

# 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**

This course contains Information Systems in Global Business Today, Global e-business and Collaboration, Information Systems, Organizations and Strategy, Ethical and Social Issues in Information Systems, Information Technology Infrastructure, Foundations of Business Intelligence: Databases and Information Management, Securing Information Systems, Building Information Systems.

## **Course Details**

### **Unit 1: Information Systems in Global Business Today**

**LH 7**

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 eright business model

Hands-on MIS projects

Management Decision Problems; Improvinig Decision Making; Using Databases to analyze Sales Trends;

Case Study: What's the Buzz on Smart Grids?

### **Unit 2 : Global e-business and Collaboration**

**LH 7**

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 witih Pizza Tracker

System for Collaboration and teamwork

Interactive session: Management: Virtual meetinigs: 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 the information systems function

### **Unit 3 : Information Systems, Organizations and Strategy**

**LH 7**

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' 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**

**LH 4**

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 Projects

### **Unit 5: Information Technology Infrastructure**

**LH 6**

IT infrastructure and emerging technologies

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** **LH 4**

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** **LH 5**

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

Hand-n MIS projects

**Unit 8 : Building Information Systems** **LH 8**

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**

Laudon, Laudon, "*Management Information Systems Managing the Digital Firm*", twelfth edition