

**INTERNATIONAL MANAGEMENT INSTITUTE, BHUBANESWAR**  
**Programme Name: PGDM**  
**Management Information Systems (IS502)**  
**Credit: Full (3 credits)**  
**Session Duration: 90 Minutes**

**TERM: III**  
**Year: 2014-16**

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**Course Description:**

Today, information systems have become an integral part of all business functions. Regardless of whether one is from accounting, finance, operations, marketing, human resources, information systems etc. department, the use of information systems is extensive. Infact, information systems cut across business functions and organization levels. Therefore, for organizations to survive in this competitive world need to make use of information systems.

Information systems have transformed the way organizations manage business. The whole world is making use of new emerging technologies to achieve corporate objectives. What makes MIS exciting is its evolution with continuous changes in technology, management and business processes. These innovations are enabling traditional organizations and entrepreneurs to create new products and services, develop new business models and revenue streams. In the process, some old businesses, even industries are being replaced by newer entrants. Concepts like social media, cloud computing, mobile telephony, etc., are giving rise of newer business models. Information systems and technologies are the foundation of these services.

**Objectives:**

- The course will equip students with skills to analyze information requirements for **managerial decision-making**.
- To understand the **support of information system** in key business functions.
- To understand the **types of information systems** that are needed to support the **various levels** of a business enterprise
- To understand the **process of designing and developing** an information system
- To understand the **infrastructure** needed for information system.
- To understand the role of IS in **electronic business and enterprise wide computing**

- To develop an awareness of critical issues around information systems like **data security, privacy and ethical** use of information.
- To demonstrate managerial **problem solving skills** using exercises, case scenarios and project.

**Session Plan:**

<b>Session</b>	<b>Topic</b>	<b>Readings/Cases/Exercise</b>
1-2	<b>Concept of Information System</b> Introduction, Role of Information System (IS), Trends in IS, Types of IS, Components of IS, IS Resources.	Read Chapter 1 of Textbook  <b><u>Case: Spark Batteries Ltd. (Text Book)</u></b>
3-4	<b>Management Information Systems and Strategic Advantages</b> Overview of strategy, Importance of Information, MIS role in strategy formulation, Implementation and Strategic advantage. Reengineering Business Process.	Read Chapter 2 of Textbook  <b><i>Additional Reading:</i></b> How Information gives you Competitive Advantage  <b><u>HBR Case Study: IT Does not Matter</u></b> (Group 1 to present and class to critique)
5-6	<b>Decision Making</b> Decision Making Concept, Types of Decision, Pay off Analysis, MIS role in decision making concept	Read Chapter 10 of Textbook  <b><u>Case: Universal foods &amp; Drinks Limited (UFDL)</u></b>  <b>Exercise 1 in Computer Lab:</b> Alpha Company: Profit and Loss Statement
7-8	<b>Information Technologies</b> Computer Hardware: End user and enterprise computing, peripherals Computer Software: Application Software, System Software, Programming Languages.	Read Chapter 3 & 4 of Textbook
9-10	<b>Databases and Information Management</b> Databases and Data Warehousing	Read Chapter 5 of Textbook  <b><u>HBR Case Study: CareGroup</u></b> (Group 2 to present and class to critique)
11	<b>Telecommunications, Networks and cloud computing</b>	Read Chapter 6 of Textbook
12-13	<b>Designing the MIS Infrastructure</b> System Analysis and Design, System Development Models, agile methods, MIS Development	<i>Read Chapter 12 of Textbook</i>  <b><i>Additional Reading:</i></b> Managing Information: The IT Architecture  <b><u>Case: MIS at Manik Manufacturing</u></b>

14-15	<b>Decision Support System</b> DSS: concept and Philosophy, Types of models, MIS and the role of DSS, Business Analytics	<i>Read Chapter 10 of Textbook</i> <b><u>IVEY Case Study: Partners Healthcare System(PHS): Transforming Health care Services Delivery Through Information Management</u></b> (Group 3 to present and class to critique)
16	<b>Enterprise Management System</b>	Read Chapter 8 of Textbook
17-18	<b>Electronic Business Technology and Securing Information Systems</b>	Read Chapter 9 & 13 of Textbook <b><u>HBR Case Study: Boss, I think Someone Stole Our Customer Data</u></b> (Group 4 to present and class to critique)
19-20	<b>Managing Projects and Application of MIS into different Sectors</b>	Read Chapter 12 of Textbook <b>Project Presentations</b>

### **Pedagogy:**

The course will have a mix of topic presentations and discussions, case discussion and presentations, project, and hands on exercises using software packages.

### **Text Book:**

- James A. O'Brien, George M. Marakas, Ramesh Behl, Management Information Systems, Tenth Edition, McGraw Hill Education Pvt. Ltd.

### **Reference Books:**

- Kenneth Laudon and Jane Laudon, Managing Information Systems, Twelfth Edition, Pearson Education Inc
- Waman S Jawadekar, Management Information System – Text and Cases, 4<sup>th</sup> Edition, Tata McGraw Hill Publishing Company Ltd.
- Lucas Henry C., Information Technology for Management, 7<sup>th</sup> Edition, Tata Mc. Graw Hill

### **Evaluation**

Case	–	10%
Quiz	–	20%
Project	–	10%
Assignment	–	10%
Mid Term	–	20%

End Term – 30%

## **MIS Project**

The objective of the project is to provide students with an opportunity to understand how information systems are designed, implemented and managed in organizations. Each Group must identify an organization for doing the project for this course. The organization should be a medium or large size and /or multi-location.

Some suggestive examples of such processes could be:

- Order Processing system (and its interface with inventory)
- Production Planning and Control System
- Sales and Marketing System
- Customer Relationship Management System
- Human Resource Management system
- Procurement system (and its interface with inventory)

**Part 1:** The submission should include:

- Brief background about the organization
- Reason for selecting the organization for study
- Identification of the main functions of the organization
- Understanding the significance of the identified process to the functioning of the organization
- Identifying the key activities of the identified process
- The chosen organization should be based in/around Bhubaneswar so that group members should get a chance to directly interact with people from the organization.
- Groups can also make use of offline and online resources.

The final report should also discuss the following:

1. How business processes were handled before adoption of IT?
2. Functioning of the IS select process that has been automated
3. Technology infrastructure being used
4. Types of information systems used and decisions being taken
5. Security of the information system?
6. Overall, how has the information system helped in meeting business objectives? Explain the organizational strategy for the same.