools to configure and price an automobile

Unit 4: Ethical and Social Issues in Information Systems  
Opening Cases: Behavioral Targeting and Your Privacy: You’re the Target  
Understanding Ethical and Social issues related to systems  
A model for thinking about ethical, social and political issues; five moral dimensions of the information age; key technology trends that raise ethical issues  
Interactive session: Organizations The Perils of Texting  
Interactive session: Technology Too much technology  
Hands-on MIS Probjects

Unit 5: Information Technology Infrastructure  
Opening Case: BART Speeds Up with a new IT infrastructure  
IT infrastructure; Defining IT infrastructure; evolution of IT infrastructure; Technology Drivers of infrastructure evolution  
Infrastructure components; computer hardware platforms; operating system platforms; enterprise software applications  
Interactive session: technology New on the eTouch  
Data Management and storage; networking/ telecommunications platforms; Internet Platforms; Consulting and System integration services  
Interactive session: Organizations Is Green Computing Good for business?  
Hands-on MIS project
Unit 6: Foundations of Business Intelligence: Databases and Information Management

Opening Case: RR Donnelly Tries to Master its data
Organizing Data in a traditional file environment; file organization concepts; problems with the traditional file environment
The database approach to data management: Database Management Systems; capabilities of database Management systems; designing database
Using databases to improve business performance and decision making; data warehouses; tools for business intelligence: Multidimensional data analysis and data mining
Interactive session: Technology: What can businesses learn from text mining?
Hands-on MIS projects

Unit 7: Securing Information Systems

Opening Case: You’re on Facebook? Watch Out
System vulnerability and abuse: vulnerability; malicious softwares; hackers and computer crime;
Internal Threats: employees;
Business value of security and control; legal and regulatory requirements for electronic records management; electronic evidence and computer forensics
Establishing a framework for security and control; information systems controls; risk assessment; security policy; disaster recovery planning and business continuity planning; the role of auditing
Hands-on MIS projects

Unit 8: Building Information Systems

Opening Case: CIMB Group Redesigns Its Account Opening Process
Systems as Planned Organizational Change
Systems Development and Organizational Change • Business Process Redesign
Overview of Systems Development
Interactive Session: Organizations Can Business Process Management Make a Difference?
Systems Analysis • Systems Design • Completing the Systems Development Process • Modeling and Designing Systems: Structured and Object-Oriented Methodologies
Alternative Systems-Building Approaches
Traditional Systems Life Cycle • Prototyping • End-User Development • Application Software Packages and Outsourcing
Interactive Session: Technology Zimbra Zooms Ahead with OneView
Application Development for the Digital Firm
Rapid Application Development (RAD) • Component-Based Development and Web Services
Hands-on MIS Projects

Text Book