

SYLLABUS

Course Title – Management Information Systems

ECTS credits – 4

Auditorium hours - 34

Prerequisites – Theory of Management

Professor/ Instructor – professor Vardan Sargsyan

Instructors E-mail – varsarg@yahoo.com

Class website – n/a

COURSE DESCRIPTION

Management Information Systems means using information technology -- computers and networks -- to help operate businesses and other organizations. Of course, that is a very broad topic. The heart of the course will be studying how to best organize business-related information in a computer system. The course addresses the techniques and concepts required to map, implement, automate, and evaluate business processes. Focusing on the technical and implementation aspects of Business Process Management, the course leads students from technical process design through the implementation and management of workflows to the structure of process-aware information systems. It discusses the distinction between business processes and business rules and outlines how they can be supported by technology.

COURSE OBJECTIVES

By the end of the course, the student should be able to:

- understand basic information system concepts as applied to business operations and management.
- identify the major components of a computer system, including hardware, software, operating systems and operating environments as they apply to information systems.
- evaluate, select, and use computer-based information systems from a management perspective.
- understand the interdependence and functionality of the hardware and software components of information systems and work with the MIS staff to make technical decisions
- design and develop basic MIS applications such as spreadsheet, database, and web development.
- understand how to utilize large-scale computer applications systems to assist with business management and operations.

COURSE TOPICS/UNITS

1. Theories and practices in the management of organizational information resources.
2. Frameworks for introduction, evolution, and assimilation of information systems in to an organization.
3. Role of IT and roles of people using, developing, and managing systems.
4. Global concepts of IT.
5. Societal and ethical issues related to IS design and use.

Proposed Topics for Papers:

1. IS technical and managerial skills
2. IS Ethics
3. IS change management
4. The impact of IS investment
5. Business and IS plans alignment
6. eBusiness/eCommerce/eServices/eBanking
7. Mobile Commerce
8. IS service quality
9. User attitude toward IS
10. Internet addiction
11. ERP systems implementation
12. Cost-effectiveness of IS solutions
13. IS satisfaction/IS adoption/IS success
14. IS outsourcing
15. IS job design and motivation
16. Document management

TEXTBOOK(S) AND REFERENCES

Laudon, Kenneth C., and Laudon, Jane P., Management Information Systems-Managing Digital Firm, Tenth Edition, Prentice Hall, 2007 - 2011.

McNurlin, B.C and Sprague, R.H (2006), Information Systems Management in Practice, 7th edition, Prentice-Hall, Inc. Upper Saddle River, NJ 07458, USA.

GRADING PLAN

Coursework will be weighted as follows:

- a. Class activity or participation – 20 %
- b. Paper, weight – 20%
- c. Interim exam – 0%
- d. Attendance – 10%
- e. Final exam – 50%